



Rock Hawaiian, LLC

**THE 'OHANA WAY**

## The 'Ohana Way

Welcome to Rock Hawaiian, LLC (Rock Hawaiian), where we continually aspire to bring the Aloha Spirit to everyone we serve! In the Hawaiian language, 'ohana means family. Here we—and now you—are all considered part of the ROCK HAWAIIAN, LLC 'ohana.

You'll hear a lot about 'ohana because that is how we choose to see each other. All are family; all are 'ohana. Being in the family means supporting each other and being accountable to each other. The day you are hired, you will see this idea in action and become aware of the expectations that come with belonging to the 'ohana.

Like a family, we don't have a set of complicated legal rules or strictly worded policies to follow. Instead, we are guided by values that shape the way we live and work together: with respect, care, and concern for the 'ohana always uppermost in mind. **Gratitude** and **kindness** are at the core of our values. What does that mean for you?

### Use Good Judgment

We believe strongly that every person has something positive to offer. *The 'Ohana Way* aspires always to put people first. We believe in you and trust you to make good decisions. In almost every case, this simple standard can guide and serve us all: **use good judgment in all situations**. If you find yourself in a situation where you are uncertain about what is best, seek guidance from others. Lean on the 'ohana.

### Live Our Values

Our food and our culture are both uniquely inspired by the Hawaiian Islands. On the islands, there is a way of 'being in the world' that is based on love, mutual respect, and gratitude. Therefore, our values seek to bring out the best in everyone, based on the simple idea of treating others the way we want to be treated.

So, you could say that Rock Hawaiian is a business serving flavorful meals that cares just as deeply about serving the principles of kindness, family, honor, inclusion, personal growth, and gratitude.

### OUR VALUES

- **Aloha Spirit**  
Aloha Spirit is the thread that runs through all our values and brings us together. It combines the Hawaiian words "Alo" – life presence, and "Ha" – the breath of life. Live in harmony with yourself and others and let your Aloha Spirit shine through.
- **'Ohana**  
'Ohana is family, and in Hawaii the idea of family goes beyond the traditional family. It includes the common bond we have with all people who share this table and the world we all live in.
- **Personal Growth**  
We think that every person at Rock Hawaiian fills an important purpose, no matter what position you hold. When you work with passion you are thriving – alive with potential. Always strive to find a better way to work and set your sights on personal excellence in every job, every day.
- **Inclusion**  
The 'ohana is inclusive. Together we can meet any challenge. Your words and actions are important. We welcome all people and ideas to the table we share.
- **Honor**  
Respect for others honors the dignity and self-worth of every individual. Respect for yourself honors your value and potential. Assume the best of others, and together we can create a workplace of trust and mutual admiration.
- **Mahalo**  
Say "thank you" often, and sincerely. It builds teamwork, inclusion, and motivation. Communicate appreciation and emphasize the positive in your day-to-day interactions.

### Life's a Beach

We believe in your good judgment and commitment to doing the right thing, so we keep our list of rules short, like the rules you might find when you visit the beach! For example, don't kick sand on someone's picnic or tear down their sandcastles! Remember your sunscreen and a hat! Wear a swimsuit that fits, for your comfort and out of respect for others. And at all costs, avoid getting washed out to sea or eaten by a shark.



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Because the rule list is short, you may have questions about your individual work responsibilities, or other expectations of the 'ohana. For more direction, please talk to those 'in your boat', or your leaders who are easily accessible and always close by. The more conversations we pursue, the more we will learn from each other, find common ground, and improve.

### The Laws of the Land

In Hawaii, it's 'actually' against the law known as the "Aloha Spirit" statute to act in an unkind manner. (Seriously.) Per state law, "Aloha Spirit" is 'the coordination of mind and heart within each person. It brings each person to the self. Each person must think and emote good feelings to others. In the contemplation and presence of the life force, "Aloha", the following unuhi laulā loa (translations) may be used:

- "Akahai", meaning kindness to be expressed with tenderness;
- "Lōkahi", meaning unity, to be expressed with harmony;
- "Olu'olu" meaning agreeable, to be expressed with pleasantness;
- "Ha'aha'a", meaning humility, to be expressed with modesty;
- "Ahonui", meaning patience, to be expressed with perseverance.'

Now THAT's a law that spreads positivity! We seek to invite and extend the spirit of this law into our workplace. When upheld by everyone, most potential rights violations (or painful employment experiences) seem far less likely to occur. However, there are other 'laws of the land' which you must understand and follow as well:

### At-Will Employment

Working here means you have made a choice, and so have we. We have chosen you and you have chosen us. But as time goes by, just like Kim and Kayne, Kim and Pete, Brad and Jennifer, or Angelina and Brad, either of us may eventually decide we are not a great fit for each other. That's OK.

As a team member employed by Rock Hawaiian, LLC, you are an "at-will" employee. This means that you can choose to end your employment at any time, for any reason. Similarly, ROCK HAWAIIAN, LLC has the same right to end your employment, with or without cause, at any time. There is no promise of continued employment for any period of time.

