



EGGSPECTATIONS OF EXCELLENCE

(SOME RESTAURANTS MAY CALL IT A HANDBOOK. WE DO THINGS A LITTLE DIFFERENT AROUND HERE)

WELCOME ALL

DREAMERS, CHANGE MAKERS, & PANCAKE LOVERS

We made the call, and you answered! Your Snooze experience starts here! You have been chosen for your ability to dream big and create moments which impact your life, your fellows Snoozers, and our Guest. We are so excited you have chosen to join the Snooze family. Whether you are here for a moment or a lifetime, we are committed to providing YOU an incredible experience. Working for Snooze is about more than serving the perfect plate.

You are now a part of our family.

You play an integral role in serving and creating the Guest Experience. Every Snoozer can make an impact – on our Guest, our communities and the planet. You are now a change maker.

Every plate we serve represents what we stand for at Snooze. You have been inducted into the pancake lover's hall of fame. Now it's your turn to go out and make a difference in the world, because it only takes a moment to make a difference.



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CLICK ON THIS SYMBOL FROM
ANY PAGE TO RETURN THE TABLE
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INTRODUCTION



THE SNOOZE STORY

MOST BREAKFAST SPOTS START WITH THE SAME SCRIPT: EGGS, BATTER, COFFEE, AND A BIG OL' GRIDDLE.

AT SNOOZE, WE'VE FOUND THAT SCRIPTS ARE A LOT LIKE PANCAKES –
THEY'RE BEST WHEN **FLIPPED**.

From benedicts to bloody's to whatever you're feeling at the moment, we're always looking to turn our experience upside down and on its side. As our Guests have discovered since April 2, 2006, our experience is anything but regular – and that's just the way they like it.

Snooze started with two brothers - Jon and Adam Schlegel. They believed that the only thing better than a full plate was a clear conscience. That's why they set out to create an unrivaled breakfast experience where food and service were paramount, and that pancakes could be a force for good. At the time, breakfast was anything but exciting, but after many years of convincing the world to wake up to breakfast, Snooze opened its door in the historic Ballpark neighborhood in downtown Denver, Colorado and from then on Snooze would begin flipping the script.

Going beyond the plate, with every meal we serve, we're dedicated to bettering both the communities we live in and the planet we live on. We donate 1% of our sales back to our communities while composting and recycling nearly 90% of our waste. Plus, our ingredients are responsibly sourced from partners who share our passion for a better tomorrow - so you can start your day making the world a bit brighter.

We are not just committed to our communities and our planet, we are equally committed to our people, or Snoozers as we call them! From the first step you take in our Restaurants we are committed to creating a safe, warm, welcoming, and transformative employment experience that allows you to bring out your best each and every day!

It's the combination of these commitments to our Guests, Snoozers, Communities, and Planet that makes the Snooze story anything but regular.

WHAT'S YOUR STORY?



SNOOZISMS

SERVICE

HAPPY PLACE

That place you go when things get tough!
Center yourself!

COMPASS

Our Guiding Principles,
Our 8 Pointed Jack

LOVE CHART

It's not an org chart
it's a love chart

SNOOZE MANTRA

It Only Takes a Moment
to Make a Difference

CORE CURRICULUM

The foundation of our training
to help us define who we are.
Everyone takes it!

PICKLE

The Surprise & Delight

THE 4 P'S

Quadruple Bottom Line=
People, Planet, Profit,
Pancakes

FUN

FAMILY MEAL

Once a week we come
together & break bread!

SNOOZE PARTY

Opportunity to bring
Snoozers together to
celebrate the year;
whether it be a Luau, a
Hoedown, a Jamboree,
a Haboob, or a
Hootenanny

THEME DAYS

It's that simple, it's a
theme day!

DANCE PARTY

Unlimited. Go nuts

SNOOZE HOLIDAYS

Anniversary, Pancake, &
Bacon Day... worthy of it's
own day of celebration

NICKNAME

Cuz we need to have
a little fun too

S.W.A.F.

Study with a Fork
teach, inspire, learn,
& engage

COMPASS CHAMPIONS

CHANGE MAKER

Snoozer that champions
our sustainability &
community pillars

TROTTER

A traveling
Storyteller

STORYTELLER

Helps share our story through
change making, bob building, culture
coaching, & trotting

BOB BUILDER

A Storyteller certified to
do shoulder to shoulder job
specific training

S-QUAD

Snooze Super
Safety Squad

CULTURE COACH

A Storyteller certified
to teach Core Curriculum

DEIB TASK FORCE

Working group committed
to diversity, equity,
inclusion & belonging

SHE CAKES

Women's leadership & career
development platform

PERKS

PEOPLE

GUEST

Our True North

H.O.H

Heart of the House

MOTHERSHIPPERS

Snooze support team

SHELLLLLLYYYYYYY

A playful gesture to
acknowledge the
individuality of our Snoozers

SNOOZER

A wonderful human
employed by Snooze

RAVER

Guests who love Snooze
so much they rave to
friends and family

OPERATIONS

SNOOZE GROOVE

The way we do it! How we
define the day to day
flow of the job

SNOOZE U

Monthly meeting with all
managers in a region talking
leadership and learning!

PILLARS MEETING

Meeting with each
manager peer group
talking shop & learning
operational excellence

SNOOZE APPROVED

Snooze F&B sourcing
standards

PANCAKES CHANGE THE WORLD

We give back 1% of our
sales in-kind annually
to our communities

12 MONTHS OF BREAKFAST, BUT DIFFERENT

Annual guide to education &
action for Snooze Community
& Change Making

SNOOZE LIFE WEEKLY

weekly communication
to all Snoozers

BREAKFAST CLUB

All Snoozer
restaurant meeting

NEW BABY SNOOZE (NBS)

A New Snooze Opening
nurtured with
Tender Loving Care

RESTAURANT

It's not a store, a cafe,
or a unit

P&P & RAFTTTING

Weekly Prep to Plate focus
through Recipe, Appearance,
Flavor, Temperature, Texture, &
Time awareness

PERFECT PLATE

A picture perfect
plate/cup every time!

EGG ME

Tell us how you feel!
Eggme@snoozeatery.com
Guest Feedback Tool

KCI

Knowledge check ins

TE

The Experience; your one
stop-shop for learning and
sharing

MANAGER MENU

One stop shop for all
restaurant information

@SNOOZE NEWSLETTER

Weekly operations communication

CIRCLE OF LIFE

The Lion King... JK, the Snoozer life cycle

SUNNYSIDE-UP BONUS

Quarterly bonus program
for senior restaurant leaders

WALK-A-BOUT

A Snooze style sabbatical
earned with long tenure or
a Golden Ticket

EXTRA HASH BONUS

Opportunity for senior restaurant leaders
to earn above & beyond for great
restaurant performance on a yearly basis

GOLDEN TICKET

Long-term incentive bonus
program provided after 5 years of
service in a GM or Head Chef Role

COMPASS FOUNDATION

A foundation for Snoozers,
by Snoozers, that offers
financial support during
times of need



MEET B.O.B.

At Snooze, we believe **EVERYONE** is a B.O.B. – that's our way of saying you were chosen because of your ability to be the Best of the Best. We all wear our B.O.B. badge loud and proud!

How you show up for yourself, your fellow Snoozers and our Guests each day is what sets Snooze apart from other restaurants. Every Snoozer is expected to show up as their best self everyday, and it all starts here – with our **Eggspectations of Excellence**.

These Eggspectations are your guide to owning your Snooze experience, because being a B.O.B. begins with the choices you make. Make this experience yours!

What set's our B.O.B.'s apart from everyone else is their passion, commitment, hard work, and their desire to serve others and the world. B.O.B.s show up as their true selves, they radiate positive vibes, they choose to make a difference, they *make it happen* even during stressful times, and they bring out the best in themselves and others.

TEAM PLAYER

Supports their fellow Snoozers, and does what it takes to make things happen

SERVICE MINDED

Here to serve and create experiences

CONSCIENTIOUS

Caring about the work you do and your team

ENTHUSIASTIC

Has a glass half full attitude and radiates positive vibes

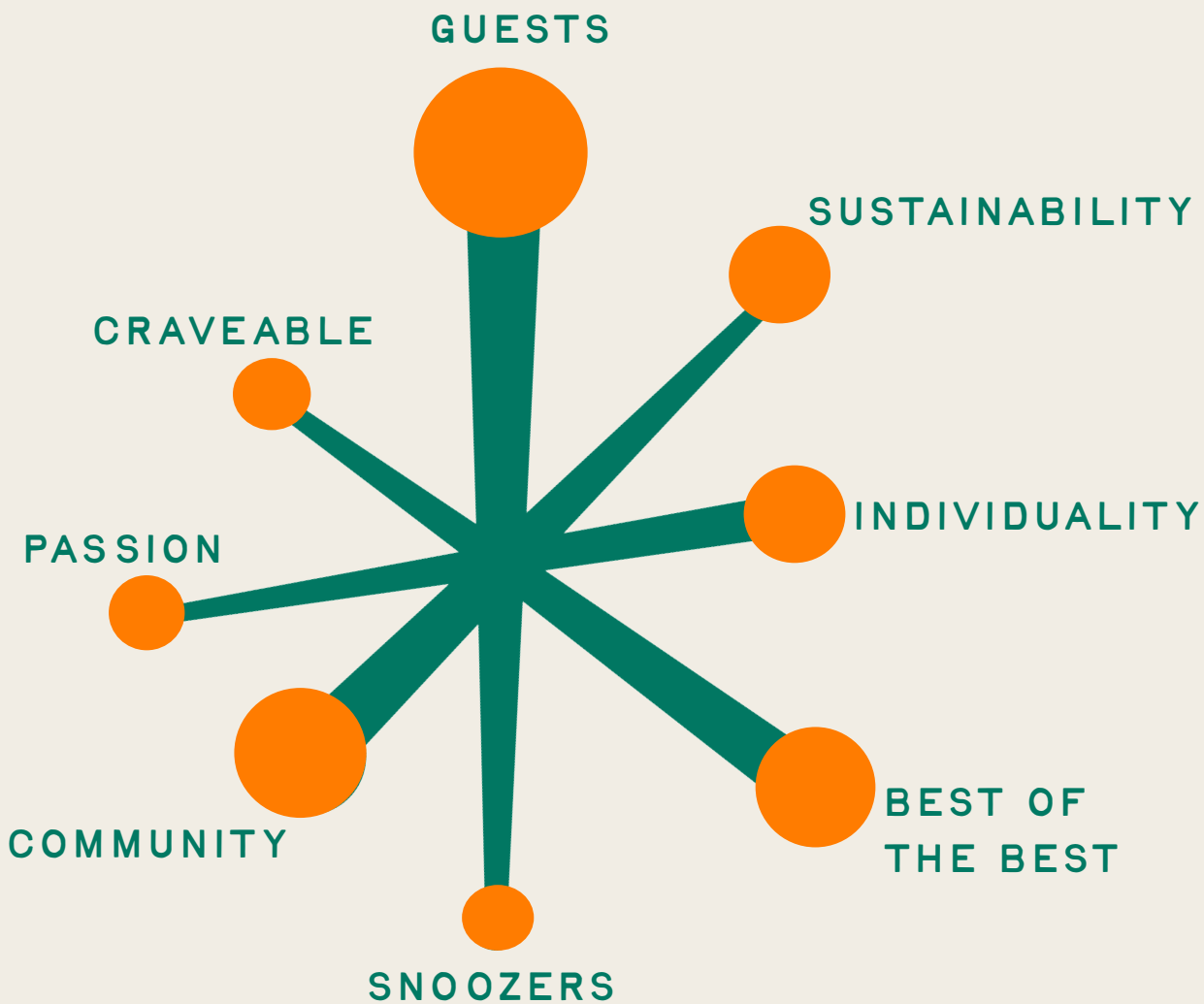
DRIVEN

Committed, reliable, and hardworking

AUTHENTIC

Show up as your true and passionate self and support others in doing the same





THE SNOOZE COMPASS

THE COMPASS IS THE SET OF BELIEFS AND VALUES BY WHICH WE LIVE AND HAPPILY SHARE WITH OUR GUESTS.

