

HUDDLE HOUSE®

Always Open, Always Fresh!

Huddle House Employee Handbook 2008

Doughboy Foods LLC

Independently owned Huddle House franchise
located at Fort Polk, Louisiana

Home Office
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Knoxville, TN 37909
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MY INFORMATION

Name: _____

Restaurant Number and Location: _____

Restaurant Phone Number: _____

Hours of Operation: _____

Restaurant General Manager: _____

Assistant Manager: _____

Assistant Manager: _____

Schedule requests due: _____

WELCOME

FROM THE PRESIDENT

On behalf of your colleagues, I welcome you to Huddle House and wish you every success here.

We believe that each employee contributes directly to Huddle House's growth and success, and we hope you will take pride in being a member of our team. We value you as a person and team member and thank you for your commitment to our company.

One of our four company core values is "People". That is because we are committed to our employees and want to help you achieve your fullest potential while working with us. As soon as you begin work with our team you should see a comprehensive training program that will help you reach your goals. Additionally, since we sincerely care about you and your family, we always try to encourage a working relationship that promotes a healthy and joyful life for all of our employees.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with Huddle House. If you have any additional questions, please ask your manager.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,



*Douglas A. Harris
President*

HANDBOOK PURPOSE

This handbook is designed to acquaint you with **Doughboy Foods LLC** (hereafter referred to as Huddle House) and provide you with information about working here. The handbook is not all-inclusive, but it is intended to provide you with a summary of some of the organization's guidelines. You should read, understand, and comply with all provisions of the handbook. This edition replaces all previously issued editions. It describes many of your responsibilities as an employee and outlines the programs developed by Huddle House to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. We care about you!

Employment with Huddle House is at-will. Employees have the right to end their work relationship with the organization, with or without notice for any reason. The organization has the same right. The language used in this handbook and any verbal statements made by management are not intended to constitute a contract of employment, either express or implied, nor are they a guarantee of employment for a specific duration. No representative of Huddle House, other than the CEO/President of the organization, has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the CEO/President and the employee.

The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at Huddle House's sole discretion.

OUR ORGANIZATION

◀ **Our Mission**

Huddle House serves delicious meals, cooked to order ... a place where hungry folks gather to enjoy good food, good friends and good hospitality.

This Mission Statement is also our customer pledge. *"Each store strives to deliver quality service to every customer, every meal, every day."*

In order for us to be successful and continue to grow, we need the cooperation of all our team members. Therefore, we refuse to let you become just another number and commit to your training and development.

◀ **Our History**

The Huddle House vision began with the Sparks family of Decatur, Georgia in April of 1964. Their goal was twofold:

- to create a restaurant that was serving any meal, all day and
- to help others who wanted to start their own businesses.

The Huddle House system immediately began as a franchise opportunity.

In 2004, Huddle House, Inc. celebrated its **40th anniversary and 40 consecutive years of sales increases**—an accomplishment unmatched in the restaurant industry.



Huddle House has established nearly

400 locations in 14 states, including: Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Missouri, Mississippi, North Carolina, South Carolina, Tennessee, Texas, Virginia and West Virginia. New markets are opening up in Illinois, Indiana, Ohio, Kansas and Oklahoma.

Today's overwhelming work and family schedules have created a great demand for tasty meals, cooked to order, served fast and fresh at a good value. Huddle House meets those consumer expectations with a comfortable atmosphere, friendly service and a delicious menu that includes choice steaks, chicken, seafood and the heartiest "Big House" platters in America.

Our Core Values

People

People are our main business; therefore we will treat one another and our customers with dignity and respect.

Teamwork

We are a team and we depend on one another to meet and exceed our goals.

Quality

We will consistently deliver superior quality food and service.

Leadership

We strive to be world class leaders in the restaurant business, outperforming all of our competition, and we will consistently develop and empower our team members to be the best they can

◀ **Our Organizational Structure**

The company President/CEO for **Doughboy Foods LLC, Doug Harris**, lives in Knoxville, Tennessee and is in daily contact with the business. He is responsible for leadership, accounting, marketing, legal, and business decisions. His contact number is (865) 588-2875. His e-mail address is dougharris@harrisrestaurants.com.

The Restaurant General Manager reports directly to the President/CEO. They have direct responsibility for their respective location. Assistant Managers are responsible for daily restaurant operations and report to the Restaurant General Manager.