### Equal Employment Opportunity (EEO)

We provide equal employment opportunities to all team members and applicants for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other status protected by law. What matters to us is that you can perform the job well, do the right thing for the 'ohana, and live our values.

### Disability and Religious Accommodation

We will make reasonable accommodations for team members or applicants with a disability, or for religious purposes, as long as the individual can safely and effectively perform the essential functions of the job and the accommodation doesn't create an undue hardship on the company, other team members, or our ability to serve guests.

### Non-Harassment / Discrimination

Remember that part about not kicking sand on someone else's beach picnic? We believe in treating everyone with dignity, decency, and respect. This is at the heart of our company's culture and our values. We don't put up with discrimination or harassment of any kind. We all must honor each other, but we also must "say something when we see something" that causes concern. If you report an issue, or are involved in a complaint, we take that very seriously. Anyone who reports their concerns in good faith shall do so without fear of retaliation. Rock Hawaiian will respond with outreach, coaching, corrective action, or even dismissal for any person found to be violating the law and/or not upholding our values. This is an area where making waves is not cool, because bad behavior has a way of shipwrecking everyone. Don't discriminate. Don't be a bully. Don't create uncomfortable situations.



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### Aloha Spirit Common Sense Guidelines

You'll review many of the following guidelines during your orientation—in the spirit of bringing your best talents, and the talents of all team members to the 'ohana. Please review them carefully; we promise you'll be wiser, happier, and better informed if you do.

### Attendance / Timekeeping

Obviously, if you fail to report for a scheduled shift on-time and ready for work, our guests and the 'ohana feel the pain and disappointment of operating short-handed, which really stinks (by the way). Out of respect for everyone, you are expected to report to work when scheduled. Show honor by showing up on time—so everyone can succeed.

Hourly associates must clock in and out when scheduled or when directed by your leadership team. Never 'clock-in' for another member of your team; you must clock in and out for yourself. If asked to make an exception, politely refuse. Respectfully remind the requestor that you do not want to become guilty of 'improper reporting.'

### Safety at Work

Safety at work prevents accidents and injuries, so it's something we pay careful attention to every day on every shift. You'll be trained on correct operating procedures and equipment use, and detailed food preparation instructions are also available in our training library. If you, another team member, or a guest has an injury at one of our stores, immediately report the incident to the manager on duty.

### Illness

Please be sure to always keep your nose clean! Because our business provides food services, hygiene, sanitation, cleanliness, and proper food handling are always the highest priorities. Protect your fellow team members and guests from food borne illness and other diseases. Wash your hands frequently and always follow good hygiene habits.

And, if you are sick, please don't come to work! Allergies might not be a reason to stay away, but as much as we love you, flu, fever, and COVID-19 are not things we want to share with you. If you are contagious (or even might be), talk to your supervisor and stay home to get well. A return-to-work release may be requested if you miss three or more consecutive shifts.

### Drugs, Alcohol, Tobacco, and Vaping

The use, possession or distribution of drugs or alcohol at work, or when driving on company business, is not cool. Ever. If you are ever under the influence of alcohol or drugs at work, you endanger others and yourself. There will be immediate disciplinary action, up to and including termination. Just don't do it.

We smoke our pork, but let's talk about personal tobacco and vaping products. They're off-limits at work due to health considerations (hey, we serve food, our restaurants are smoke-free, and it's a health code violation in our kitchens).

### Weapons in the Workplace

We also prohibit bringing firearms or other weapons onto work premises. Whether concealed or carried openly, we don't allow it, and it's definitely not in keeping with our values. Entering our stores with a weapon can undermine the safety and welfare of others. No weapons in the workplace.

### Violence in the Workplace

We expect—and hope to inspire—the best from you and our guests. If you ever become aware of any threat of violence, remember to act with good judgment. Intimidating, offensive, threatening, or hostile behavior of any kind is never okay inside restaurants or on store property. Not by you, by another team member, or from guests.

If someone threatens or engages in violence on Rock Hawaiian property, they should be asked to leave the property. If you suspect that a crew member, guest, or person on our property may become violent, immediately notify your supervisor, manager—or in urgent situations—call law enforcement immediately when needed.



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### Technology Use

Technology surrounds us, and it's hard to imagine living without it; it connects and helps us work smarter and more efficiently! However, technology should never harm the 'ohana or the guest experience. Be mindful when using your cell phone, managing records, keeping systems secure, or creating/sharing social media posts that could potentially hurt any person or damage Ohana Restaurant Group' business reputation. That being said, please feel free to shout out about our cool vibes and what we are doing to keep our business growing as much as you like. Your good words are worth a boatload of plate lunches. Remember to keep your posts professional and positive. What you say reflects on Rock Hawaiian , on the 'ohana, and on you.