Every great adventure starts with direction. We encourage you to grab the Snooze Compass and orient yourself before your journey even begins.

- * What is important to you?
- * What do you believe in?
- * What gets you up each morning?
- * How does that align with the Snooze Compass?

The Snooze Compass is at the heart of everything we do at Snooze. It's the guiding beliefs that create the foundation of our culture – and our priorities. It defines how we treat our Snoozers, our Guests, our community and our planet. Since our beginnings, it has always led us in the right direction.

**You'll learn more about the Snooze Compass during your training*



IT ONLY TAKES
A MOMENT
TO MAKE
A DIFFERENCE

More than a mantra, it's just how we do things around here. From the first impression to the last, we strive to bring the WOW factor in every Snooze experience.

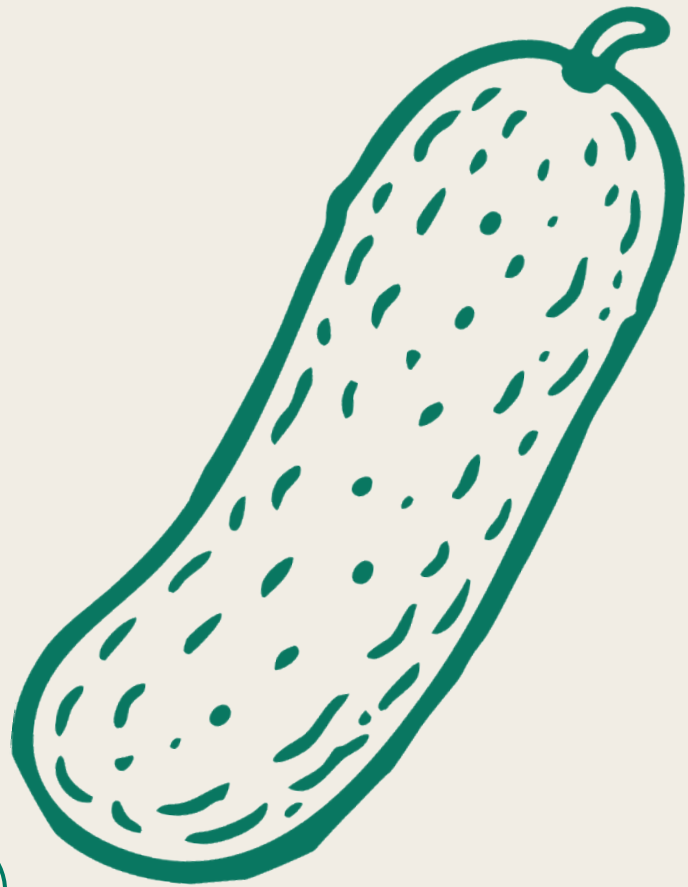
We believe that execution of these “finer diner” details help us to elevate our breakfast game!

There is no script, just endless opportunities for Snoozers to go above and for our Guests and for each other.

HOW WILL YOU MAKE A DIFFERENCE TODAY?



THE PICKLE



THE PICKLE STORY

A foundation of service with a quirky base, givin' a guest (or anyone) a pickle exemplifies customer service and caring for your fellow beings. The story roughly goes like this... a little boy goes to an ice cream shop on his birthday with his grandfather. Instead of wanting ice cream and sprinkles he only wants a pickle. Of course, the ice cream shop doesn't carry pickles, so the little boy begins to cry. The ice cream shop owner couldn't let the little boy cry, so he rushes to a neighboring business to get a pickle for the little boy. The shop owner provides the pickle to the little boy – and instant smiles! The shop owner wanted to make this little boy the happiest he could be on this birthday and create a memorable experience for the grandfather. Success!

Did the ice cream shop have to get the pickles? Was it necessary? We'd say yes; that Guest chose that shop for the experience, and they should do what it takes to create the most memorable experience. *Within reason of course (if you're ever in doubt, ask your manager).*

EVERYONE IS WELCOME AT OUR TABLE

Snoozers celebrate our individuality. Treating each other equally with respect, fairness and kindness is what we do and who we are. We have zero tolerance for harassment or discrimination based on age, color, national origin, ancestry, citizenship, pregnancy, race, religion, sex, sexual orientation, gender identity or expression, disability, genetic information, veteran status, marital status, or any other status protected by federal, state or local law.

[CLICK HERE TO READ THE EGGSPECTATIONS OF EXCELLENCE AROUND HARASSMENT, DISCRIMINATION AND A SAFE WORKPLACE](#)

Snooze is proud to be an Equal Opportunity Employer. In accordance with applicable federal, state and local laws, it is the policy of Snooze to recognize the essential rights of all applicants and Snoozers as individuals and to recruit, hire and promote the best qualified person to do a particular job without regard to race, religion, sex, age, disability, national origin, marital status, or other protected classes.

Our only consideration in selecting a person for a job is the person's ability to perform the job in question.



CELEBRATING OUR
INDIVIDUALITY
AND INVITING OTHERS TO DO THE
SAME.
WE LIVE BY THE BELIEF
"BE YOURSELF"

FROM CHASING PASSIONS, TO OUR PERSONAL STYLE, AND CREATIVELY EXPRESSING OURSELVES THROUGH FOOD AND THE EXPERIENCE WE DELIVER – WE'RE ALL ABOUT CELEBRATING INDIVIDUALITY AND INVITE OTHERS TO DO THE SAME

For us, being an individual doesn't mean we're out for ourselves. It means that we see each person for what makes them special. Whether giving a pickle or taking the time to share a story with Guests – we welcome all people into our Snooze family so that the sum is greater than its parts.

The Snooze family extends beyond our four walls. We aspire to be part of something bigger, so we "Snooze Approve" each location. This means we work with responsible purveyors, contribute to the neighborhoods we're in, and minimize our impact on the environment through waste reduction and resource conservation – nurturing our global community.

With a playful spirit and genuine lust for life, we believe in the power of each individual to make a difference every day by uplifting themselves and those around them with positive energy that makes a difference in the day.



WORKING AT SNOOZE



WE WANT TO HEAR FROM YOU!

Feedback plays a critical role in your Snoozer Experience. Knowing who to reach out to, how to contact them and when provides every Snoozer with the tools they need to ask questions, help resolve conflict and feel supported during their time at Snooze!

OUR DOORS ARE ALWAYS OPEN

Snooze has an open-door policy! Your management team at the Restaurant, your Regional Manager, Mothershippers and our Leadership Team welcome any feedback, questions or suggestions! Don't know how to reach out? Start by asking your manager for the contact information of the Snoozer with whom you would like to speak. Seriously Snoozer... open door truly means open door.

SNOOZER ISSUES

Sometimes issues arise. We do everything we can to prevent them; however, when you need support, we will be there for you! So, where do you begin?

First, start with the General Manager of your Restaurant or your immediate supervisor.

If you do not feel comfortable speaking with them, your Regional Manager is always there to help!

In the event you feel your concern needs to be addressed from someone outside of your restaurant, contact the People and Culture Team using our support email:
SnoozerSupport@snoozeeatery.com

WHEN IN DOUBT, GIVE PEEPS TEAM A SHOUT!

The People and Culture Team, or Peeps Team for short, is always here to support you. Don't ever hesitate to reach out to us. All questions and feedback is welcome!

If you are unclear about any of the Eggspectations outlined here or have questions about anything not stated in this document, we would be happy to connect and support you.

There are two ways to reach the Peeps Team:

Email: SnoozerSupport@snoozeeatery.com

Phone: 720.420.8220



Snoozers are encouraged to report concerns related to misconduct, legal or policy violations, or unethical behavior. Reports may be made anonymously through our designated reporting channels, and all concerns will be reviewed promptly and impartially. Retaliation against anyone who raises a good-faith concern is strictly prohibited.



BE READY TO WORK

We're AM people, and as such we're expected to be on, even when most people are just waking up. It's paramount that we're ready right when we're supposed to be. You will be expected to perform your job the moment you clock in, so be ready, plan ahead and be prepared to work when you arrive!

[CLICK HERE TO READ THE FULL READY TO WORK EGGSPECTATIONS OF EXCELLENCE DOCUMENT](#)

TARDINESS

If you're scheduled to wait tables at 8am, your bags should be stowed, apron tied and pen ready to rock at 8am. At that time, you can clock in. Your clock in time is the moment you are scheduled for; readiness at 8:05 am is considered tardy.

If you clock in more than 10 minutes late or 10 minutes early, it will require management approval.

ABSENCES WHICH MAY RESULT IN COACHING OR DISCIPLINARY ACTION

- * Calling into your shift less than 2 hours before your start time
- * Showing up more than 30 minutes late for your shift
- * Not attempting to cover your shift
- * Not showing up for your shift
- * Excessive absences
- * Dishonesty when communicating to your manager

ABSENCES

We all get sick or need to be away from work unexpectedly. When this happens, it is YOUR responsibility to communicate with your manager.

If at any point your management teams believe your absences to be excessive, we will address and take appropriate action following the discussion.