◀ **Our Locations**

Currently, we have one restaurant that is an independently owned and operated Huddle House franchise at Fort Polk, Louisiana. This restaurant opened in April, 2007.

◀ **Our Customers**

The most important people at Huddle House are... OUR CUSTOMERS. They are the boss, and we must do three things to make sure they keep coming back to eat with us.

1. **We must have good service** – this means immediate recognition, prompt order taking, making sure the customers have everything they need for a pleasant dining experience (suggestive selling will help), and delivering to the table a complete hot meal.
2. **We must have a clean restaurant** – so maintain your area “squeaky clean” at all times and assist as needed in other areas of your restaurant.
3. **We must serve the best possible quality food** – this means hot, fresh, properly prepared and looking picture-perfect. Serve each customer food that you or your loved ones would like to be served.

At Huddle House, we are known for our “*Always Open, Always Fresh*” policy. We must believe in our service and co-workers, so that we can honestly say: “**Good People Serving the Best Food yet – 24 hours a day.**”

◀ **Our Team**

Hourly Positions

If you are friendly with a positive attitude, and a good dependable worker, you are exactly the person we’re looking for. Hospitality is the cornerstone of success at Huddle House. Our servers and cooks are front-line hospitality ambassadors, and their smiling faces and enthusiastic personalities are what keep folks coming back to our restaurants. Menu knowledge, people skills, and a hustle in your step will serve you well in our fast-paced diners.

Management Positions

Running a Huddle House is both challenging and rewarding. Building customer relationships, training and motivating your staff, and keeping your restaurant operationally strong, are but a few of the responsibilities that will pay off in future career opportunities and financial rewards.

Company Code of Conduct

◀ **Equal Opportunity Employer**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Huddle House will be based on merit, qualifications, and abilities. Huddle House does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Huddle House Means Equal Opportunity

Huddle House will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Candidates for employment who have reached their 16th birthday may be considered for employment within the limits of state and federal laws. These are the only age limitations related to age and employment utilized by the Company.

We are committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, we will not tolerate unlawful harassment of our employees by anyone, including any supervisor, co-worker, or third party. Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based on a person's race, color, national origin, religion, age, sex, gender or disability. Harassment that affects job benefits, interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment will not be tolerated. Harassment may include, but is not limited to derogatory remarks, insults, offensive jokes, the display or circulation of offensive printed, visual or electronic materials, or offensive physical actions.

◀ **Sexual and Other Unlawful Harassment**

It is the policy of this Company, Huddle House, to ensure a work environment free of sexual harassment. In accordance with that philosophy, unwelcome sexual advances; request for sexual favors; sexual demands; or other verbal, physical, or visual conduct of a sexual nature will constitute sexual harassment when:

- submission to the conduct is either an explicit or implicit term or condition of employment;
- submission to or rejection of the conduct is used as a basis for an employment decision affecting the person rejecting, or submitting to, the conduct;
- the conduct has the purpose or effect of unreasonably interfering with an affected person's work performance, or creating an intimidating, hostile, or offensive work environment;
- in third-party situations, one individual is offended by the sexual interaction, conduct, or communications between others.

The company believes that all employees are entitled to a workplace free of harassment, and expects that all employees will treat each other and our customers with courtesy, dignity, and respect. We take our obligation to maintain a workplace free of harassment very seriously. Sexual harassment is a form of misconduct, which constitutes a serious offense and subjects offenders to disciplinary action, up to, and including termination.

Employees who experience or witness sexual harassment in the workplace must report it immediately by calling the **Huddle House Ethics Helpline at (866) 501-7272**. Also, if appropriate, they may report it to their supervisor, but they must always call the Ethics Helpline. All allegations of sexual harassment will be investigated thoroughly and promptly. To the extent possible, the employee's confidentiality and that of any witness and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the employee will be informed of the outcome of that investigation.

The company will permit no employment-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment. If you perceive retaliation for making a complaint or for participating in an investigation, please contact the Huddle House Ethics Helpline.

In order insure compliance with our policy, each Restaurant General Manager and the Company will be responsible for the following:

- Issuing a strong management statement prohibiting sexual harassment in the workplace. The statement will inform employees of the policy and their rights of redress, the availability of complaints resolution channels and assistance with incidents of sexual harassment, and potential disciplinary consequences for harassers.
- Giving this policy and this statement wide distribution.
- Conducting immediate and thorough investigations and enforcing appropriate disciplinary actions.