### Rock Hawaiian Benefits

Now for the good stuff. Getting paid and working with great people is pretty awesome. Even better, we offer benefits a lot of other places don't. Please see your benefits guide for a full description of generous programs that are available, which may include medical, dental, and vision coverage, as well as vacation, rest & recovery benefits.

### Vacations, Rest & Recovery

All full-time folks earn at least two weeks of paid vacation leave time based on years of service and number of hours worked. (Please see the chart and additional details in your benefits guide.)

Need time off for vacation, rest, or recovery? Please submit your request as directed within enough time to schedule business in ways that don't impact the guest experience or harm the 'ohana. We will do what we can to meet your needs, because we know you need to recharge. Check with your supervisor on how to make timely requests for deserved time off.

### Holidays

We are closed on Thanksgiving Day and Christmas Day.

### Meal and Rest Breaks

Because we know you will love our crave-able food, we offer a free meal before, during or after your shift. Your leadership team will schedule routine breaks for you to rest and eat that free meal. If you're hungry before your shift starts, arrive early enough to fill up. If you want to take your meal with you on your way home, please feel free to do so. We also provide discounts you can share with friends and family! Just ask your supervisor for more details.

Nursing mothers are likely to have special needs. Lactation breaks can be arranged through your supervisor and our People Solutions team, and they'll all be happy to help you! Growing babies need food too!

### Family and Medical Leave Act (FMLA)

It happens. You wiped out on your surfboard and landed in a cast. When the unexpected happens (or the expected for those with a baby on board), you may need to take some extended time away from work. You can apply for unpaid leave under the FMLA, but you have to be employed for a minimum of one year and work at least 1,250 hours to be eligible.

### Leave of Absence

With available vacation time, you can take time off with pay for vacations, holidays, illness, or other personal reasons. If you do not have vacation time available, then you can request a short-term unpaid medical or personal leave of absence.

Employees who need time off for more than three days in a row must request a leave of absence from their supervisor. Most requests for leaves of absence up to 30 days are approved by management. However, if you are called for jury duty or military leave, tell us that too; time off is always allowed for these duties. And thank you for your service!

### Coaching and Advising

Of course, there will be times when your best attempt at using good judgment simply wasn't the best. When that happens, your supervisor and/or the People team will work to examine and address any missteps through support, discussion, and when necessary, corrective action. You are responsible for listening, for understanding the need to make corrections and for avoiding any additional negative impact on your performance, the guest experience and the 'ohana.



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In situations where we don't find mutual success, parting ways may be the best decision for you and for the 'ohana. If so, we will say good-bye with grace, and we will genuinely wish you the very best in the spirit of Aloha.

### Open Door Policy

The Aloha Spirit is 'a way of being' that puts harmony and love first. Our values make Rock Hawaiian different. We aren't about politics and getting ahead. We are here to share good food, employ good people, work hard, and make good decisions.

Sometimes this means making changes for the good of the 'ohana, and sometimes this means accepting decisions and putting differences aside. But to do this, we need your input and feedback.

Your supervisor is available for advice and guidance when needed (it's in their job description). If you need to talk, speak up. Supervisor first, and up the line of command if you need more support. As a reminder, for reports or complaints of harassment or discrimination, please see our *Non-Harassment / Discrimination Policy*.

If you are not comfortable speaking with your supervisor or manager directly or feel you have not been heard, you can also share feedback confidentially at [www.rockstrategic.com](http://www.rockstrategic.com) or by calling our employee hotline 972-432-0456.

### Full Policies and Legal Stuff

Please note that Rock Hawaiian policies are only summarized in this document. Full versions of most of these policies can be found in the company document library (within your self-service portal in *iSolved*), including additional details about each topic, along with other policies and guidance. When any of our locations must comply with additional or different requirements per state or local municipal laws, we provide specific information to those team members at the time of their onboarding or transfer. Further, applicable employment laws will vary from state to state, may change from time to time, and will therefore supersede any contrary provisions in this document or in the full versions of the policies and other guidance.

Heads up! We like to keep things fresh, just like our plate lunch. Whenever changes are made to any people-related areas that will affect you, we'll be sure to keep you updated with the new recipe. All current people-related information, including this handbook, will be available through your direct access on your own Paylocity login screen and will replace any documents previously reviewed and signed.

### Conclusion

We end the 'Ohana Way with a few words that would likely eliminate the need for handbooks in the first place—when everyone chooses to follow them. In short, they sum up all of the policies you just reviewed and will acknowledge with your e- sig soon:

1. Bring your best self and your best vibes to work.
2. Use good judgment in all situations.
3. Do the right thing; always treat others well.
4. Find and express gratitude in your daily life.
5. Spread positivity to others through the aloha spirit—always, and in all ways.

During your journey with us, let our guiding principles inspire you to work in constant harmony with each other— and to serve our guests with genuine kindness.

Mahalo for choosing to be part of the Rock Hawaiian, LLC 'ohana. We truly hope you embrace and spread the aloha spirit while you are here. Surf's up! Come enjoy the ride at Rock Hawaiian !