1. Contact the Manager on duty at least 2 hours before your shift. Failure to do so may result in disciplinary action.
 - * If you are unable to reach them, leave a message via appropriate platforms.
2. It is your responsibility to cover your shift. If you cannot make it, reach out to your fellow Snoozers and get your shift covered.
3. Not showing up for your shift unless excused is unacceptable and will result in disciplinary action, up to and including termination.
4. Excused = contacted a Manager at least 2 hours prior to the shift and/or covered their shift.
5. Unexcused = did not provide proper notice, showed up late and/or no call no showed.

THE GOAL

Communication is essential. Communicate any issues and we will do everything in our power to come to a conclusion, together!

Circumstances may arise which are not covered in these Eggspectations, in which case it is at the discretion of the manager on duty to take appropriate action.



SNOOZE GEAR GUIDELINES

SNOOZE GEAR IS...

- * Always clean and wrinkle free
- * Shows your personality – colorful hats, accessories, bandanas, pins and other accessories can enhance how you look
- * Wearing a hat or appropriate head covering when working in the Heart of House
- * Showing up every day freshly groomed and ready to work



SNOOZE GEAR IS NOT...

- * Altering/wearing your Snooze shirt to expose your stomach or midriff
- * Altering/wearing your Snooze shirt to expose arm pits, upper arms, chest or shoulders
- * Shorts that are more than 3 inches above your knee (all positions) or shorter than the length of your apron (if wearing one)
- * Excessive rips or tears in clothing resulting in ANY exposure of the skin
- * Dirty, unclean, or wrinkled Snooze shirt
- * Dangling or excessive jewelry in the FOH, more than a single finger band in the HOH
- * Chipped or unclean nails
- * Sweatpants, sweat shorts, gym shorts, fitness gear or flannel pants
- * Cell phones, vape pens, or other personal items stuffed in your pockets or aprons
- * Hats or accessories with logos for other restaurants on them
- * Clothing items, jewelry, accessories, that present potential dangers while completing your job responsibilities



FOH SNOOZE GEAR

FRONT OF HOUSE SNOOZERS ARE
BARISTAS, BUSSERS, FOOD RUNNERS,
AND HOSTS.

- * Stud earrings and minimal jewelry allowed, as long as it doesn't present a safety hazard
- * Facial hair must always be neatly groomed
- * Slip resistant shoes are always required
- * Snooze approved bottoms are defined as pants, shorts, skirts and dark leggings which are mid-thigh length or longer and must be longer than a FOH apron. Sheer and revealing bottoms of any kind are not allowed.
- * Bussers and Food Runners are required to wear aprons with the Snooze Logo at all times. Black aprons are not allowed. Food runners are required to wear a Snooze approved head covering.

[CLICK HERE TO READ THE
EGGSPECTATIONS OF EXCELLENCE AROUND
SNOOZE GEAR](#)

THE INGREDIENTS OF YOUR SNOOZE GEAR – FOH

Have your hair
pulled back, and
some personality
to pull the look
together

A smile that makes
their fellow Snoozers
and Guests feel
welcome!

An unaltered, clean
and wrinkle free
Snooze shirt

Minimal jewelry that
does not present a
safety hazard

Snooze approved
bottoms

Snooze gear
position specific
accessory worn
appropriately and
ready to go!

Certified slip-resistant
shoes safe for working!

NOT SHOWN, BUT IMPORTANT!

Cell phones must be stored in
Snooze storage areas. Snoozers
are not allowed to have cell
phones in pockets or aprons
while on duty.



HOH SNOOZE GEAR

HEART OF HOUSE SNOOZERS ARE
AQUA TECHS, LINE COOKS, PREP
COOKS, SOUS/HEAD CHEFS.

- * Beards must be neatly groomed and if longer than ¼ inch must be contained by a beard/facial hairnet
- * If hair is longer than ¼ inch must be contained by a hairnet
- * Slip resistant shoes are always required
- * Snooze approved bottoms are defined as pants, shorts, and leggings which are mid-thigh length or longer and must be longer than a HOH apron. Sheer and revealing bottoms of any kind are not allowed.

[CLICK HERE TO READ THE](#)

[EGGSPECTATIONS OF EXCELLENCE AROUND
SNOOZE GEAR](#)

THE INGREDIENTS OF YOUR SNOOZE GEAR – HOH

Hair restraint (all hair longer than ¼ inch must be contained by a hairnet – a hat or bandana may be worn over the hairnet)

An unaltered, clean and wrinkle free Snooze t-shirt

No jewelry beyond a single finger band

Snooze approved kitchen pants

Not Shown, but Important!
Cell phones must be stored in Snooze storage areas.
Snoozers are not allowed to have cell phones in pockets or aprons while on duty.



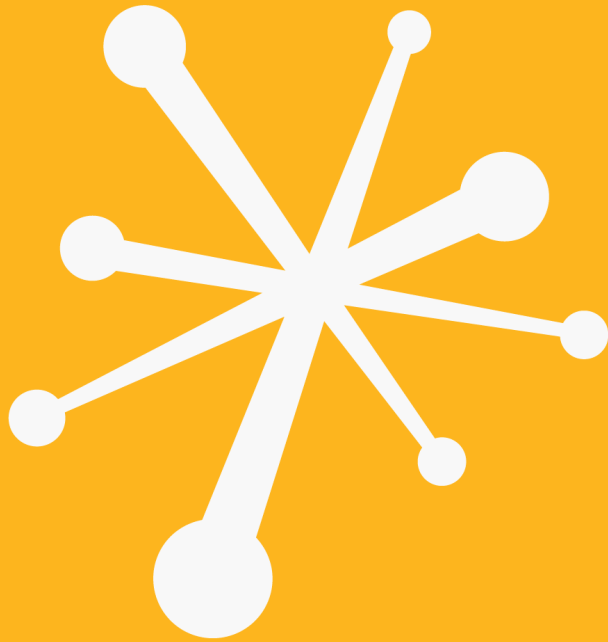
Safety first! Beard nets (if applicable) and gloves for certain tasks and positions

A clean apron which has been provided by Snooze daily

Certified slip-resistant shoes safe for working!



SNOOZE GEAR



[CLICK HERE TO READ THE
EGGSPECTATIONS OF EXCELLENCE AROUND
SNOOZE GEAR](#)

THE INGREDIENTS OF YOUR SNOOZE GEAR – MANAGEMENT

A MANAGER AT SNOOZE SHOWS UP PROFESSIONALLY EACH DAY.

Looking and feeling your best shows. When your Snooze gear is clean, presentable and shows the effort you put into it, your guest and snoozers can tell. Your gear is a direct reflection of your leadership and instills the trust and confidence you need to be successful!

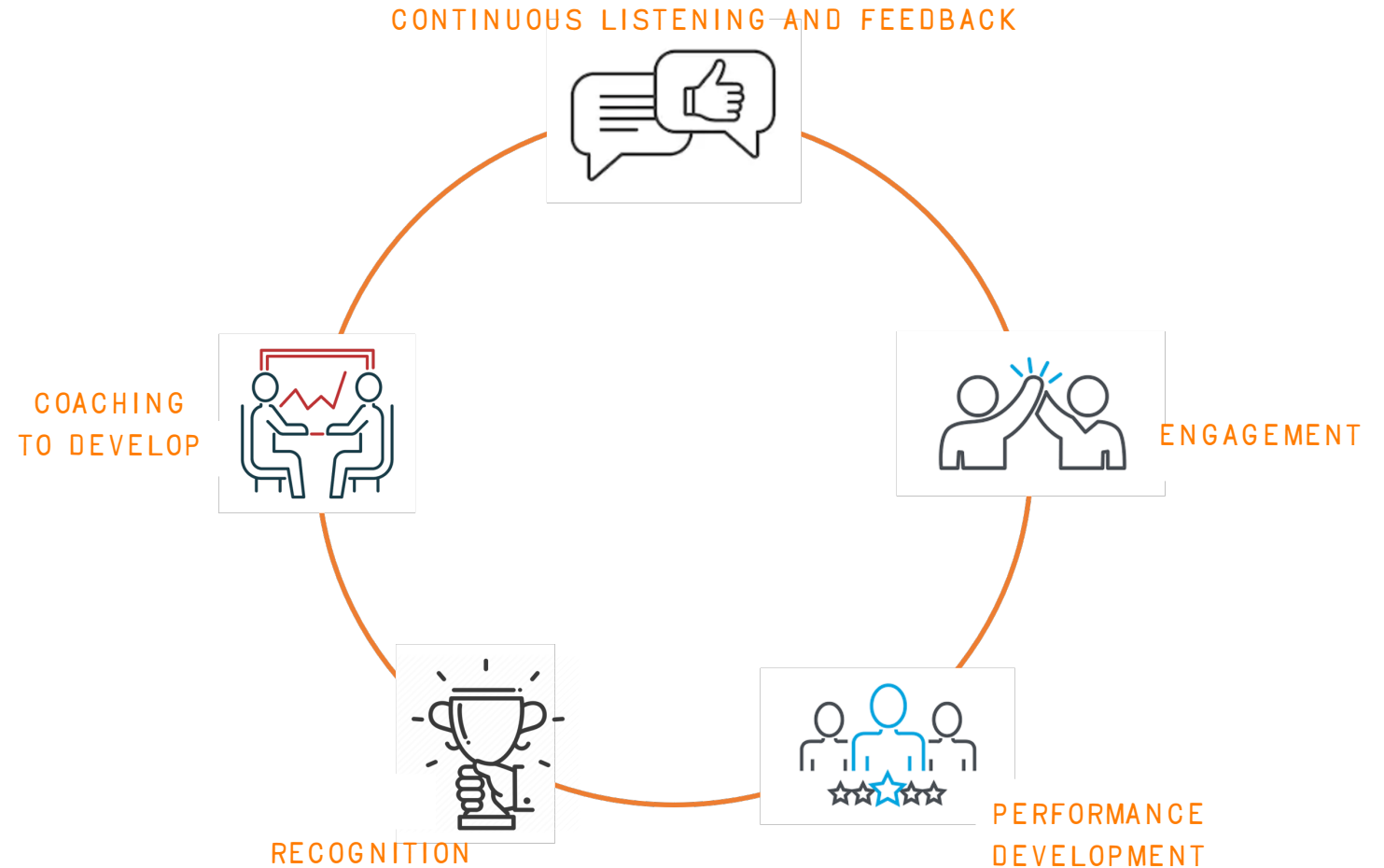
- * Managers understand and follow the same rules for FOH and HOH Snoozers. Adjust your awesome looks based on where you think you will be spending the majority of your day. If life throws the Restaurant a curveball, adjust your look.
- * Lead by example! If your Snoozers can't do it, neither can you!
- * Managers are held to a higher standard. You must show up each day well groomed, looking professional and maintain a leadership presence throughout the day. Leadership presence can be shown by:
 - * Throwing a blazer over your Snoozer shirt.
 - * Wearing a plaid shirt that matches your Snooze shirt.
 - * Wearing a cardigan.

