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**Employee Manual**

**2019**

Welcome O’Hare’s employee,

Our goal at O'Hare's Grille & Pub is to create a fun, inviting atmosphere that will make our Guests (customers) want to return again and again. We want to be known for our excellent service, for the best and largest selection of draft and bottled beers in Rio Rancho and for our delicious and affordable assortment of quality foods.

O’Hare’s Grille and Pub was established in 1993, Jason & Heather Armstrong took ownership in July of 2017 and formed O’Hare’s Grille and Pub, LLC. O’Hare’s prides itself in offering handcraftedales, affordable quality foods, a relaxed atmosphere and excellent service. To live up to this expectation we are committed to having the best beer, best food and best service in Rio Rancho. In addition, we constantly strive to make our place one that's fun to come to. It is everyone's responsibility to place Guest satisfaction at the top of their priority list. Our Guests come first and we must always strive to insure their satisfaction because without them, we are out of business!

You, our employees, come next. You are vital to the success of our business because it is each of you that takes care of our Guests! In return for your loyalty and hard work, we will provide proper training to allow you to do your job well, encourage involvement in the operation of the business by continually keeping open 2 way communications, provide the best working conditions possible, give you competitive monetary compensation, and recognize and show appreciation for your efforts.

Although we are primarily a Pub and Restaurant, it is extremely important to remember we are not only providing nourishment to the public, we are also in the "entertainment" business--that is to say, we not only compete with other restaurants but also with other activities (golf, movies, concerts) that use our Guests time and money.

Our Guests come to our restaurant for great food, entertainment and to create memories with family and friends. We want each visit to be enjoyable enough to make them want to return again. The success or failure of our restaurant is determined by the experience the Guest has and their attitude toward the restaurant when they leave. Our Guests evaluate the manner in which we carry out their service by posting reviews on social media which stay there indefinitely. Our continued emphasis on Guest importance and the demands we make on our employees to please the Guest are in the interest of achieving a highly rated top-quality Pub and increasing the profits to you as well as O'Hare's.

Part of our requirement for you to work with us is that you know the information contained in this employee manual. We welcome you and hope you will become a hard-working member of our winning team. Thank you!

 Jason & Heather Armstrong

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## **POLICIES & PROCEDURES**

The procedures and policies contained in this manual are all designed to take one or a combination of the following 3 areas into account:

* Guest Satisfaction
* Employee Performance/Satisfaction
* Profit Control.

These procedures and policies were developed for a reason and everyone is expected to follow them in order to present a consistent, and well-organized establishment to our Guests. However, this doesn't mean we can operate without your input. Offering your ideas, suggestions, problems, and solutions will help us immensely. We want to provide an inviting atmosphere for our Guests and comfortable working conditions for you. If you feel anything needs to be changed talk to your managers. Also, please ask questions of your managers and co-workers-you will learn your job more quickly.

The reason for policies and procedures is so that you don't have to guess what your employers expect, what you can expect from your employers and to ensure that all employees are treated fairly. The information contained in this manual applies to all employees of O'Hare's Grille & Pub. It is information only and is not considered a contract between the company and its employees. Read carefully and keep handy for future reference--you must be familiar with its contents. If you have questions, please discuss with your manager.

\*We expressly reserve the right to change any of our policies at any time. It is our intention to provide a nondiscriminatory workplace--please alert Management immediately, if you find anything written or said objectionable.

\*Written communications includes new policies, changes in policies, and changes in employment status, counseling statements and statements regarding disciplinary actions. In order for Management to know that you have received and discussed information of the above kind, we require that you sign and date these types of documents. We acknowledge that by signing, you are not necessarily agreeing with the communication--you are merely acknowledging its receipt. Refusal to sign any of these documents may be grounds for termination.

### **RULES & REGULATIONS**

Rules are necessary for any business to operate in an orderly and efficient manner and to protect employees. In most cases, your own good judgment will tell you the right thing to do, but the following are examples that will result in immediate termination:

* Falsifying company records such as personnel, employment, financial, or other records, including falsely reporting time worked.
* Theft, attempted theft, or removal from the premises without authorization of: food, liquor, beer, wine, company property, or the property of another employee or Guest.
* Intoxication, being under the influence or possession of narcotics or alcohol, and/or the instruments for their use while on the property.
* Fighting or disorderly conduct during the working hours or while on the company property.
* Willful insubordination or failure to carry out the job requirements and job requests from management.
* Careless or willful destruction or damage to company property or property of another employee or Guest.
* Commercial or organized gambling on company time or premises.
* Repeated tardiness or absenteeism.
* Unauthorized leaving of work or work area prior to the end of your scheduled shift.
* Cursing or the use of obscene or harassing language towards another employee or guest on company premises.
* Failure to cooperate with reasonable requests to work overtime when it is required to handle company business.
* Obtaining employment outside the company with any firm or organization which might have interests in any activity which is averse to the company's operation.
* Unauthorized solicitation of employees or Guests during working hours by or on behalf of any individual, organization, club, or society. This applies to solicitation in any form, whether for membership, subscriptions, sales, or payment or collection of money. Employees and non-employees are not permitted to solicit, distribute or post literature or sell any item when on duty or on company property without management consent.

**SAFETY, SANITATION & EMERGENCY PROCEDURES**

We strive to provide safe working conditions for our employees. We observe the safety laws of the government within whose jurisdiction we operate. No one will knowingly be required to work in any unsafe manner. Safety is every employee’s responsibility, and all employees are expected to do everything reasonable and necessary to keep the Pub a safe place to work.