It is the policy of Huddle House to investigate all harassment complaints thoroughly and promptly. We will strive to keep the investigation as confidential as possible; however, we cannot guarantee confidentiality. If an investigation confirms that a violation of the harassment policy has occurred, we will take appropriate action.

To avoid misunderstandings about what might constitute sexual harassment, the following guidelines should be followed. Please note that sexual harassment is not limited to the examples shown.

- Repeated, unwanted social invitations should be avoided.
- No touching, hugging, massages, fanny pats, etc., or behavior that, if it occurred to a stranger on the street, would subject the employee to charges of molestation, indecent exposure, assault, or rape. Sexual gestures or other offensive body movements are also prohibited.
- No sexually suggestive or abusive talk, including "dirty" or gender-related jokes meant to demean.
- No offensive printed or written materials, including sexually offensive cartoons, sexist jokes, or any material which inappropriately raises the issue of sex.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, is personally offensive, debilitates morale, and therefore, interferes with work effectiveness.

If at any time employees would like another copy of this policy, please contact your Restaurant General Manager or call the **Huddle House Ethics Helpline (866) 501-7272**. If we should amend or modify our sexual harassment policy, employees will receive an individual copy of the amended or modified policy.

Frequently Asked Questions about the Huddle House Harassment Complaint Procedure

How do I make a harassment complaint?

Call the **Huddle House Ethics Helpline at (866) 501-7272**. Also, if appropriate, you may report it to your supervisor, but you must always call the Ethics Helpline.

When should I make a claim of harassment? Our company policy encourages employees to report harassment before it becomes severe or pervasive. We intend on stopping any harassment before it rises to the level of a violation of federal law. Please refer to our company's policy on "Sexual and Other Unlawful Harassment" located in your employee handbook and posted at your restaurant if you want more clarification of what constitutes harassment. If you are unsure, always call our Ethics Helpline.

The EEOC guidelines require charges must be filed with within 180 days of the alleged discriminatory act. However, in states or localities where there is an antidiscrimination law and an agency authorized to grant or seek relief, a charge must be presented to that state or local agency.

What kind of treatment can I expect if I make a claim against someone? Huddle House will not tolerate adverse treatment of employees because they report harassment or provide information related to such complaints. By calling the Ethics Helpline you can bypass your chain of command and provide you assurance that the complaint will be handled in an impartial manner.

Will my claim be taken seriously? When a Huddle House employee reports any alleged harassment, we are obligated and committed to investigate all allegations in an immediate, thorough, and impartial manner.

Can you protect my identity if I make a claim? Huddle House will protect the confidentiality of harassment allegations to the extent possible. However, we cannot guarantee complete confidentiality, since we cannot conduct an effective investigation without revealing certain information to the alleged harasser and potential witnesses. Information about the allegation of harassment will be shared only with those who need to know about it. The Ethics Helpline can be used to discuss questions or concerns about harassment on an anonymous basis.

What can I expect from the investigation of my complaint? The President or other company officer will conduct an immediate, thorough, and impartial investigation and will objectively gather and consider the relevant facts. The amount of time that it will take to complete the investigation will depend on the particular circumstances.

It may be necessary to undertake intermediate measures before completing the investigation to ensure that further harassment does not occur. Examples of such measures are making scheduling changes so as to avoid contact between the parties; transferring the alleged harasser; or placing the alleged harasser on non-disciplinary leave with pay pending the conclusion of the investigation.

◀ *Open Door Policy*

Huddle House believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisor or Restaurant General Manager.

We are committed to promoting and maintaining an atmosphere of open communication throughout the organization. Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Huddle House amply demonstrates its commitment to employees by responding effectively to employee concerns.

◀ **Huddle House Ethics Helpline**

Sometimes, employees are not comfortable discussing issues with a supervisor. The Huddle House Ethics Helpline is available for any question, concern, complaint, problem, or issue that you have, and are not comfortable discussing with your supervisor. The Ethics Helpline is in place to make sure that problems do not get worse. If you are worried about a situation that involves a co-worker or supervisor, we really need to know.

**Huddle House Ethics Helpline
(866) 501-7272**

Employee Code of Conduct

◀ **Business Ethics and Conduct**

The successful business operation and reputation of Huddle House is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Huddle House is dependent upon our customers' trust and we are dedicated to preserving that trust.

The continued success of Huddle House is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Huddle House and its customers to act in a way that will merit the continued trust and confidence of the public.