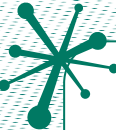


YOUR FUTURE
HAS NEVER BEEN
BRIGHTER



BUILDING B.O.B.'s





If our Guest is our True North, then our Snoozers are the heart of what we do. During your time with Snooze, you will not only develop the skills it takes to serve our Guest, but you will also grow both professionally and personally. This commitment to your growth takes you, your peers and your manager. Success comes through five strategies designed to help you achieve B.O.B. status and accomplish your Snooze Goals!

CONTINUOUS LISTENING/
FEEDBACK



Growth happens when you and your management team communicate often. Communication at Snooze is a two-way street and is rooted in our ability to listen to one another and provide feedback in support of growth.

RECOGNITION



When you are at your best you deserve to be recognized! This comes in many forms. From seniority gifts to raises, your contribution will not go un-noticed. Even the simplest “Great job, Snoozer!” goes a long way.

ENGAGEMENT



We create a Snoozer Experience which is positive, fulfilling and meaningful. Being connected to our values and committed to our planet and our communities is fostered during your time here. You should leave work each day knowing you made difference in the life of our Guest and your fellow Snoozers.

PERFORMANCE
DEVELOPMENT



We are here to support you with your growth and development. Talk to your manager and let them know your dreams and aspirations. Whether you are here for a moment or a lifetime, we will help you develop the skills you need to succeed (no matter where life takes you). Development is core to who we are.

COACHING TO
DEVELOP



“Throw me in coach!” Our managers are here to support your development. This is done through positive feedback when you are excelling at your job and coaching when you have opportunities on which you can improve. Coaching is a positive thing at Snooze. Our team is at it’s best when our managers are coaching along the way. If you aren’t leaning into your potential or aren’t practicing, then we move on to disciplinary action.



YOUR CAREER PATH IS STACKED AT SNOOZE!

HOURLY RESTAURANT LEADERSHIP OPPORTUNITIES

SHIFT LEAD FOH
STORYTELLERS
TROTTERS TRAVELING TRAINERS
RESTAURANT CHANGE MAKER
LOCAL RESTAURANT MARKETING LIAISON



CAREER STACK

COMPASS CHAMPION OPPORTUNITIES

STORYTELLER ADVISORY GROUP
SNOOZE SAFETY S-SQUAD
DEIB TASK FORCE
CHANGE MAKER ADVISORY GROUP
SHECAKES ADVISORY GROUP

WHERE
ARE YOU
ON YOUR
CAREER
JOURNEY?



No matter where you are in your personal career journey when you join Snooze there is a path for you!

Ready to be our next General Manager or Executive Head Chef? The steps it takes to get there and the ingredients which set you up for success are clearly defined. Now, let's do it!



PERFORMANCE REVIEWS AND CHECK-INS

Snooze encourages a streaming dialogue on how the Snooze world is going. we have two annual review periods, outside of your initial 90-day Check-in. This way, everyone's reviewed at the same time, and all actions taken are aligned with those of your peers.

We use milestone dates like your 6 months, 1 year, 5-year and 10-year anniversary for what they are made for: **CELEBRATION!**

90-DAY REVIEW

After completing your first 90 days at Snooze you will receive a review and we will provide feedback. We want to hear feedback on your Snooze experience so far too.

IF YOUR 90-DAY REVIEW FALLS IN LINE WITH APRIL OR OCTOBER, WE WILL CONDUCT A NORMAL BI-ANNUAL OR ANNUAL REVIEW AT THAT TIME.

BI-ANNUAL REVIEW

Every Manager, regardless of working for one month or 3 years, will receive "bi-annual reviews". These happen twice a year – once around April 2nd (AKA Snooze's birthday) and once in October (the halfway point for you).

THESE HAPPEN TWICE A YEAR – ONCE AROUND APRIL 2ND (AKA SNOOZE'S BIRTHDAY) AND ONCE IN OCTOBER (THE HALFWAY POINT FOR YOU, US AND SNOOZE). MOTHERSHIPPERS REVIEW PERIODS ARE SLIGHTLY DIFFERENT, BUT STILL TWICE A YEAR!

ANNUAL REVIEW

Every hourly Snoozer, regardless of working for one month or 3 years, will receive an annual reviews. These happen once a year around August.

IF YOUR 90-DAY REVIEW FALLS IN LINE WITH APRIL OR OCTOBER, WE WILL CONDUCT A NORMAL BI-ANNUAL REVIEW AT THAT TIME





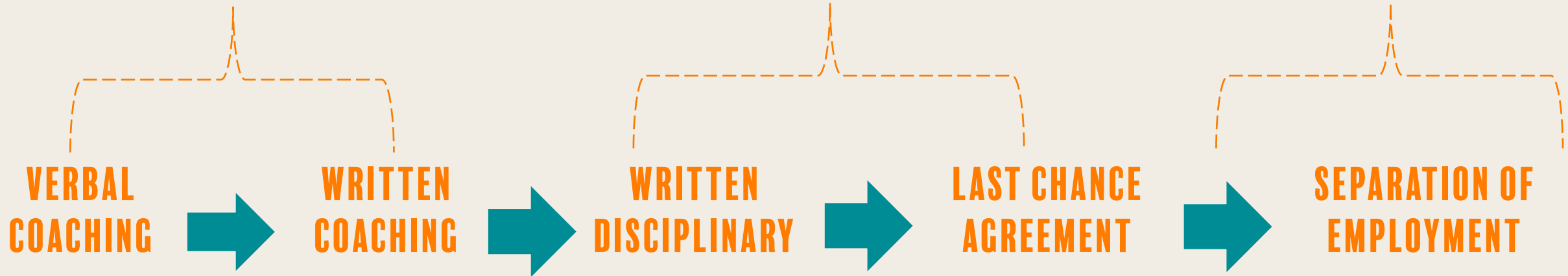
COACHING TO DEVELOP

We all need a little help a guidance when becoming a B.O.B. Your manager is your B.O.B. coach and will partner with you to make you the best Snoozer you can be. That starts on day one with setting clear expectations and then coaching along the way. If and when you need some extra coaching, we encourage our managers to document those conversations, so you have a clear understanding of those expectations. Those are coaching sessions. If the Snoozer is not improving, we will progress to disciplinary action in an effort to help you be successful. This is what progressive discipline looks like @ Snooze.

Coaching is given to provide feedback on how you can be your best! Its Your opportunity to receive the feedback, run with it, and grow professionally.

Our managers will only provide disciplinary action when coaching isn't enough, or policies aren't appropriately being followed.

Separation of employment happens when you are unable to meet the expectations being outlined.



If you have been with Snooze for less than 30 days, this progressive discipline process may move more quickly than listed above if expectations of the job aren't being met. Think of 30 days as your audition or probationary period for being a B.O.B. Typically, this includes a verbal coaching, written warning, last chance and then separation of employment if necessary.

COACHING TO DEVELOP

NON-NEGOTIABLES

In some instances, Snooze will not follow the progressive discipline process. This happens when a Snoozer behaves in a way which does not align with our values or acts in a way which poses a threat to other Snoozers or Guests. These actions are considered non-negotiable and may lead immediately to a Last Chance agreement or separation of employment. Some examples of non-negotiable actions can include, but are not limited to the following:

- * Theft
- * Violence against another Snoozer or Guest
- * Selling or bringing drugs or illegal substances onto Snooze property
- * Drug or alcohol use while on the clock or on the property
- * Sexual harassment
- * Verbal or physical harassment
- * Using racial slurs or derogatory terms
- * Falsification of records





IN THE NAME OF LOVE AND FRIENDSHIP

SNOOZER FRATERNIZATION

Love happens and it is a wonderful thing! Indeed, the most important thing that can happen to you, trumping everything. Yes, it even trumps Snooze (well, your love for Snooze is a different kind of love!). However, relationships between two Snoozers can cause some friction: be it disagreements, misconstrued favoritism, inappropriate note passing, etc. This is especially true when a relationship involves a person in an authoritative position (servers to managers, Mothershippers, etc.). As such, Snooze highly discourages a relationship between a manager/supervisor, and someone being managed by this said person. Don't fret, there are always options (transfers, different roles, etc.). Please discuss options with your Regional Manager and the Peeps Team, as we fully encourage your chance at love!

Friendship also happens, oh yes it does! Friendship might be the second most important aspect of your life. However, Snooze DOES NOT ALLOW a person of authority (managers, supervisors, Mothershippers) to live under the same roof as someone they manage/supervise due to the same type of friction that can occur between the two individuals (disagreements, favoritism, etc.). Please communicate with your Regional Manager and the Peeps Team if you desire to be roomies with other Snooze employees.

All Snooze Managers (GM, Head Chef, Sous Chef, Sr AGM/AGM) are prohibited from engaging in non-Snooze approved social gatherings with Snoozers (including Snoozers within your restaurant and Restaurants across Snoozeland). Your Regional Manager, Operations Leadership, or the Peeps Team MUST approve all social gatherings (this includes grabbing drinks after work, house parties, baby showers, etc.). Failure to comply with this eggspectation will result in disciplinary action, up to and including termination.

Unsure if you are in violation of any of our fraternization eggspectations? Check with your Regional Manager or the Peeps team (SnoozerSupport@SnoozeEatery.com).

ADDITIONAL SNOOZY WORKPLACE THINGS!

BEING SOCIAL

Please recognize that you are responsible for anything that you write or present online, including on social media sites. You will be held accountable by Snooze for any type of commentary, content, or images that are perceived as an inappropriate representation of our business whether you identify yourself as a Snoozer. Action taken by Snooze with regards to social media posting can and will include separation of employment when appropriate – so be smart about it!

[CLICK HERE TO READ THE FULL BEING SOCIAL EGGSPECTATIONS OF EXCELLENCE](#)

TRADE SECRETS

The protection of Snooze's confidential information, trade secrets, recipes and global domination plans are essential to the wellbeing of Snooze, as well as all Snoozers' future security. Snoozers may not disclose any proprietary or confidential company trade secrets or other potentially competitively sensitive company information to sources outside Snooze.