ALL EMPLOYEES ARE EXPECTED TO FOLLOW THESE RULES AT ALL TIMES:

* Perform your job duties using all the safe working methods and techniques as taught to you by your Manager.
* Report every accident or injury, NO MATTER HOW SLIGHT, to your Manager at once. Failure to report an accident is subject to disciplinary action.
* Report ANY unsafe conditions or practices to your Manager (such as a wet spot on the floor or mishandling of kitchen equipment). Horseplay and running on the premises are strictly forbidden.
* NEVER use any equipment without having been taught the safe way to use it by your Manager. ALWAYS ask for instructions before using anything with which you are not entirely familiar.
* ALWAYS use the "Claw" method of cutting as instructed by your Manager, when using any knife.
* Ask for help when handling heavy items. If you cannot find a co-worker to help, advise your Manager.
* Use the safety devices provided for everyone’s protection. (Wet floor signs when mopping).
* If you are under 18 years of age you are NOT permitted to operate the Slicers, Fryers, Grinders, Food Processor, or Hobart Floor Mixer.
* If you are involved in a work related accident you may be asked to complete a drug/alcohol screening to determine if you were under the influence.

### **EMERGENCY PROCEDURES**

Stay with injured person(s) and send someone to notify Manager or Owner immediately when an accident occurs.

* DO NOT touch or move the injured person.
* DO NOT claim fault or responsibility for the accident.
* Make a mental note of the details of the situation for documentation later.
* You may be asked to fill out an incident report for insurance purposes.

### **FIRST AID KITS**

The First Aid box is located next to the Office. It is there for your protection and should be utilized for on-the-job cuts or scrapes--the kind you would normally treat yourself.

#### **FIRE**

The 3 exits located in the Pub must be kept clear at all times. Use the exits at the front and back of the Pub ONLY (the exit at the south end of the Bar is a Service Door only). The Emergency phone number is 911. There is an additional exit for office personnel in case of fire in the kitchen

* Evacuate the area and contact the Floor Manager who will take the necessary steps to ensure everyone's safety.
* Time permitting, the bartender should secure the cash drawer and exit to a safe area.
* You should be able to locate all of the fire extinguishers in the Pub and be able to describe how to use one. If it is safe to do so, use a fire extinguisher to put out the fire.

#### **POWER FAILURE**

In case of power failure, emergency lighting will automatically come on. Kitchen employees should secure the kitchen (turn off all gas and powered machinery). Everyone use your common sense--stand back from hot or sharp equipment. Service Personnel are responsible for keeping themselves and our Guests safe until the lights come back on.

#### **ROBBERY ATTEMPTS**

DO NOT RESIST. Comply with all requests (except to leave the Pub). Try to remember descriptive features of persons involved. Notify Manager immediately after all threat of danger has passed.

### **SAFETY PROCEDURES**

Safety rules are established for the protection of employees. You can be seriously injured if you don't learn the potential hazards of your job, neglect to use the safety devices provided, or fail to follow the safety regulations which have been established for your protection.

* All hazards are controllable. No employee is expected to take unnecessary risks.
* Managers will discuss specific job hazards with employees and enforce safe work practices at all times.
* Employees should notify the manager at once of any unsafe condition or procedure encountered in their work (wobbly chairs, malfunctioning machinery/equipment, leaky faucets, wet floors, loose tiles or carpet, protruding nails or splinters, smell of smoke, electrical shocks, etc.) Management is responsible for eliminating all hazards.
* Every accident must be reported promptly and completely. Injuries that you can treat yourself must receive immediate first aid.
* Lift properly--lift with your legs, not your back. Always ask for assistance with heavy or dangerous items, such as hot oil.
* Many of the chemicals are highly concentrated. A file containing pertinent information on all chemicals used in the Pub is located in the Office.
* Knives--always cut away from your body and away from your hand using the "Claw Method" as taught. NEVER use knives to open cans or jars and NEVER give knives or cutting blades to the Dishwashers--clean and sanitize and put back in designated area.
* Foil and plastic wrap boxes must be placed on shelves no higher than 48"--they have extremely sharp blades--use with care.
* If you believe food has become contaminated with broken glass or any other material--remove everything (throw it away), clean and sanitize the area and then refill with new product. **REPORT TO MANAGER.**
* Use brooms and dust pans to pick up broken glass (NOT YOUR HANDS!!)
* Clean up spills and splashes immediately (use wet floor caution signs every time floor is wet or mopped).

#### **SANITIZATION**

Company policies regarding proper personal hygiene and the correct procedure for cleaning and sanitizing all equipment and utensils has been explained to you and you are expected to adhere to these policies and procedures.

* Use the Hand Sinks to wash your hands in ONLY.
* Any food or drink products that you suspect to be contaminated (spoiled, foreign materials, etc.) MUST be removed immediately (thrown away). Report it to your manager.
* Any item that you suspect might have come into contact with any raw Poultry product (including egg shells), Meats, Seafood or potentially hazardous foods must be immediately removed to be thoroughly washed and sanitized. This includes cutting boards, prep equipment, knives, and your hands.
* Use ice scoops to remove ice from the bins and then return the scoops where they belong (outside of the bin). Don't use your hands and NEVER use glasses to scoop ice.
* Hold silverware by handles only, pick up and hold cups or glasses by handles or well below the rim and hold plates by bottom or edge.
* Any service items (silverware, napkins, etc.) that drop to the floor must be picked up immediately and removed to be washed.
* Check all dishware, silverware and glassware for cleanliness and chips or cracks BEFORE use.

## **QUITTING OR TERMINATION**

Any group of people working together for any purpose require certain guidelines pertaining to their conduct and relationships. Accordingly, our employees must be aware of their responsibilities to the company and to co-workers. We strive to take a constructive approach to disciplinary matters to ensure that actions which would interfere with operations or an employee's job are not continued. Violations of our standards will result in one of the following forms of corrective action: termination, verbal warning or written warning. In arriving at a decision for proper actions, the following will be considered: The seriousness of the infraction, the past record of the employee and the circumstances surrounding the matter.