Huddle House will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and/or, if necessary, with the President of the company for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Huddle House employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

◀ **Cash Handling Policy**

Most Huddle House employees will handle cash as a routine part of their job. Because of the important and sensitive nature of this part of your job, we are asking you to read, understand and agree to the Cash Handling Policy posted in the restaurant. This is for both your protection and ours. Any violation of this policy may result in termination.

Customer Service

Customers are among our organization's most valuable assets. Every employee represents Huddle House to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

◀ **Employee Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, Huddle House expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

Please note that the Company makes no promises or representations with regard to these guidelines. We reserve the right to initiate disciplinary action, at any time, at our discretion. Disciplinary action may include immediate termination for any offense.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Use of profane, extreme, abusive or threatening language toward coworkers, customers, or suppliers.
- Improper financial transactions, including, but not limited to, charging the incorrect amounts to customers and not providing proper change to customers.
- Cashing checks for customers or returning cash above the amount of the purchase price
- Writing checks to the company that are returned for insufficient funds
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Inappropriate behavior when eating at the restaurant as a customer. You are welcome as a customer and, when eating in the restaurant, you will be treated as a customer and we expect you to act like one.
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Refusal to perform assigned work or insubordination and other disrespectful conduct
- Violation of safety or health rules
- Refusing to work overtime
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Tardiness
- Unavailability for work
- Unauthorized closing of a restaurant during normal operating hours.
- Unsatisfactory performance of assigned job responsibilities and duties.
- Failure to adhere to Company personal appearance standards.
- Failure to follow established meal policies and practices
- Any other action by an employee which in the opinion of the employee's supervisor warrants discipline or discharge.

Employment with Huddle House is at the mutual consent of Huddle House and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

◀ **Safety**

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Huddle House has established a workplace safety program. This program is a top priority for Huddle House. The Restaurant General Manager has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Huddle House provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant, call the Huddle House Risk Management Hotline (866) 501-7272.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the manager on duty or the appropriate supervisor and call the **Huddle House Risk Management Hotline (866) 501-7272**. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

◀ **Employee Purses**

For the protection and security of the employee, no employee purses are allowed in the restaurant.

◀ **Workplace Injuries**

Huddle House provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

We want to provide employees with prompt medical treatment from our designated physician. In most states, treatment for on-the-job injuries must be obtained from approved medical providers. Prompt reporting of the accident will help us to take steps to reduce the possibility of future accidents.

Neither Huddle House nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Huddle House.

◀ **Workplace Violence Prevention**

Huddle House is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Huddle House has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited on the premises of Huddle House without proper authorization.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede.

Huddle House will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Huddle House may suspend employees, with or without pay, pending an investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Huddle House encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Operating Partner before the situation escalates into potential violence. Huddle House is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

◀ **Drugs and Alcohol**

It is the goal of Huddle House to foster a work environment free from the behavior altering effects of drugs and alcohol beverages. Use of alcohol and drugs alter employees' judgment resulting in increased safety risks, workplace injuries and faulty decision-making. Therefore, working after the apparent use of alcohol, a controlled substance or abuse of any other substances is prohibited. Furthermore, the possession, purchase, consumption (use) or sale of a controlled substance or alcohol on company premises or while conducting company business is prohibited. Violations of this policy will result in

Use of alcohol and drugs alter employees' judgment resulting in increased safety risks, workplace injuries and faulty decision-making.

disciplinary action up to and including termination. Alcoholic beverages served in conjunction with an authorized company event are an exception to this prohibition.

Consumption, possession of, or being under the influence of, any prescription drug or “over-the-counter” (OTC) medication which interferes with the employee’s ability to safely and effectively perform his/her duties is also prohibited.

Huddle House may conduct unannounced inspections for controlled substances and/or alcohol in the workplace, or on company premises, including parking lots. All property of the company such as desks, lockers and file cabinets are subject to inspection. Any personal property of employees brought on to the company’s premises or work sites, such as cars, lunch pails, purses, backpacks and packages are subject to inspection. Employees are expected to cooperate in any inspection. Failure to do so will result in disciplinary action up to and including termination.

◀ **Smoking**

In keeping with Huddle House's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. **At any given time, there must never be more than one employee taking a smoke break. Servers may not take a smoke break while they have customers at their tables.** In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail. Under no circumstances should uniformed employees ever smoke in the front of the restaurant..

This policy applies equally to all employees, customers, and visitors.