[WHEN COMPLETING ONBOARDING YOU SIGNED THE FULL SNOOZE CONFIDENTIALITY AGREEMENT](#)

HIRING MINORS

Snoozers must be at least 17 years of age to work for Snooze. There are four general rules to managing a Snoozer who is 17:

1. May not work more than 40 hours per week
2. May not work more than 8 hours per day
3. May not be scheduled on any regular school day, unless it is a holiday or summer break
4. May not use dangerous equipment

[CLICK HERE TO READ THE HIRING MINORS GO-TO GUIDE](#)

BACKGROUND CHECKS

A background check will be requested to be completed for the following reasons:

1. All General Managers who are hired externally or promoted from within will be required to complete a background check.
2. All Mothershippers who are hire externally or promoted from within are required to complete a background check.
3. In the event Snooze is notified of potential or confirmed felony charge or conviction, Snooze will request a background check as part of the fact-finding process.

[CLICK HERE TO READ THE FULL BACKGROUND CHECK EGGSPECTATIONS OF EXCELLENCE](#)



SNOOZER PERKS AND BENEFITS



THE BASICS OF... SNOOZER PERKS AND BENEFITS

- * Medical, dental, and vision insurance and Flexible Spending Accounts (FSAs) are available to eligible Snoozers.
 - * **HOURLY SNOOZERS:** Initially eligible for health benefits if averaged working at least 30 hours/week in first year of employment. For example, if your 1-year Snooziversary is July 15 and you averaged working at least 30.00 hours/week in your first year, you would be eligible for health benefits on September 1st, which is the 1st day of the month following 30 days after your Snooziversary. Maintaining eligibility and or becoming eligible after your first year depends on if you have averaged working at least 30 hours/week between October 1st and September 30th annually. Each Snoozer is responsible for tracking their own hours, and the Peeps team is always help to be a second set of eyes.
 - * **MANAGERS + MOTHERSHIPPERS:** Eligible for benefits the 1st of the month following 30 days of employment or following a promotion into a management role. For example, if you start January 15th, you would be benefit eligible starting on March 1st.
- * Health benefits end the last day of the month of you work in. For example, if your last day worked was June 15th, your health benefits will end June 30th.
- * If a Snoozer who previously worked for Snooze and was enrolled in a medical, dental, or vision plan AND returns to Snooze within 90 days, the following options are available regarding their benefits:
 - * If rehired within 30 days of termination, they have the option to have the same benefits they previously elected reinstated.
 - * If rehired within 31 - 90 days of termination, they have the option to have the same benefits they elected reinstated the first of the month following 30 days of employment.
 - * If rehired after 91 days or more, their benefit eligibility will follow the eligibility for NEW Snoozers.



THE HEALTH AND
WELLNESS OF OUR
SNOOZERS IS IMPORTANT
TO YOUR SUCCESS BOTH
PERSONALLY AND
PROFESSIONALLY.

WE OFFER A VARIETY OF
OPTIONS TO ENSURE YOU
HAVE THE RESOURCES
YOU NEED TO STAY
HEALTHY AND COME TO
WORK EACH DAY READY
TO MAKE A DIFFERENCE.

FOR MORE INFORMATION ON OUR
SNOOZER PERKS AND BENEFITS
PROGRAMS,
VISIT
SNOOZEEATERY.COM/SNOOZERBENEFITS.

THE BASICS OF...

SNOOZER PERKS AND BENEFITS

CONTINUED

- * Any missed weekly premiums due to not working or being on a leave of absence will be collected.
- * Snooze Managers and Mothershippers receive employer-paid Short-Term Disability and Life/AD&D insurance as part of their benefit package.
- * **ALL SNOOZERS** regardless of tenure and hours worked can elect these voluntary benefits at **ANY TIME**, to support your life and the things you care about!
 - * Pet insurance
 - * Telemedicine for injuries, illness, mental health, nutrition, physical wellbeing
 - * Baby-feeding app with 24/7 access to lactation consultants and many resources
- * Snoozers regularly scheduled to work at least 15 hours/week can sign up for these supplemental health benefits upon eligibility, regardless of enrollment in any Snooze health benefits.
 - * Accident insurance
 - * Critical illness insurance
 - * Hospital indemnity care insurance
- * Your mental health and physical well-being is a priority.
 - * Low-cost telehealth access to ongoing mental wellness counseling
 - * Snooze offers 6 free counseling sessions per month through our Employee Assistance Program.
 - * We also have a robust mental health and wellness guide provided via The Experience
- * Your financial wellness is just as important as your physical and mental wellbeing.
 - * All Snoozers are eligible to enroll in our 401(k) retirement program.
 - * Our Employee Assistance Program also offers free financial and legal advice.



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SNOOZER MEALS

WE LOVE OUR FOOD, AND WE TRUST YOU FEEL THE SAME. SNOOZE PROVIDES OPPORTUNITIES TO DINE WITH TREMENDOUS BENEFITS. THE FOLLOWING DETAILS SOME OF THE SNOOZER MEAL PERKS!

WHILE WORKING A SHIFT

The following roles are entitled to ONE free meal (food and beverage included) equivalent to \$16 per shift worked at Snooze: *Aqua Technicians, Bussers, Line Cooks, Prep Cooks, Expeditors, Food Runners, Concierges and Hosts*

The following roles are entitled to a 50% discount on all food and non-alcoholic beverage purchases during a working shift (no limit in \$ comp): *Servers and Baristas*

****Bonus:** All Snoozers are welcome to free refills on iced tea, brewed regular coffee and soda

WHILE DINING AS A GUEST

If you want to come in again and again and again, do it! It's 50% off for err'ybody! Discounts are available for you plus one guest; if you're dining with 4 folks, two people will receive your discounted rate. Even more reason for your friends to love you!

****Bonus:** If you use an alternate form of transportation, such as bicycles, walking, public transportation (rail or bus or something really cool from the future), scooters, you'll receive an extra 10% off your meal! Save Mama Earth!

SNOOZE MANAGERS

You get 100% off your meal for you and a guest while dining with us on your day off and a \$25 meal credit per day while working.

SNOOZE MOTHERSHIPPERS

You get \$250 per quarter to dine at your favorite Snooze.





ADDITIONAL SNOOZER PERKS

SNOOZER BIRTHDAYS

Refusing to quote 50 Cent, Snooze would like to thank you for your fine work and patronage and buy you and a friend some breakfast or lunch and one drink (cocktail if eligible!). Come in to celebrate your birthday and we'll take care of you and a friend. (not tip though, as a heads up to your fellow people).

Managers and Mothershippers – want to take you birthday off? You're in luck! Snooze recognizes your birthday as a holiday! Time off for your birthday should be taken in the same month as your birthday.

HEY, HAPPY BIRTHDAY!

SNOOZER ANNIVERSARIES

Our company, our culture, our foundation is providing the best possible experience to our guests, every time. We couldn't do this without the tremendous dedication, enthusiasm, hard work and attitude of our Snoozers. As such, you will be rewarded for your tremendous service on (or around) your Snooze anniversary. It's a way of saying thanks for your tremendous work here at Snooze. Your time off should be taken in the same month of your anniversary

WE CELEBRATE YOU! HAPPY ANNIVERSARY!

SNOOZE WAIT? NO WAIT...

You are now a Snoozer and because we want to thank you for all the hard work you do daily you can call and put your name on the waitlist if you are dining on your day off. This is a BIG Bennie, very few people in the world can skip that crazy thing called "The Snooze Wait."

Want to dine with us on your day off? Call the restaurant, ask for a manager and let them know you are coming. They will give you the average wait time, arrive in that timeframe and voila, you have the next available table! You can also use the Snooze app to slide your name onto the list.

***THIS ONLY APPLIES IF YOU ARE DINING WITH US AS A GUEST AND DOES NOT APPLY TO YOUR FRIENDS, FAMILY OR FOES IF THEY CHOOSE TO DINE WITHOUT YOU!**

LOVE ALL
THESE
GREAT PERKS?

WE BET YOUR FRIENDS AND FAMILY WOULD TOO!

[CLICK HERE TO READ THE COMPLETE BONUS AND REFERRAL PROGRAM DOCUMENT](#)

Every Snoozer is part of the hiring process, from interviews to training, and even preemptively in recommendations.

So much so that Snooze will give you \$200 for hourly referrals and \$1000 for management referrals (before taxes) in thanks for bringing fun, creative, hard-working and trustworthy folks to be your colleagues. The new Snoozers that you bring in must successfully complete their full training required via in person and The Experience and then, payday! How does a new hire identify that they were referred? Make sure the potential new Snoozer lists you as a reference on the application in Harri. Current Snoozers should certainly tell their people to mention them in an interview... wouldn't you want that in?

Friends and family also have access to Snooze Perks by joining the Benny-Fits Loyalty Program. However, Snoozers are not allowed to utilize Snooze loyalty programs, discounts, or other promotional offers at any time. Friends or family utilizing Snooze loyalty programs, discounts, or other promotional offers require Manager approval when closing the check.

GETTING PAID



GETTING PAID IS AN IMPORTANT PART OF YOUR SNOOZER EXPERIENCE. THAT IS WHY WE HAVE DEDICATED AN ENTIRE SECTION TO THESE TOPICS. WE WANT YOU TO MAKE GREAT MONEY AND HAVE A GREAT TIME DOING IT!

THE BASICS OF GETTING PAID...

- * Our pay periods are weekly beginning on Wednesday and ending on Tuesday.
- * Snooze pays our Snoozers weekly, with automatic deposit or a paper check.
 - * If you work in California or at the Mothership your check is available on Tuesdays.
 - * In all other states checks are deposited or available on Thursdays.
- * Snooze highly encourages direct deposit, but you can elect to receive a paper check if that suits your fancy.
- * If you are a Snoozer who is paid hourly, you are responsible for clocking in and out to your shift each day.
- * Lost paychecks can be re-issued. Snoozers are charged \$25 for lost checks IF the check was lost by the Snoozer, unless otherwise mandated by state law.
- * Not that we want to see you go, but in the event, you leave, Snooze will issue your final check in accordance to state and federal law.
- * Bonus programs are defined and outlined in the Leadership Bonus Programs Expectations onboarding document which is issued upon hire and when updated in your Snoozer paperwork.

[CLICK HERE TO READ THE COMPLETE WAGES AND EARNINGS EGGSPECTATIONS OF EXCELLENCE DOCUMENT](#)



HOW DO I GET A PAY INCREASE?

MANAGERS & MOTHERSHIP

- * COLA (Cost of Living Adjustment)
 - * Market Adjustments
 - * Merit Increases
 - * Promotions
 - * Spot Bonuses

HOURLY SNOOZERS

- * Merit Increases
- * Market Adjustments
- * Promotions
- * Wage Reviews

*ALL PAY INCREASES
ARE SUBJECT TO
LEADERSHIP REVIEW
AND BUDGETARY
CONSIDERATIONS FOR
MORE INFORMATION,
REVIEW THE COMPLETE
WAGES AND EARNINGS
EGGSPECTATIONS OF
EXCELLENCE DOCUMENT



TIME TRACKING

UNDER NO CIRCUMSTANCE IS A SNOOZER PERMITTED TO CLOCK IN FOR ANOTHER SNOOZER.