The first sixty days of your employment is considered a probationary period. During this time, your manager will constantly monitor your performance to ensure that it meets our standards. You may be terminated without warning for reasons of unsatisfactory performance or for violation of our rules and regulations.

* We ask that you please talk to one of the owners or managers before you quit--there may be a simple solution to a problem.
* We ask that you give adequate notice so that a replacement can be found for your position (2 weeks).
* You will receive your final paycheck on the regular pay day. If you have been terminated involuntarily, your paycheck will be ready in 5 working days.

### **GROUNDS FOR TERMINATION**

Unless the action taken results in immediate termination or termination after 1 warning, you will receive verbal warnings before we issue a written warning (which you will have to sign). You will be allowed a reasonable length of time to correct the problem. If, after the written warning, we find the problem is continuing, we feel you don't show the desire to work for our company and you will be terminated. (Although there is no way to identify every possible violation of standards of conduct, the following is a partial list of infractions which will result in corrective action up to and including termination.

### **IMMEDIATE TERMINATION, NO WARNING**

* Intoxication or drug use while on duty (see Drug and Alcohol Abuse Policy, in Section 12: Your Rights/Our Rights).
* Abusiveness toward a Guest or fellow employee (threats or use of abusive, vulgar or harassing language or conduct).
* Theft and Fraud
* Food, Beer, Merchandise, Money or Materials belonging to the company, Guest, or another employee.
* Not charging friends, family, or any Guest for Food, Beer, etc. (including favoritism in food and drink amounts or quality).
* Falsifying draw slips or incorrect tips reporting.
* Insubordination or inability/unwillingness to follow instructions.
* Willful falsification of company records or POS data, including employment application, timecards, or personnel or other company documents or records.
* Knowingly serving or selling alcohol to anyone under the age of 21.
* Willful destruction of or damage to company property or property of Guests or other employees.
* Failure to carry out reasonable job assignments or job requests of management after being warned that refusal to do so can result in termination.
* Fighting, throwing things, horseplay, practical jokes or other inappropriate conduct that might endanger the wellbeing of any employee or Guest.
* Violation of Federal or State criminal laws on company premises.
* Refusal to sign an acknowledgment of receipt of documents required by the company to be acknowledged, including, but not limited to evaluations, disciplinary actions and policy additions or changes.
* Not reporting to work as scheduled without calling (see Section 5: Scheduling Policies).

**Termination after 1 Warning**

* Disregard for or violation of company policies.
* Improper respect for our Guests (including poor telephone etiquette).
* Failure to improve in your job performance.
* Divulging confidential store information (Recipes, Purchasing Sources, Security, or Financial Information)
* Uncooperativeness with fellow employees-Refusal to pitch in as a team player.
* Negligence in observing emergency, safety and sanitary procedures and rules.
* Unknowingly serving or selling alcohol to anyone under the age of 21.

## **PERSONAL APPEARANCE AND CONDUCT**

Be proud--you are an important and informed representative of O'Hare's Grille & Pub.

Please remember, you are one of the main reasons the Guest is going to return to our establishment. We want you to look neat and clean at all times. Dress and appearance should not be offensive to Guests or other employees. Natural hair colors are preferred, outlandish styles will not be accepted. Do not be offended if you are told that your hair, facial hair, make-up, fingernails, jewelry, etc. needs to be modified.

We expect you to conduct yourselves in a responsible, adult manner at all times, whether on the job or when you come into the Pub as a Guest yourself.

Always greet Guests (hello, goodbye, thank you) --this small sign of hospitality is mandatory because we want them to know we appreciate their business and want them to come back. Always open doors for them.

Exceed Their Expectations

Dining is a human sensory experience---Smell is a major compliment of taste. (Watch your colognes, perfumes, deodorants and breath). This hopefully goes without saying--WASH YOUR HANDS frequently during your shift. Your hair should be clean and neatly arranged (long hair tied back, facial hair neat and trimmed). Please--No gum/tobacco/toothpick chewing in the Guest areas. Smoking is NEVER permitted in any area where food is being prepared, stored or served. Smoking is permitted in the designated area ONLY. Above all, we expect you to wear a smile whenever you are in the Pub--remember, YOU ARE ALWAYS ON STAGE.

### **UNIFORMS**

You must be dressed in uniform and ready to work when you arrive at the Pub for your shift. You are responsible for cleaning, maintaining and repairing damage to your uniform on a daily basis. A good idea would to have a spare uniform in case you soil yours. If you come to work inappropriately dressed, you will be asked to go home to dress in the correct manner. You will not be paid for the time that it takes and you will be considered late.

#### **Managers, Servers, and Bartenders**

Your current Alcohol & Gaming Servers Certificates must be "on you" while on duty.

#### **Servers and Greeters**

Uniforms will consist of an O’Hare’s jersey, non-ripped jeans, solid color pants or shorts in solid color or denim (longer than fingertips), and **non-slip sole Shoes** and a clean apron. Leggings, yoga or sweatpants are not allowed. Long Hair must be tied back.

#### **Bartenders**

Uniforms will consist of an O’Hare’s shirt, non-ripped jeans, solid color pants or shorts in solid color or denim (longer than fingertips), and **non-slip sole Shoes**. Leggings, yoga or sweatpants are not allowed. Long Hair must be tied back.

#### **Kitchen Personnel**

In order to work in the kitchen, you must wear long pants, a shirt with sleeves and **shoes with** **non- slip soles.** **Torn pants or shirts, shorts and tank tops are not acceptable.** You will be provided with a full apron to protect your clothing. Loose jewelry, loose fitting clothes, dangling hair are safety hazards and not acceptable. Long Hair must be tied back and a hat or hair net must be worn while working in kitchen food preparation areas.