◀ **Use of Equipment and Vehicles**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

◀ **Personal Appearance**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Huddle House presents to customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work.

Uniform/Appearance Standards are clearly outlined in the **Huddle House Cook & Server Manual (p. 6)**. **These standards must be strictly followed, including, “Facial jewelry or tongue rings are not permitted.”**

◀ **Visitors in the Workplace**

To provide for the safety and security of employees and the facilities at Huddle House, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter the restaurant at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Huddle House's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

◀ **Personal Relationships in the Workplace**

We discourage relationships between restaurant personnel. Individuals involved in a dating relationship with another employee may not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship.

If a dating relationship is established between employees who are in a reporting situation as described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management.

Employment Practices

◀ **Employment Categories**

It is the intent of Huddle House to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by Huddle House management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Huddle House's full-time schedule. Generally, they are eligible for Huddle House's benefit package, subject to the terms, conditions, and limitations of each benefit program. To be considered a full-time employee, the team member will work no less than 35 hours per week.

PART-TIME employees are those who are assigned to a temporary or introductory status and who are regularly scheduled to work less than 35 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of Huddle House's other benefit programs.

Your anniversary date is that day when you are assigned to a position within Huddle House and is used to calculate your eligibility for team member benefits and salary adjustments. This anniversary date will remain the same so long as you do not have a break in your service with Huddle House. Anniversary year is the period of time from one anniversary date to the next.

◀ **Immigration Law Compliance**

Huddle House is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Huddle House within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Doughboy Foods LLC home office. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

◀ **Employment Applications**

Huddle House relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Huddle House's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

◀ **Hiring of Relatives**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee moral. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Although Huddle House has no prohibition against hiring relatives of existing employees, we are committed to monitoring situations in which relatives work in the same area. In case of actual or potential problems, Huddle House will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

◀ **Job Posting and Employee Referrals**

Huddle House provides employees an opportunity to indicate their interest in open positions and advancement within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are not posted and Huddle House reserves its discretionary right to not post a particular opening.

SMART START TIPS

OUR COMPANY DOES NOT TOLERATE

UNSAFE OR RECKLESS DRIVING

SEXUAL HARASSMENT

DISCRIMINATION

BAD ATTITUDES

UNPROFESSIONAL BEHAVIOR

ALCOHOL, DRUG, OR OTHER SUBSTANCE ABUSE

MISAPPROPRIATION OF COMPANY PROPERTY

IF YOU SEE IT (OR HEAR ABOUT IT):

STOP IT – FIX IT – REPORT IT

OR IT COULD HAVE LEGAL IMPLICATIONS.

Huddle House recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. If you are interested in being considered for a management position, you should speak with your Restaurant General Manager about your career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Huddle House also encourages employees to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the Restaurant General Manager for a job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

◀ **Disability Accommodations**

Huddle House is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

Huddle House is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Huddle House will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. Huddle House is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

◀ **Personnel Data Changes**

It is the responsibility of each employee to promptly notify Huddle House of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify your Restaurant General Manager. The manager will list the changes on a *Employee Information Sheet* and fax it to the home office (866) 350-1075.

◀ **Work Schedules**

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Since the majority of our business is on Friday, Saturday, and Sunday, we generally require employees to be available to work these days.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

Employees may not clock in prior to their posted time on the schedule unless requested by their manager.

◀ **Attendance and Punctuality**

To maintain a safe and productive work environment, Huddle House expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Huddle House. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Huddle House expects employees to be reliable and to be punctual in reporting for scheduled work.

◀ **Non-Disclosures**

The protection of confidential business information and trade secrets is vital to the interests and the success of Huddle House. Such confidential information includes, but is not limited to, the following examples:

- * Compensation data
- * Computer programs and codes
- * Financial information
- * Marketing strategies

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment, even if they do not actually benefit from the disclosed information.

◀ **Performance Reviews**

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Periodically, additional formal performance reviews may be conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

◀ **Outside Employment**

An employee may hold a job with another organization as long as he/she satisfactorily performs his/her job responsibilities with Huddle House. All employees will be judged by the same performance standards and will be subject to Huddle House scheduling demands, regardless of any existing outside work requirements.

Supplemental jobs must not create any actual conflict or the appearance of a conflict of interest with Huddle House; and must not affect your ability to meet job requirements or perform competently and must not create scheduling conflicts or limitations, i.e. availability for overtime. Outside employment will present a conflict of interest if it has an adverse impact on Huddle House.