Every Snoozer is responsible for clocking in at the beginning of each shift and clocking out upon the completion of each shift. If you forget to clock in or out, notify a manager on duty.

Submit in writing your arrival and/or departure time(s) and the manager will adjust your time records. Also, check with the manager on duty before your next shift to ensure your hours have been entered and adjusted. All Snoozers are paid for all time worked and should never be requested to work while not clocked in.

WHO CLOCKS INTO THEIR SHIFT?

All Snoozers – which includes all hourly Snoozers, General Managers, Head Chefs, Senior AGMs, AGMs, and Sous Chefs.

If you work in the Restaurant daily, you are responsible for clocking in at the beginning of your shift and clocking out before you go home.

Mothershippers who work in the restaurant are not required to clock in or out.

**WORKING = CLOCKED IN!
NOT WORKING = CLOCKED OUT!**



PAY STUBS AND TAX RECORDS

CHECK STUBS

Whether you have direct deposit or a paper check, whether you view your paystubs online or in hand, take a look each week to ensure everything looks right.

Of course, we make every effort to ensure our Snoozers are paid correctly, but mistakes happen, so if you believe a mistake has occurred (including tax withholdings, improper deductions, under-reported hours worked or overpayment) you should immediately report the matter to your management team, so they can support you in researching and making the correction.

UPDATING YOUR PERSONAL INFO

Your payroll information, including setting up or updating direct deposit information, accessing paystubs, taxes and deductions, personal information and W-2 forms can be accessed online at <https://access.paylocity.com>.

We strongly encourage you to update your personal information (address, phone number, dependents, emergency contacts, name change, etc.) to ensure your records are up to date.

For support accessing Paylocity, email SnoozerSupport@snoozeeatery.com.

W-2 FORMS

Current and former Snoozers can access their W-2 electronically by logging into <https://access.paylocity.com>.

If no online election is made, Snoozers will have their W-2 mailed to the address on the file. Snoozers who have their W-2 mailed are responsible for updating their mailing address in Paylocity by January 2nd.

Should a Snoozer need a physical copy of a W-2 re-issued, contact SnoozerSupport@snoozeeatery.com and we will assist you!



Snooze complies with all federal, state and local laws when deducting money from a Snoozers paycheck. The Fair Labor Standards Act (FLSA) limits the type of deductions that may be made from a Snoozers pay.

Deductions that are permitted include:

- * Deductions that are required by law, such as state and federal income taxes;
- * Deductions for employee benefits (when authorized);
- * Deductions for lost or stolen property, when allowed by state law;
- * Deductions for garnishments or levies, when requested by a court order. Money is withheld pursuant to the terms of the levy or garnishment, until the obligation no longer exists.
- * Deductions for tip errors caused by Snoozers who are responsible for serving Guests.



DEDUCTIONS AND GARNISHMENTS

ARE YOU GETTING TIPPED

HERE ARE A FEW TIPS FOR THOSE SNOOZERS WHO RECEIVE TIPS AS A PART OF THEIR WAGES. IT IS IMPORTANT THAT YOU FULLY UNDERSTAND OUR PRACTICES AROUND GETTING TIPPED.

ALL TIPPED SNOOZERS MUST COMPLY WITH THE CURRENT TIP SHARE AGREEMENT. ANY FALSIFICATION OF TIP RECORDS WILL RESULT IN DISCIPLINARY ACTION.



TIP REPORTING

The Internal Revenue Service requires 100% of all tips to be reported daily. As Snoozers, you are responsible to comply with all federal, state and local laws regarding the declaring of tips. Failure to correctly report tips could result in a written warning, government audit and severe penalties. Snooze managers reserve the right to discuss any concerns they have around tip reporting with Snoozers and conduct monthly audits on reporting. We encourage Snoozers to maintain complete and accurate records of tipped income, in case of a personal or company audit.

MANAGER TIPS

Managers may claim tips when no tip-eligible Snoozers covered under the tip share agreement are working. Tips will be allocated to the manager, who will be held accountable to all the Eggspectations outlined in the Wages and Earnings Eggspectations of Excellence.

TIP CREDIT

If you are a server, barista, busser, or food runner please be aware that you may be receiving less than minimum wage per hour and the United States Federal Tax Credit will be applied to meet minimum wage requirements. The federal Fair Labor Standards Act and similar applicable state wage and hour laws permit Snooze to pay you a cash wage that is less than the federal minimum wage and to credit a portion of your tips to make up the difference. If the tip credit does not allow you to meet minimum wage requirements Snooze will increase the hourly wage to meet wage requirements. Wages and the tip credit applied vary per state/region. Please speak directly with your manager to discuss state/region specific tip credits. Tip credit does not apply to tipped positions in California.

(That is mumbo for: please be aware that you will make less than minimum wage and the remainder of your wage is made up through tips and if not, Snooze will make up the difference)

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TIP SHARE

Every server or barista who makes tips will contribute a percent of total sales. Tip share will be collected every shift during checkout. This money will go to all non-management hourly Snoozers who support guest service.

The tip share system is designed to cultivate teamwork and help us to provide better service to our Guests.

Please review the tip share agreement specific to your region provided during onboarding for more info.

TIP ERRORS AND GUEST COMPS

We get it, sometimes errors happen when entering tips into the system, or a server misreads a ticket. When a tip error is discovered, this will be communicated to the Snoozer who incorrectly entered the tipped amount. The following steps will occur:

- * If a Snoozer incorrectly enters a tip on a Guest check, they are responsible for the error. Snooze will deduct the error amount from your tips if they have not been processed. If the Snoozer has been paid for the tips, the amount in error will be deducted from the Snoozers next paycheck. Snooze reserves the right to take disciplinary action, up to and including termination.
- * If a tipped Snoozer fails to enter their tips when closing out for the day, those tips will not be processed or allocated to the Snoozer. Errors which occur as a result of circumstances outside the control of the Snoozer (i.e. power outages) will not impact the Snoozer.
- * If a Guest leaves a tip on a ticket that is comped after closing out for the day, the Snoozer will still receive the tip which was allocated to them by the Guest.

MEALS AND REST PERIODS

Snooze complies with all state and federal laws when considering meals and rest periods. Click on the state in which you work to see the meal and rest period policy specific to you.

Concerns regarding meal and rest periods should be directed to Snoozer Support and a member of the People Team will get back to you within 24 hours.

Email: SnoozerSupport@snoozeeatery.com

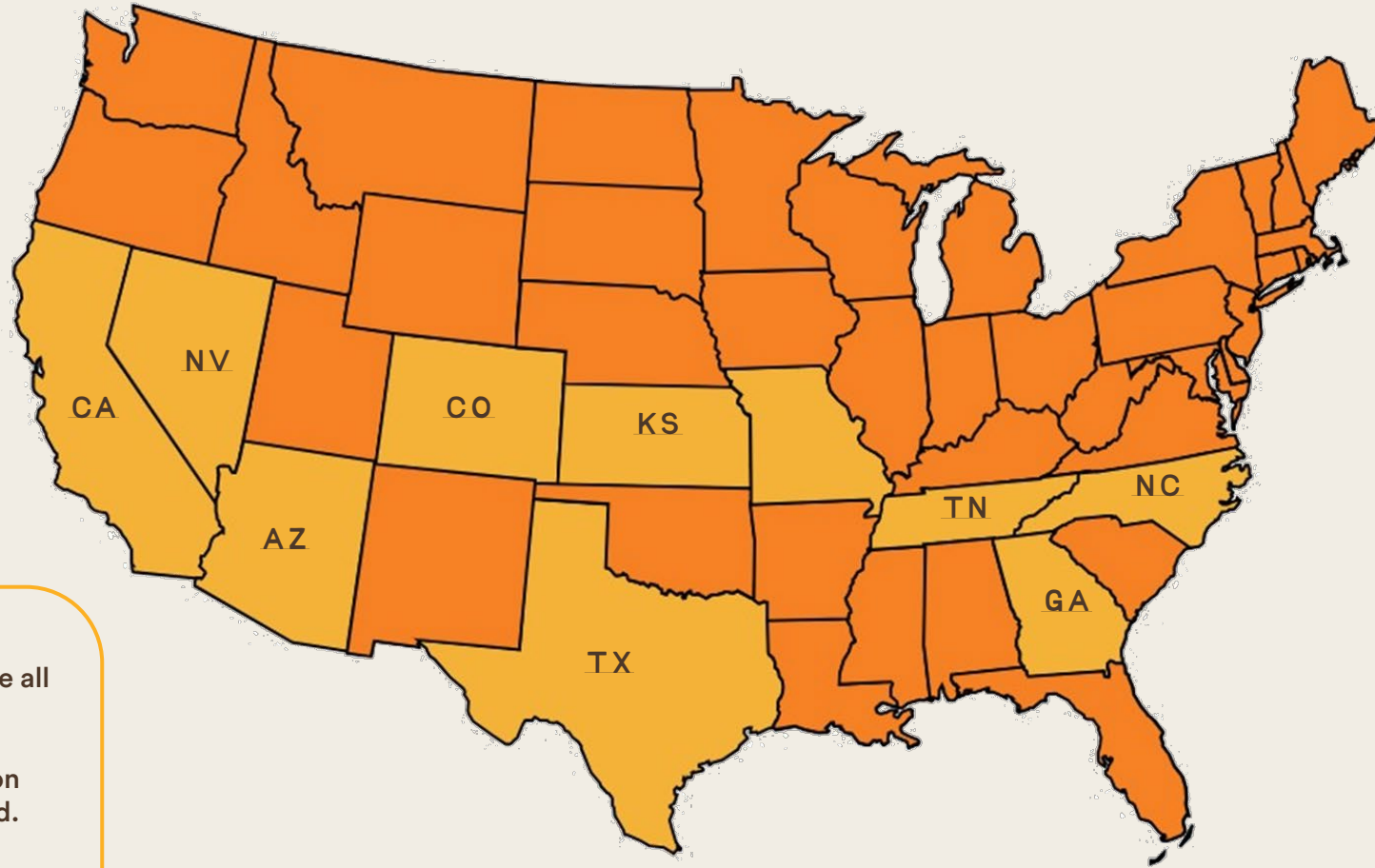
Phone: 720.420.8220

GIMME A BREAK

Breaks are a great way to reset and show up ready for our Guest. Make sure all breaks are coordinated with your manager.

Although smoking is not encouraged, smoke breaks are only permitted on during regularly scheduled break periods. Additional time is not provided. Please review our full smoking policy for complete eggspectations.