### **SHIRTS & APRONS**

Service Personnel will need to purchase 1 Shirt and 1 Apron during first training shift. The cost will be deducted from your paycheck. Additional Shirts and Aprons may be purchased from the Company at cost.

## **SCHEDULING POLICIES**

All of our work depends upon team work and you are part of that team. If you do not report for a scheduled shift, then everyone else must adjust to your absence, creating an unfair work load for the rest of the team. You should make every effort to be on the job, on time, and ready to work when you are scheduled.

Being a Pub/Restaurant, you can expect to work days, nights, week-ends and most holidays--generally we work when everyone else is having fun!! The following policies are designed to ensure that there is staff on hand to satisfy Guests' needs.

### **PUB SCHEDULE**

We are closed on Thanksgiving Day, Christmas Day, New Year’s Day, Memorial Day, 4th of July, Labor Day and some special events. We are open on all other holidays and Sundays. We will try to schedule around family traditions, but do not assume we can.

We open as early as 8:30 am and close as late as 12:00 pm. Because of differences in volume, you may not receive a set time to be off. Your shift will end at a time deemed appropriate by management for the volume of the Pub on that day.

You must be in the Pub five minutes before your scheduled shift and ready to work.

Your schedule may need to be changed to meet scheduling or other needs. We will try to accommodate your scheduling restrictions, but as our business needs change, so will the scheduling needs.

### **ON CALLS**

To handle covering unexpected Situations, we have an "On Call" system. You may be scheduled for an "On Call" shift. On this day, you must call in to see if you will be needed to work, and be ready to report to work, if you are asked. Call in at scheduled time and speak to a Manager (only); front of the house by 10:00am for morning shifts or by 2:00pm for evening shifts, back of the house by 10:00am for morning shifts or 5:00pm for evening shifts Monday through Saturday. Sunday on call time is 9:00am.

### **WORK SCHEDULE**

Schedule will be posted by Friday by 5:00 pm for the following week. • If we need to change the schedule after it is posted to respond to business demands, we will notify you immediately.

"Days Off” Request Sheet

 If there is going to be one or two days that you would like to have off during the upcoming pay period, it is your responsibility to write it on the Days Off sheet.

**LEAVES OR VACATION**

Must be requested in writing on "Days Off" sheet. Please give as much advanced notice as possible. We will do our best to accommodate all Days Off and Leave vacation requests, but it is not automatic. Usually the first request for a given day will be the one honored; however, we will weigh the importance of the reasons if there are several requests for the same day.

### **CHANGING WORK SCHEDULES**

Once the schedule is posted and you need to change it, it is your responsibility to find someone to cover for you. When the schedule is changed between employees, the person who is taking your place must be qualified to perform your function (cook, serve, open, close, etc.) Changing shifts with a co-worker cannot result in overtime without Management approval. Also, the exact and entire shift must be worked by the covering employee. With management approval, the change shall be noted on the schedule so everyone knows who is working. **A manager must initial any change to the schedule.**

#### **CALLING IN**

We expect you to call your manager before the "On Call" employee calls in. It is preferable to give 2+ hours before the shift starts if you must call-in after the on-call employee has called. It is **YOUR RESPONSIBILITY** to find a qualified employee to cover your shift. Employees who are away from work because of illness may be asked to provide a doctor's statement establishing that they are or have been ill and unable to work and also are released to return to work.

If you cannot work (or will be late for) your scheduled shift for any reason other than an emergency you must call. Family, friends, etc. calling on your behalf is unacceptable. Failure to call in is considered a no-show for work and may be grounds for termination.

### **MEETINGS**

General meetings are intended to provide an opportunity for you to discuss your concerns or suggestions and to keep you informed of any changes in business operations that you need to be aware of. You will be paid minimum wage during the meetings and are expected to attend.

#### **TRAINING SHIFTS**

 All Trainee's on training shifts will be paid minimum wage. As soon as they are competent enough to work without a trainer, then the regular wage agreed upon for that job will be administered.

## **PAYROLL POLICIES & PROCEDURES**

We strive to provide reasonable compensation for your efforts. You were advised of your hourly rate of pay during your interview. We will also compensate you for any efforts made above and beyond your duties (whether verbally, monetarily or in some other fashion).

#### **Needed Paperwork**

1. Completed application for employment.
2. Completed employee packet, which includes W-4 and 1-9 forms.
3. A copy of ID's presented for 1-9 verification to be placed in your employee file.
4. A copy of your current Alcohol & Gaming Servers Certificates (for managers, servers, and bartenders) to be placed in your Personnel File.
5. A copy of your Safe Food handler’s certificate to be placed in your Personnel File (all employees).
6. W2’s need to be signed for and must be picked up at the Pub.

You are expected to check in and out at your scheduled time. Early check-ins will be paid only if you are requested to report early. Late check-outs will be paid only if you are requested to stay late.

Under normal circumstances, **dishwashers** will be allowed no more than 1 hour 15 minutes for closing procedures, and kitchen, servers and bar staff no more than 45 minutes.

If you are called in to work on a scheduled day off, the manager must initial the hours on the schedule or your time will not be recorded on the payroll (POS data and time sheets will be compared to posted schedules). If your weekly pay records are incomplete for any reason (including uncorrected mistakes in tip reporting or hours) they must be corrected by Tuesday following the end of the pay period in order to be included in the payroll.