◀ **Employment Reference Checks**

Huddle House will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by Huddle House records, e.g. dates of employment, wage rates, and position(s) held and other documented information.

◀ **Employment Terminations**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.

Since employment with Huddle House is based on mutual consent, both the employee and Huddle House have the right to terminate employment at will, with or without cause, at any time. Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense, if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Technology and Communication

◀ **Email**

Huddle House assumes no responsibility for the content of e-mails or for maintaining their privacy, and Huddle House employees have no expectation that such privacy will be maintained. Huddle House reserves the right to review, audit, interpret, access and disclose any messages created, received or sent over the e-mail system for any purpose. Confidentiality of e-mail communications should not be assumed.

No e-mail messages should be created, sent or forwarded which may be deemed to be intimidating, hostile or offensive in nature, or which are discriminatory on the basis of race, color, religion, sex, national origin, sexual orientation, disability, or any other basis that is unlawful under applicable state and federal law. Nor should any obscene, profane, abusive or offensive language be transmitted.

Any employee who violates this policy or uses the e-mail system for improper purposes as determined by management shall be subject to discipline, up to and including termination.

◀ **Internet**

As with e-mail, Huddle House provides Internet access solely to facilitate the conduct of the company's business. Access to the Internet may be limited at the company's sole discretion. Employees are expected to use the Internet at all times in a manner that benefits Huddle House and not for personal use. Employees should have no expectations of privacy for their use of the Internet and the company may monitor employees' use to insure compliance with this policy. Use of the Internet which violates this policy as determined by management may result in disciplinary action, up to and including termination.

Examples of conduct which is specifically forbidden include, but is not limited to:

- Using the Internet for personal gain or for commercial activity unrelated to Huddle House.
- Sending, reviewing or viewing material or information that is threatening, intimidating, hostile, harassing, offensive or discriminatory on the basis of race, color, religion, sex, national origin, sexual orientation, disability or any other basis prohibited by applicable law. In addition, the receipt of such material and/or showing such material to co-workers is strictly prohibited.
- Using the Internet for any activities not specified here that are in violation of federal, state or local laws.

◀ **Telephones**

Huddle House telephones need to be available during working hours for effective communication with the company's customers and business associates. Accordingly, the company facilities should not be used for personal telephone calls except in cases of emergency. This restriction in the use of telephones also applies to making unnecessary personal calls to fellow employees within the company.

During working hours, **cell phone usage is limited to the General Manager for business calls only.**

◀ **Workplace Monitoring**

Workplace monitoring may be conducted by Huddle House to ensure quality control, employee safety, security, and customer satisfaction.

Computers furnished to employees are the property of Huddle House. As such, computer usage and files may be monitored or accessed.

Huddle House may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because Huddle House is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Pay Practices

◀ **Timekeeping**

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require Huddle House to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

◀ **Pay Deductions and Setoffs**

The law requires that Huddle House make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Huddle House also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." Huddle House matches the amount of Social Security taxes paid by each employee.

Huddle House offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs, such as health insurance.

Pay setoffs are pay deductions taken by Huddle House, usually to help pay off a debt or obligation to Huddle House or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, ask your supervisor.

◀ **Paydays**

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period, which ends the previous Sunday.

In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the day before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation, if a written request is submitted at least one week prior to departing for vacation.

◀ **Pay Corrections**

Huddle House takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event of an error, the employee should bring the discrepancy to the attention of the Restaurant General Manager so that corrections can be made.

◀ **Overtime**

When operating requirements or other needs cannot be met during regular working hours, employees may be asked to work overtime. All overtime work must receive the supervisor's prior authorization. Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor will not be tolerated. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

◀ **Tip Reporting Requirements**

Servers must pay tax on all tips they receive. The IRS is aggressively auditing those who do not report their tips. If you receive more than \$20.00 per month in tips, the IRS requires you to report all of your tips to Huddle House. Huddle House will then withhold taxes from your next regular paycheck. You may report your tips weekly on IRS Form 4070 or, if available, upon checkout from the POS (Point of Sale) system.

If you do not report your tips to Huddle House as required, you may be subject to a 50% penalty plus interest and the tax you owe. If you receive more than \$20.00 in monthly tips and did not report these tips to Huddle House, you must figure your social security tax and Medicare tax on the tips. You should use IRS Form 4137, *Social Security and Medicare Tax on Unreported Tip Income* and attach it to the longer Federal 1040 form. You may not file a Form 1040EZ, but must file the longer Form 1040 to report unreported tip income. It is easier to report your tips to Huddle House as you earn them.