[CLICK HERE TO READ OUR SMOKING WHILE AT WORK
EGGSPECTATIONS](#)



ARE YOU A BABY-FEEDING PARENT?

IF ANY ASSISTANCE AND OR ACCOMMODATIONS ARE NEEDED,
PLEASE REACH OUT VIA SNOOZERSUPPORT@SNOOZERSUPPORT.COM.

We know feeding a baby is hard work and impacts nearly every aspect of a parent's life!

To assist, Snooze will provide, in accordance with the national "PUMP" Act, nursing and expressing parents with break time, as reasonably needed each workday, to express breast milk up to one year after the birth of a child, or longer as required by applicable state or local law.

- * Hourly Snoozers may use paid break time, unpaid meal periods, or additional reasonable unpaid time for such purpose.
- * Salaried Snoozers may take breaks as needed for such purpose.
- * Snooze will provide a private space other than a toilet stall where Snoozers can express breast milk. Snoozers should consult with their management team or the People to find a suitable location or to ask any questions.
- * Snoozers storing breast milk in Snooze's refrigerators should bring their own cooler bag that's labeled with their name on it.
- * Snooze may not be able to provide additional break time if doing so would seriously disrupt Snooze's operations.



TAKING TIME OFF



WE ALL NEED SOME TIME AWAY FROM WORK TO RECHARGE AND ENJOY THIS LIFE TO THE FULLEST.

WORK HARD, PLAY HARD, AND TAKE CARE OF **YOU!**

THE BASICS OF TIME OFF...

- * Depending on your role, your time off options may vary.
 - * GMs, Head Chefs, Sous Chefs, Senior AGMs, AGMs accrue vacation time and sick time.
 - * Hourly Snoozers accrue sick time, but do not accrue vacation time.
 - * Mothershipper? View the Mothership Work Hard, Play Hard Guide.
- * We are in the hospitality industry and holidays are some of our busiest days! Snooze is open most holidays so we can help people celebrate the Labor Days and 4th of Julys with pancakes, cocktails and grand times. The exception is Christmas Day and Thanksgiving Day.
- * Providing for our Guest is an important part of leading our teams. We take an 'all hands on deck' approach to busy holidays. Restaurant Managers are not allowed to take vacation time on Mother's Day and New Year's Day.
- * Managers receive vacation time which is accrued at 2.31 hours per pay period worked for the first 5 years of employment and 3.08 hours per pay period after 5 years. Vacation time is paid at the Managers hourly rate and is eligible for overtime. Hourly Snoozers do not receive vacation time.
- * When taking holiday time (Thanksgiving, Christmas) managers are paid their salaried day rate or hourly rate, and they are not eligible for overtime.
- * All Snoozers accrue sick time which can be taken if sick, to support your mental health, or for several other reasons depending on the state in which you work. Sick time is paid at the managers hourly rate or the Snoozers sick time rate, and may be eligible for overtime. Any unused sick time will carry over to the following year.
- * Snooze believes in giving back to our communities! All Snoozers receive 8 hours of Volunteer Time off Annually. Must be used in 4-hour hour increments.

CLICK HERE TO READ
THE COMPLETE TIME
OFF EGGSPECTATIONS
OF EXCELLENCE
DOCUMENT



LEAVES OF ABSENCE

[CLICK HERE TO READ THE FULL LEAVES OF ABSENCE LEAVE POLICY](#)



Life happens, and sometimes we need to step away from work to celebrate the birth of a child, take care of ourselves or a loved one, fulfill active-duty requirements or just take the time we need to travel and explore the world. Snooze has you covered!

QUICK FACTS

- * To the right is a snapshot of some leaves of absence options. Please refer to [the full Leaves of Absence Leave Policy](#) for additional leave options and details.
- * Your leave options are dependent on the reason why you're taking a leave, your full vs. part time status, your tenure with Snooze, and what state you live in.
- * Most leave options are unpaid; however, you may be able to supplement the unpaid portion of your leave if other pay benefits are available to you.

Be sure to let your manager or the People team know as soon as you think you may need a leave of absence, so they can partner with you on all options available!

ALL SNOOZERS

FMLA: Family and Medical Leave Act (FMLA) provides eligible Snoozers with up to 12 weeks of unpaid, job-protected leave to care for their own serious health condition or a family member with a serious health condition, to bond with a new child, or for military deployments. To be FMLA eligible, must have worked for Snooze for a minimum of 1 year and worked at least 1,250 hours (~24 hours/week) in the year before your FMLA leave begins.

Snooze Medical Leave: If not eligible for FMLA or other leaves, Snooze offers up to 8 weeks of unpaid medical leave. Requires a note from a healthcare provider.

Snooze Personal Leave: If not eligible for FMLA or other leaves, Snooze offers up to 4 weeks of unpaid personal leave, including vacations.

Leave Options for New Parents: The People team will work with you and your manager to determine which leave options you qualify for (like FMLA, CFRA, PDL, FAMLI, Snooze Medical/Personal Leave) as you're getting ready to welcome a new addition to your family!

New Parent Pay Benefit: Snoozers who average working at least 30 hours/week in the 90 days prior to their leave beginning may qualify for Snooze's New Parent Pay benefit, to use while taking leave to welcome a new little one. Birthing parents receive 6 weeks of pay and non-birthing parents receive 2 weeks of pay. Pay is average of non-bonus pay received in 12 weeks before leave began. Snoozers are responsible for tracking their own hours for eligibility, and the People team is always happy to be a second set of eyes. Additional pay benefits may also be available during this type of leave.

CALIFORNIA SNOOZERS

CFRA: California Family Rights Act and Medical Leave Act (CFRA) provides eligible Snoozers with up to 12 weeks of unpaid, job-protected leave to care for their own serious health condition or a family member with a serious health condition, or to bond with a new child. FMLA and CFRA may run concurrently. To be CFRA eligible, must have worked for Snooze for a minimum of 1 year and worked at least 1,250 hours (~24 hours/week) in the year before your CFRA leave begins.

PDL: California Pregnancy Disability Leave (PDL) provides up to 4 months of leave for a birthing parents experiencing a pregnancy-related disability.

COLORADO SNOOZERS

FAMLI: Colorado Family and Medical Leave Insurance (FAMLI) is both a leave and pay benefit, providing eligible Snoozers a portion of their average earnings for up to 12 weeks of leave with an additional 4 weeks of leave for complications during pregnancy or childbirth. Qualifying reasons include caring for your own serious health condition or a family member with a serious health condition, to bond with a new child, for military deployments, or to address immediate safety needs and impact of domestic violence or sexual assault. FAMLI and FMLA may run concurrently.

DOMESTIC VIOLENCE + SEXUAL ASSAULT

Snoozers in CA, CO, KS, MO, NV, and NC may have additional time-off and or leave benefits, varying by state, when they or a family member are a victim of domestic violence, sexual assault, or stalking. More info in the full [Leaves policy](#).

SAFETY



THE SAFETY OF OUR GUEST AND OUR SNOOZERS IS OUR #1 PRIORITY! WITHOUT IT, WE DON'T GET TO SERVE PANCAKES, PERFECT PLATES OR PICKLES. SAFETY AT SNOOZE INCLUDES FOOD SAFETY, COVID-19 PRACTICES, DAY-TO-DAY OPERATIONAL PRACTICES AND EMERGENCIES WHICH IMPACT THE RESTAURANT.

THE BASICS OF SAFETY...

- * We take the safety of our Guest and Snoozers very seriously. Snoozers who do not wish to follow our Safety protocol will be coached. If a Snoozer continues to not follow our protocol, further disciplinary action up to and including separation of employment may take place.
- * We operate under Hazard Analysis and Critical Control Point (HACCP) principles to ensure food safety and quality. In addition to our goal of always exceeding our Guest expectations, we are committed to meeting all federal, state, local, and internal regulations. Snoozers are expected to always follow ALL Snooze HACCP protocol. Please ensure you are well versed on required safety measures provided during your training.
- * Staying hydrated is important – remember, only HACCP approved cups are allowed to be stored in the HOH. Personal cups and cups provided by other restaurants (i.e. coffee cups, soda cups, canned soda, bottled beverages, etc.) are STRICTLY prohibited.
- * All symptoms of illness (both mental and physical) need to be reported to your manager daily if you believe they will prohibit your ability to perform your job duties or put others at risk. Examples include COVID symptoms, flu-like symptoms, norovirus, monkey pox, etc. Confidential health information will not be shared beyond appropriate management team members.

FOR MORE INFORMATION ON OUR SAFETY PRACTICES, PLEASE VISIT THE
SAFETY MODULE ON THE EXPERIENCE



THE BASICS OF SAFETY – CONTINUED...

- * Snoozers are required to report all injuries which occur at work within 24 hours. Injuries need to be reported to a manager. Managers are required to report all injuries they are informed about immediately by submitting the appropriate form. Forms for Snoozer injuries can be found on The Experience in the Circle of Life Doc Box.
- * Guest injuries are required to be reported immediately to a manager. Managers are required to complete the Guest Injury form immediately after ensuring the safety of the Guest and the restaurant. The Guest Injury form can be located on The Experience in the Circle of Life Doc Box.
- * Violations to our Safety Eggspectations are taken seriously and may result in disciplinary action, up to and including termination. This includes HACCP, reporting illness, all communicated safety guidelines and practices, and other safety related concerns which have been outlined by a manager or other Snooze representative.
- * Lockers are provided to Snoozers to secure personal items. It is the Snoozers responsibility to provide the lock and it is their responsibility to secure their personal items. Snooze is not responsible for lost or stolen items. Theft should be reported immediately, and Snooze will investigate. If it is determined that the theft was the result of another Snoozer, appropriate action will be taken.
- * It is your responsibility to read all communications related to Snooze's safety practices and complete all safety-related training.

FOR MORE INFORMATION ON OUR SAFETY PRACTICES, PLEASE VISIT THE
SAFETY MODULE ON THE EXPERIENCE



THE BASICS OF SAFETY – CONTINUED...