**Any employee found clocking in or clocking out for another employee will be terminated.**

### **POS SYSTEM AND TIME KEEPING**

All employees must clock in and out on the POS system. You will be shown how to use the system and instructions will be available at the terminals. (All Service Personnel will also be trained to place orders and close tickets). POS Time reports are legal record of the hours you are at work, and your paycheck will be based on the time recorded in the POS system.

### **"TIPS" PROCEDURES**

Tipped employees are required by federal law to report all tips received for tax withholding purposes (Social Security, etc.). All tipped employees MUST report all tips received DAILY on the "Tip Declaration & Total Sales" form, to be included as wages in their bi-weekly paycheck.

Tips will be shown as both positive and negative numbers on your check stub. By adding your claimed tips to your wages earned each pay period, occasional "Zero" paychecks may occur when taxes due are deducted. In fact, your wages may not cover all the taxes owed. You may want to contact the Personnel Dept., if you are continually receiving "Zero" paychecks.

Federal and State laws allow the employer to impose a mandatory tip pooling arrangement among those who customarily receive tips. We do not have an employer enforced tip pooling arrangement at this time but there is a 1% policy regarding how much of the tip left at the table should be tipped out to Bartender and Host coworkers by the server.

### **DRAWS (PAY ADVANCES)**

Many companies do not allow pay advances because of the added paper work and related expenses. We will allow advances using the following guidelines:

A completed "Pay Advance Statement" must be given to the "Manager." One pay advance per pay period is allowed. A $5.00 service charge per draw will be automatically deducted from the employee’s next paycheck along with the draw amount. Total advances may not exceed 75% of wages due.

### **PAY CHECKS**

Each pay period is from Monday to the following Sunday, for a total of 14 consecutive days. Your paycheck will be ready 5 days after the close of the pay period (on Friday) and is issued biweekly (every two weeks). One of the owners or managers will be handing checks 8:30am to 11: OO am or after 2:00 pm on Friday. No paychecks will be issued during lunch (11: OO am to 2:00pm).

If you have been terminated, your paycheck will be ready 5 working days from the date of termination.

Overtime is calculated at time and a half (1 1/2 times job rate) for all hours exceeding 40 hours per week. In the event of multiple job codes (such as serving and cooking) the overtime will be prorated. No check will be given to anyone other than the employee unless authorized in writing and signed by the employee. If you have any questions about your paycheck, please talk to Personnel Dept.

### **DEDUCTIONS FROM YOUR PAYCHECK**

1. Social Security and Medicare Taxes---AII employees are covered by the Federal Social Security

Act. A required Percentage of your gross wages is deducted from your paycheck to pay the employee's portion of this protection, and The Company matches your deduction dollar for dollar. The plan is designed for your future security and that of your Dependents and provides for retirement, disability, death, survivor and Medicare benefits.

1. State and Federal Income Taxes---AII employees have these taxes deducted from their wages according to the Information provided on their W4 forms. A new W4 form may be submitted to change your tax status (by Tuesday Following the end of each pay period), and will be used for all future payroll calculations.

#### **RESTAURANT DEDUCTIONS**

1. Draws--the entire amount of the advance (including the $5.00 Service Charge) will be deducted from your pay (after taxes have been deducted). If any amount remains unpaid, it will be deducted from your next paycheck, and additional draws will not be allowed until the balance is paid.
2. Tips--In order to collect taxes on income received as tips, the total tip amount you specify is added to your wage total, taxes are calculated and then the total tip amount is deducted from wage total. We request that you claim 15% of your total sales for the pay period.
3. Garnishments if situations should arise whereby a garnishment or attachment of wages is served by court order, we have no recourse but to process the garnishment and attach those wages as set forth by law. The company is required to continue such withholdings from payroll checks until such time as garnishment is fulfilled or we are released from such obligation by the appropriate court authority. Though we are sympathetic with the burden that this will place on any employee, the employee must simply be advised to either seek legal counsel, financial counseling, or to be referred back to the respective court authority.
4. Lost Checks: The bank charges a fee to put a stop payment on a check. We will charge you the bank fee and then issue you a new paycheck--please be careful.
5. State and Federal Unemployment Insurance---This program is funded entirely by employers in this state. The program provides weekly benefits if you become unemployed through no fault of your own or due to circumstances described in the law.
6. Workers Comp Fee-This is a mandatory deduction by the Workers Comp Administration. $2.00 will be deducted from your paychecks each quarter (every 3 months). (The company matches the $2.00 deduction).

## **Personnel Records, Leaves of Absence and Returning to Work**

All information you have given to O'Hare's Grille and Pub and any other records regarding employment, training, payroll, benefits, discipline, leaves of absence, etc., will be kept strictly confidential and secure.

### **PERSONNEL RECORDS**

Significant events in each employee's history with the company will be recorded and kept in the employee's personnel file. Regular performance reviews, change of status records, commendations, corrective action warnings and educational attainment records are examples of records maintained. Any employee has the right to review their personnel file (by appointment only) while accompanied by their manager. Management may review the employee's file, but only whereby such review is necessary for operational or employment actions You are responsible for notifying your Manager of changes in name, address, telephone number and emergency contact. This responsibility includes employees on leaves of absence.