Employee Benefits

Eligible employees at Huddle House are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in this handbook.

The following benefit programs are available to eligible employees:

- Auto Mileage
- Employee Discounts
- Flextime Scheduling
- Health Insurance
- Uniforms
- Vacation Benefits

Some benefit programs require contributions from the employee, but most are fully paid by Huddle House.

◀ **Vacation**

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy:

Restaurant General Manager: More than one (1) year of service earns 10 days

Assistant Managers: More than one (1) year of service earns 5 days

(Managers must have been in the position for six months before vacation can be taken. Pay will be based on the last four-week pay period and not to exceed 50 hours.)

Paid vacation time must be used in minimum increments of one week. To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time off is paid at the employee's base pay rate at the time of the vacation.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the benefit year, employees may forfeit the unused time.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work if the employee gives at least a two-week notice. Otherwise, no vacation pay is due. In the event an employee has worked a partial year, the following examples illustrate how vacation pay will be calculated:

If eligible for 10 days vacation in a calendar year, each full month of work earns one vacation day up to a maximum of 10 days. For example, if a Manager quits in June and has already received one week of vacation, then no other vacation pay is due to the employee. Or, if a Manager quits in September and employee has not taken any vacation, then eight days are due.

If eligible for 5 days vacation in a calendar year, each full month of work earns one vacation day. For example, if an employee quits in June and has already received one week of vacation, then no other vacation pay is due the employee.

◀ **Uniforms**

Huddle House will supply each new team member with a uniform that consists of a shirt and cap (cooks) or visor (servers). Additional items may be purchased for \$10.00 each and can be deducted from payroll checks. Detailed uniform requirements are found in the **Huddle House Cook & Server Manual** (p. 6). These standards must be strictly followed, including, “Black khaki” slacks and “Black leather shoes w/non-slip soles (no sandals, high heels, boots or tennis shoes). Black socks required.” You are responsible for the care and upkeep of your uniform and must return them at the end of your employment with Huddle House. A deduction from your final paycheck can be used to cover the cost of any uniforms that you have not returned.

◀ **Employee Food Discounts**

Employees are allowed to purchase food items for their personal use at a 40% discount of the regular menu price, excluding steak products. Steak products must be purchased at full price. Employees may use this benefit during work only and it is limited to one meal per shift. Employee meals may be charged to their house account. This discount is not available for family and friends of employees. Employees are not charged for soft drinks, tea and coffee (Does not include juices or milk) during work hours. Only small glasses or coffee cups (no Styrofoam) may be used for free drinks.

◀ **Family and Medical Leave**

Eligibility for Leave

Any employee who has been employed by Huddle House at least 12 months and has worked at least 1,250 hours during the 12 months preceding the commencement of a leave of absence, is eligible for family or medical leave of absence, if certain conditions are met. An employee, except for certain highly compensated employees, will be returned to the same or equivalent position.

Medical Leaves

- The inability of the employee to perform an essential function of his or her position due to a serious health condition or pregnancy disability.

Family Leaves

- Father's attendance at birth of a child.
- Parents' care of a newborn, if completed within twelve months following birth of a child.
- Placement of a son or daughter with the employee for adoption or foster care within twelve months.
- Care for a spouse, child (under 18 or disabled) or parent of the employee who has a serious health condition.

If the necessity for the leave is foreseeable, an employee must notify Huddle House of the request for leave 30 days in advance. If the leave is foreseeable based on a planned medical leave, the employee must also make a reasonable effort to schedule treatment so not to unduly disrupt company operations.

If the leave is unforeseeable, the employee is expected to give notice to the employer of the need for family or medical leave, as soon as practicable under the circumstances.

An employee requesting a foreseeable leave must provide appropriate documentation, as may be requested, to verify the reasons for the leave. Any request for leave based on a serious health condition, whether it involves the employee or a family member, must be made in a timely manner and supported by appropriate medical certification. Documentation confirming family relationship, adoption or foster care may be required.

◀ **Benefits Continuation (COBRA)**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Huddle House's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; or dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Huddle House's group rates plus an administration fee. Huddle House provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Huddle House's health insurance plan. The notice contains important information about the employee's rights and obligations.