- * In some states in which we operate, Snoozers are required to have a Food Handlers card or Alcohol Certification. Please work with your manager to understand the requirements for your state.
- * Effective January 1, 2024, in California, Snooze is required to pay the Snoozer for any costs associated with obtaining a food handler card. The costs include:
 - * The time required for the Snoozer to complete the training;
 - * The cost of testing;
 - * And any element required for the completion of the certification program.
 - * When obtaining or renewing your food handlers' card, it is the Snoozers responsibility to engage their manager when they begin the process to ensure that all time and fees are appropriately tracked and paid to the Snoozer.
 - * Snooze is not responsible for any costs or time associated with obtaining a food handlers card prior to January 1, 2024.
- * Sometimes the work we do requires us to use our own personal vehicle for the purpose of work. The document below cover the things you need to know to reduce vehicle incidents and at-fault work related road collisions by promoting a safe driving culture within Snooze. Eggspectations for Snoozers engaging in Local Restaurant Marketing efforts.
 - * [Safe Driving Eggspectations of Excellence](#)
- * Engaging in Local Restaurant Marketing efforts? Here is everything you need to know to be successful before you hit the road and spread the Snooze love!
 - * [Local Restaurant Marketing Guidelines and Policy](#)
- * Snooze prohibits the possession of any weapons or firearm in our Restaurants, for additional information review our Firearms Eggspectations of Excellence Document.
 - * [Firearms and Weapons Policy](#)

FOR MORE INFORMATION ON OUR SAFETY PRACTICES, PLEASE VISIT THE
SAFETY MODULE ON THE EXPERIENCE



EGGSPECTATIONS OF ALCOHOL

UNDER NO CIRCUMSTANCE MAY A SNOOZER CONSUME ALCOHOLIC BEVERAGES WHILE ON THE CLOCK UNLESS THEY ARE PARTICIPATING IN A TASTING OR AT A SNOOZE SANCTIONED EVENT. SNOOZE WILL INVESTIGATE ALL ALLEGATIONS OF DRINKING ON THE JOB AND APPROPRIATE ACTION WILL BE TAKEN. ANY SNOOZER IS KNOWN TO BE UNDER THE INFLUENCE OF ALCOHOL WHILE ON THE CLOCK WILL BE TERMINATED.

ALCOHOL, DEALING WITH INTOXICATION, AND OFF-DUTY DRINKS

Most breakfast style eateries don't offer the option of alcoholic beverages, and it's certainly not for everyone. However, we feel that having the option to responsibly partake in creative, craft morning cocktails can enhance a breakfast experience like an exquisite latte or fresh, locally grown produce. With this added benefit to our guests comes responsibility. Every Snoozer is responsible for ensuring our guests are safe and the law is adhered to.

It is important for all front-of-the-house Snoozers to recognize signs of intoxication. Below are a few side effects of alcohol consumption:

- * Drowsiness
- * Careless with money
- * Slurred speech
- * Mood changes
- * Glassy eyes
- * Animated behavior
- * Boisterous
- * Excessive friendliness
- * Foul language
- * Loud, argumentative
- * Complaints about drinks
- * Loss of muscular control
- * Drinking too fast
- * Spilling drinks
- * Stumbling
- * Excessive generosity

ALCOHOL CONSUMPTION WHEN OFF DUTY

Drinking on company property is at the discretion of the manager, but is certainly only permitted when a Snoozer is off the clock, not in Snooze gear of any kind, does not enter the kitchen or office and has paid FULL price for the beverage. Snoozer may only receive discounts on alcohol when dining with us on their day off.

DRINKING WHEN RAFTTTING OR DURING TRAINING*

During culinary roadshows and when rafttting, tasting of alcohol may occur when a Snoozer is clocked into their shift. Tasting is not drinking a full beverage. Managers must approve all alcoholic beverages which are being rafttted or used in a roadshow.



DRUG FREE AND COMMITTED TO SAFETY

Snooze is committed to providing a safe work environment and to promoting and protecting the health, safety, and wellbeing of our Snoozers. This commitment is jeopardized when any Snoozer engages in use, possession, sale, conveyance, distribution or manufacture of legal or illegal drugs, intoxicants, controlled substances or abuses prescription drugs or alcohol. Substance abuse is a significant public health problem, which has a detrimental effect on the business community in terms of productivity, absenteeism, accidents, medical costs, theft, and workers' compensation costs. Therefore, Snooze has established the following policy:

1. It is a violation of company policy for any Snoozer to use, possess, sell, convey, distribute, or manufacture illegal drugs, intoxicants, or controlled substances, or to attempt to do the same.
2. It is a violation of company policy to misuse or abuse alcohol and/or marijuana anytime during hours of business operation while on or using company property.
3. It is a violation of company policy if any Snoozer possesses, uses, or is under the influence of drugs or alcohol while driving a company car or driving a personal car during work time.
4. It is a violation of company policy for anyone to use prescription drugs illegally. It is the responsibility of the Snoozer to report the use of prescribed drugs that MAY (per warning labels provided by the pharmacy) affect the Snoozer's judgment, performance, or behavior.
5. Violations of this policy are subject to disciplinary action up to and including termination of employment.
6. Snooze values its Snoozers and recognizes the need for a balanced approach to achieving a drug free workplace.



DRUG FREE AND COMMITTED TO SAFETY

Snooze values its Snoozers and recognizes the need for a balanced approach to achieving a drug free workplace. Our comprehensive program includes the following components:

1. Snoozer education
2. Supervisory training for managers
3. Employee Assistance Program offering counseling and outside resources are available at any time
4. Drug and Alcohol testing
 - * Post-Accident: Testing Snoozers who are involved in on-the-job accidents or near accidents, or who engage in unsafe job-related activities that pose a significant danger to themselves, other Snoozers, or the public.
 - * Reasonable Suspicion: Testing that is conducted when there is information about a Snoozer's appearance, conduct or behavior that would cause a reasonable person to believe that the Snoozer has used or may be impaired by drugs and/or alcohol.

SNOOZE'S DRUG FREE WORKPLACE POLICY IS INTENDED TO COMPLY WITH ALL STATE LAWS GOVERNING DRUG AND ALCOHOL TESTING AND IS FULLY DESIGNED TO SAFEGUARD SNOOZER PRIVACY RIGHTS TO THE EXTENT OF THE LAW.



ALCOHOL CERTIFICATION REQUIREMENTS

BELOW IS A SUMMARY CHART OUTLINING WHICH STATES AND COUNTIES REQUIRE SNOOZERS TO HOLD ALCOHOL-SERVICE CERTIFICATIONS, ALONG WITH THE APPROVED SOURCES OR PROGRAMS THOSE CERTIFICATIONS MUST COME FROM. THIS OVERVIEW IS DESIGNED TO HELP CLARIFY WHERE TRAINING IS MANDATED BY LAW AND WHICH AGENCIES OR PROGRAMS ARE RECOGNIZED. CHEERS!



STATE	SNOOZER CERTIFICATION REQUIRED	CERTIFICATION REQUIRED THROUGH:
CALIFORNIA	YES	CALIFORNIA DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL (ABC)
NEVADA (CLARK COUNTY)	YES	NEVADA DEPARTEMENT OF TAXATION (TAM CARD, AAT CARD, AND AES CARD ARE ALL RECOGNIZED CERIFICATIONS)
TEXAS	YES	TEXAS ALCOHOLIC BEVERAGE COMMISSION (TABC)
TENNESSEE	YES	TENNESSEE ALCOHOLIC BEVERAGE COMMISSION (TABC)
GEORGIA*	NO	NOT APPLICABLE
*COBB COUNTY, GA	YES	COBB COUNTY POLICE DEPARTMENT
COLORADO	NO	**IN SOME INSTANCES, TIPS CERTIFICATION IS REQUIRED
MISSOURI KANSAS NORTH CAROLINA ARIZONA	NO	NOT APPLICABLE



LET'S
DO
THIS!



ARE YOU READY TO BE A B.O.B?

DO YOU NEED AN ACCOMODATION AROUND ANYTHING YOU HAVE READ TODAY?

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that require employers with 15 or more employees (like Snooze!) to not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is our policy to comply with all federal and state laws concerning the employment of persons with disabilities and religious beliefs and practices and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, we do not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

[CLICK HERE TO REVIEW OUR ACCOMMODATIONS POLICY](#)

Should the need for an accommodation arise, please connect with your manager or reach out to the People Team directly:

Email: SnoozerSupport@snoozeeatery.com

Phone: [720.420.8220](tel:720.420.8220)



THANK YOU

FOR CHOOSING SNOOZE!

We are so excited you have chosen to join the Snooze family. Whether you are here for a moment or a lifetime, you will always be a Snoozer and our Guest.

The Snooze Family is here to support you. Please don't hesitate to reach out if you need anything! We hope your Snooze journey is full of fun, great food, great people and you have the opportunity to make a difference in the world through pancakes



APPENDIX



APPENDIX



Below you will find a direct link to each Eggspectation of Excellence referenced in this document.
Use the link to directly access the full Eggspectations of Excellence document.

ACCOMMODATIONS

It is our policy to comply with all Federal and state laws concerning accommodations. [Click here](#) to review our full policy and associated procedures.

BEING READY TO WORK

All Snoozers are expected to show up ready to work each day. This means being on time and following proper call out procedures. This document covers being on time, excused vs. unexcused absences, proper call out procedures, and what to do if you cannot come in to work.

BEING SOCIAL

Snooze's guide to all things Social Media and your role. This document covers the expectations surrounding the use of social media, identifying yourself as a Snoozer on social media and using your social channels to share company or proprietary information.

HARASSMENT, DISCRIMINATION, RETALIATION AND A SAFE WORKPLACE

Snooze values diversity, individuality, equality, and safety within in our workplace. This document reviews our expectations for fostering and creating a safe and welcoming environment where Everyone Has a Seat at Our Table.

HEALTHY FAMILY'S WORKPLACE ACT (HFWA)

The HFWA is a Colorado state law which was put into place to ensure sick time is being provided to all workers. This link provides details associated with the HFWA.

APPENDIX



Below you will find a direct link to each Eggspectation of Excellence referenced in this document.
Use the link to directly access the full Eggspectations of Excellence document.

LEAVE OF ABSENCE

Snooze offers and supports a variety of leave options based on Federal and State law, as well as Snooze specific leave options in support of the Snoozer experience. Specifics surrounding leave options can be found [here](#).

SHORT BUT MIGHTY EGGSPECTATIONS

These eggspectations are short, sweet and super important and encompass things like smoking, personal property and technology related items.

SNOOZE GEAR

Regardless of your role, every Snoozer is expected to show up each day wearing proper attire. This document covers proper attire for FOH, HOH, Managers and Regional Managers.

TIME OFF

Sometimes we just need to get away, take a day off or enjoy some downtime on a sunny summer day! Click [here](#) to learn about time off for Managers, holidays and how vacation time is accrued.

WAGE AND EARNINGS

Paying our Snoozers accurately and on time is important. This document covers all things related to getting paid, updating your tax withholding, tips, minimum wage and time collection practices.

FIREARMS & WEAPONS

Every Snoozer is responsible for helping maintain a safe workplace. This document outlines Snooze's eggspectations regarding firearms and weapons on company property.