### **LEAVES OF ABSENCE WITHOUT PAY**

Leaves of absence without pay may be granted at the company's discretion to maintain continuity of service in instances where unusual or unavoidable circumstances require prolonged absence. A "Request for Leave or Vacation" form must be completed including the return date. The company recognizes the following types of Leave without Pay:

* Disability (Including Maternity and Male Parental Maternity Leave). Up to 6 weeks in the case of medical disability for employees who have worked at least 1250 hours during the 12 months immediately preceding the date of requested leave. The specific period must be supported by a physician's statements.
* Military Service. For the duration of required service. We acknowledge your re-employment rights under the Veteran's Reemployment Rights Act.
* Military Reserve Training. Up to two weeks per year.
* Personal. Up to 30 days for compelling personal reasons. Approval is at the discretion of Management and is based on scheduling needs, your performance history and other factors.
* Bereavement. In the event of death in your immediate family, you may have time needed up to two weeks to handle family affairs and attend the funeral. "Immediate family" is defined as: spouse, children, parents, grandparents, brothers, sisters, mother-in-law or father-in-law.
* Jury Duty. You must notify Management immediately if you are requested for jury duty. Time off will be arranged so that you can complete your jury service. Any employee subpoenaed for jury service during their regularly scheduled working hours will be paid in an amount equal to the difference between their regular hourly pay for their normal work schedule and that which they receive as jury pay for up to 4 weeks jury service. To qualify for Jury Duty pay, you must present to your manager a certificate from the court stating the days served on the jury as well as the amount of money paid in jury fees. If you are dismissed early from jury duty while four or more hours of your regularly scheduled workday remains, you must report to work in order to qualify for pay under this program.

### **LEAVING THE PROPERTY DURING WORKING HOURS**

It is recognized that, at times, you may need to leave the Pub during working hours to conduct personal business. Since it is vital that we have a proper working staff, you will be required to obtain permission from the manager before leaving the property, clock in and out, and report back to the manager on your return.

### **WORKER'S COMPENSATION**

This is an insurance paid by the company which insures you against injury while on the job. All authorized medical expenses will be paid for any injury occurring on the premises while you are working. If due to a work-related ailment or injury you require medical attention, and/or incur lost time from your job, you may be entitled to these insurance benefits. Please contact the manager immediately regarding your rights and responsibilities under this program. You will be drug/alcohol screened if you have a work related injury that requires medical attention. We are not required to cover your medical expenses if you are found to be under the influence of drugs or alcohol.

O'Hare's Grille & Pub has a commitment to employees to return them to full time employment as soon as possible after an accident occurs. If necessary, a modified work program may need to be developed between the Company, the physician, and the employee, which conforms to any medical restrictions. This modified duty will remain in effect until the employee can return to regular job responsibilities.

You must notify the Personnel Dept. weekly of your continued absence while on worker's compensation. If the employee fails to communicate with us in this matter, after two consecutive weeks of non-communication, we will presume that you have resigned and you will be removed from the payroll.

### **RETURNING TO WORK**

If you are on a medical disability leave of absence, you must return to work when your physician or a company-appointed physician determines that you are able to resume normal duties. If you fail to do this within 5 working days of the release, we will presume that you have resigned, and you will be removed from the payroll. We require your physician's release before reinstatement to the active payroll.

A physician's release may also be required when returning to work from sick leave or other short-term, medically related absences. Your manager will advise you of this requirement, which depends on case-by- case circumstances.

## **EMPLOYEE FOOD & DRINK POLICIES**

One of your employee benefits includes discounted or free meals. While this is standard in our industry. It is felt that employees do not realize this is a benefit and should be taken advantage of whenever possible. One of the reasons you are offered discounts or free meals is to allow you to become familiar with the products we serve. All employee meal tickets (discounted or free---employee working or in as a Guest) must be signed by a manager.

Employees are not allowed to eat while on duty as this is a violation of health codes and is never allowed for any reason. Meals are available before, during or after a shift--provided the kitchen is in preparation--with management approval.

#### **ALL COOKS, COOKS HELPERS, PREP COOKS, AND DISHWASHERS**

Provided with ONE free meal per shift and free fountain drinks. All beverages from the bar are full price.

#### **SERVERS, GREETERS/HOSTS AND BARTENDERS**

May purchase food and beverages (not listed below) at a 25% discount. All beverages from the bar are full price.

**Coffee, iced tea, lemonade, and soft drinks are free while you're working, during your shifts-they should be in a covered container (to go cup with lid and straw). Taking any unconsumed beverage or food item with you after clocking out is prohibited.**

### **EATING WHILE OFF THE CLOCK**

All employees are permitted to come to the Pub "as Guests" at any time. A 25% discount on food and non-alcoholic beverage items are for the employee only. All beverages from the Bar are full price. As a Guest, you are not allowed to go into the kitchen areas, the Servers station, behind the bar or any other place a Guest would not be allowed. You are never allowed to "Loiter" or disrupt service while you are in the Pub as a Guest. You are welcome to take advantage of discount events at the Pub.

## **SALARY, PERFORMANCE REVIEW & PROMOTIONS**

The description for your job has been established to provide you with a detailed outline of tasks that you will be trained to perform, expected to perform, and the standards you will be evaluated on. You will be expected to learn and consistently perform all of the tasks before being reviewed for an increase in pay.

Our wage and salary decisions take into consideration for each position: knowledge and ability requirements, variety and scope of responsibilities, physical and mental demands, and general attitude and performance. A review does not always include an increase in wage.

### **YOUR JOB DESCRIPTION**

At O'Hare's Pub, we use job descriptions to aid in staffing, wage and salary administration and training. They also help employees and Managers communicate about job responsibilities. However, job descriptions are not exclusive lists of duties. They are only guidelines and can normally be expected to change over time. You were given a job description at orientation.

From time to time, employees are expected to perform duties and handle responsibilities that are not part of their normal job. If, over the months, the new duties and responsibilities remain a significant part of the assignment, the job description will be changed.

### **PROBATIONARY PERIOD**

You have a 60-day probationary period, during which time it is your responsibility to become familiar and comfortable in your job. You will be thoroughly trained in your position; but, ask questions at any time if you feel something is not being adequately explained to you. After the 2-month period, you will be reviewed by your manager and, if necessary, suggestions will be made as to how you can improve.

#### **SERVERS AND BARTENDERS**

You will not receive tips during their training period (usually 1 week) but will be guaranteed minimum wage during "training" time. Once you are fully trained to serve our Guests, you will begin earning your regular hourly rate of pay and your own tips.

### **PERFORMANCE EVALUATIONS**

All Staff is reviewed periodically according to Manager Discretion. A written review will be performed by your manager. You will be rated on your ability to perform your job, willingness to help outside of your job, and cooperativeness. Your manager will sit down with you and discuss your performance based on observations and all written reviews and stations tests. Ratings and reviews will determine whether a raise or bonus is justified or if additional time needs to be given to you in order to improve performance.

### **PROMOTIONS**

All job vacancies will be filled with the most qualified person. Whenever possible, job vacancies will be filled by promotion from within by any employee who can meet the requirements of the position. When a vacancy occurs, please notify the manager immediately of your interest in the position.

### **JOB COUNSELING**

If you are concerned about your job performance, or if you wish to talk about job prospects in line with your career interests and abilities, and you have already consulted your Manager, you may arrange for a counseling discussion with the General Manager or Owner. Such a discussion will be confidential and will in no way jeopardize your present position or future with the company.

## **LOSS PREVENTION AND CASH CONTROL POLICIES**

All businesses must have basic policies and controls in order to make money to be able to pay bills (including payroll). This section also deals with controls designed to help assure a profit is made. Any time you have suggestions you feel can help us save more time or money, please put them in the suggestion box.

### **PORTION CONTROL**

All employees are responsible for the proper sized portions being served (whether food, beverages or garnishes). You are trained in your position to know what constitutes a portion for everything we serve. Food costs are set according to the guidelines given to you during training--if a salad calls for one dipper of dressing and one scoop of croutons, any change in portion size for the salad changes the cost—the “Bottom line” price we have so carefully calculated becomes invalid and ultimately affects the food cost. You are expected to follow portioning rules and will be monitored by managers to assure strict compliance.

#### **WASTE PREVENTION**

This goes hand in hand with Portion Control. Management should be kept informed of product usage in order to readjust pars as necessary. Daily Specials are created to keep product waste to a minimum. If product has spoiled (or is unusable for any reason), for purposes of food cost documentation, report what and how much product was lost to your manager.

### **CONTROL OF INVENTORIES**

In addition to end of month inventory counts being taken, weekly inventory counts will be taken whenever management feels food costs are getting out of line. Pars have been set to keep product inventories low.

### **CASH CONTROL POLICIES**

Bartenders are solely responsible for money and any other receipts in the cash drawer. DO NOT allow any other employee to make their own change. An owner or manager can take your place if you need to take a quick break. The Bartender must verify starting cash funds before beginning any transactions on their shift. Discrepancies should be reported to owners/managers immediately.

At the end of the night, the closing Bartender or Manager needs to print POS reports, verify all tickets are closed verify the money and receipts, balance the paperwork, and deposit everything in the drop safe.

The closing Bartender must also close the credit card machine each night between 11:30 and 2:00. Servers are responsible for their own receipts. At the end of your shift, you will get a POS report. Verify all tickets are closed, reconcile totals and place all receipts (cash, checks, Credit Card slips, etc.) and paperwork into the drop safe BEFORE leaving the Pub.

$25 Server Banks that were borrowed from the bar must be repaid (to the Bar).

Anyone deliberately altering the data entered into the POS System (whether Sales or Payroll) will be terminated.

#### **BREAKAGE**

Accidents do happen--however, we do not need the additional expense of replacing dishes and glassware due to carelessness. PLEASE BE CAREFUL!!! Record broken dishes on bad food sheet.

## **PHONE, FRIENDS AND MISCELLANEOUS**

This is a place of business and all employees are expected to attend to business at all times. OUR GUESTS COME FIRST!!! Rudeness, verbal confrontations, and/or poor service are NEVER allowed.

### **GUEST TREATMENT**

Each and every employee is expected to graciously greet our Guests, as soon as possible, with "Welcome to O'Hare's," "Hi, how are you today?" (Or something similar to that). While they are in the Pub, we expect you to treat our Guests exactly how THEY want to be treated. And before our Guests get out the door, whoever served them needs to ask to be sure everything was all right. Try to greet them before they greet you. Open doors for them. Learn their names and their favorite food or drink. EXCEED THEIR EXPECTATIONS. When you talk to them try to make eye contact, smile at them, and don't forget to thank them.

Remember the Guests that come into our Pub are our employers--they ultimately pay all of us.

#### **FRIENDS**

Your friends are welcome to come in to eat or drink and you are welcome to talk to them in the natural course of business and friendliness. Friends who merely come in to "hang out" or cause disruptions in business will be asked to leave.

Friends, family members or acquaintances coming to the Pub to pick up employees will not
be allowed to loiter in any part of the Pub. They may wait outside or take a seat and be served.

### **LOITERING**

Only employees on duty are allowed in working areas unless authorized by management. Your Manager will advise you where you can wait for your ride. Unless otherwise permitted, employees are not allowed in the kitchen areas and must change out of uniform if sitting at the Bar. (No one under 21 is allowed to sit at the Bar)

Report any unauthorized personnel wandering in or around the building. Manager’s knowledge and approval for anyone in kitchen areas (including salesmen in Pub) is needed to assure there is no unauthorized removal of property, food, etc.

### **PHONES AND**

Cell Phones are not permitted for employees use -keep them off while you are on the clock. The Business Phones & Fax Machine are for Business Use Only-please don't ask to use them for personal calls, etc. The business lines are important to our business (directions, ordering, etc.) The lines need to be kept open for that purpose. You may use the business line for emergency calls, if approved by a manager.

### **ANSWERING THE PHONE IN HOUSE**

When you answer the phone, you must be courteous and responsive. Smile automatically gives the speaker a pleasant tone), listen attentively, be patient and peak slowly and clearly-- try to focus on the phone call ONLY. Identify our Pub (Good Morning/Good Afternoon/Good Evening--O'Hare's) and identify yourself (mention your name). ALWAYS ask permission to put someone on hold--NEVER leave anyone on "terminal hold."

### **MOONLIGHTING**

Permitted to all employees with the assurance to us that your duties at O'Hare's Grille & Pub will not be affected. We ask that you do not engage in any outside employment which might affect the objectivity and independence of your judgment or conduct in carrying out your duties and responsibilities or that might embarrass, or reflect discredit upon, or might conflict with the best interest of O'Hare's Grille & Pub. We expect you to perform to the best of your capabilities.

### **HIRING OF RELATIVES**

Permitted to all employees. However, a few restrictions have been established to help prevent problems of safety, security, supervision and morale. While we consider employment from relatives hired or transferred into positions where they directly or indirectly supervise or are supervised by another close family member it is at the discretion of the owner to make such hiring choices. Further, such relatives generally will not be placed in positions where they work with or have access to sensitive information regarding a close family member or if there is an actual or apparent conflict of interest.

#### **AGE REQUIREMENTS**

Employees must be 16 years of age or older, 18 or older to operate certain kitchen equipment. All Servers, and Managers must be 19 years of age or older, Bartenders must be 21 years of age or older and all must hold a current Alcohol and Gaming Servers Certificate.

### **PERSONAL PROPERTY**

We are not responsible for items left on the Pub premises. Please leave valuables, backpacks and bags at home. If you must bring them to work, please lock them in your trunk or out of sight in your car. If you or a Guest has lost or misplaced a personal item, check with the Manager to see if it has been placed in the "Lost and Found" behind the Bar.

### **RESTROOM APPEARANCE**

The Floor Manager is responsible for the appearance of the restrooms. If you use the restroom, take note of the need for clean up or restocking and advise when necessary.

### **PARKING PROCEDURES**

Enter and exit the Pub through the front doors ONLY. Always park in the North Parking lot. Keep in mind, we want to have parking places up near the front door available for our Guests!! Closing person: Whoever closes can move their car closer to the front door before the manager leaves.

### **BULLETIN BOARD**

The bulletin board and communication board is used to communicate important company information. All posted items must be approved in advance by your manager. You are responsible for regularly reading the information posted on the bulletin board. This includes standards of conduct and management memos.

### **TALKING TO "OUTSIDERS"**

In the interest of fair and accurate reporting of actual facts, no employee of O'Hare's Grille & Pub is authorized to talk with a representative of the news media or anyone else concerning events taking place or that have taken place at the Pub. Any requests for information of this type should be directed to an owner.

### **PROCEDURES FOR MAKING SUGGESTIONS AND COMPLAINTS**

A suggestion Box is available in the Kitchen area. Please use it often-suggestions are discussed during biweekly Owners meetings. We are interested in knowing how you feel about working conditions, menu suggestions, etc.

**You’re "Rights" and our "Rights”**

Every employee, regardless of position, shall be treated with respect and in a fair and just manner at all times. All persons will be considered for employment, promotion or training solely on the basis of their qualifications. We realize that mistakes may be made in spite of our best efforts.

We want to correct such mistakes as soon as they happen. The only way we can do this is to know of your problems and complaints. Please remember that complaints are never to be aired in front of Guests and that sometimes the problem may need to be solved at a time when the persons involved can discuss the issue without sacrificing Guest service.

**No member of management is too busy to hear problems or complaints of any employee**

Talk to your manager. During the discussion, feel free to "tell it like it is." Your manager will listen in a friendly, courteous manner because they must understand the problem in order to resolve it. If you cannot resolve the problem with your manager, please talk to the owner. There will be no discrimination against any employee presenting a complaint or problem.

### **EQUAL OPPORTUNITY AND SEXUAL HARASSMENT**

O'Hare's Grille & Pub will maintain a policy of nondiscrimination with employees and applicants for employment. No aspect of employment with us will be influenced in any manner by race, color, ancestry, religion, sex, age, national origin, medical condition or handicap (as far as it can be reasonably accommodated), or any other basis prohibited by statute.

Employee harassment, whether it is sexual, racial, ethnic or of some other type is not only a violation of both state and federal law, but harassment in any form--verbal, physical or visual--is strictly against company policy and will result in corrective action. Defining sexual harassment precisely is not easy but it certainly includes slurs, threats, derogatory comments, unwelcome jokes, teasing or sexual advances, unwelcome touching or hugging, and other similar verbal or physical conduct.

The EEOC defines sexual harassment as: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to, or rejection of such conduct by an individual is used as the basis for employment decision affecting such individuals; or
3. Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment. If you believe you have been the victim of harassment, report it immediately to your Manager (or an Owner if necessary). All allegations will be taken seriously and investigated fully. Any substantiated claim of sexual harassment will result in disciplinary action up to and including termination for the employee found to be in violation of this policy. Such decisions will be made on a case by case basis and no retaliation will be permitted against any complainant.
4. Confidentiality will be maintained as much as possible.

### **POLICY ON DRUGS AND ALCOHOL**

The abuse of alcohol and drugs poses potential safety, health and security problems for employees and the company alike. It is the company's intention to maintain a drug-free workplace and to provide employees with a safe and healthful working environment. Therefore, O'Hare's Grille & Pub has designed the following policy to free its workplace from substance abuse. O'Hare's Grille & Pub prohibits employees from using, consuming, possessing, being under the influence, transferring or selling any drugs, or other controlled substances on the company's property (including any company vehicles) at any time.