

RESPONSIBLE VENDING POLICY

Bloomin' Brands, Inc. ("BBI") is committed to ensuring responsible vending in all of its restaurants. As a member of BBI, you are expected to know our Responsible Vending Policy and follow it.

OUR POLICIES ARE:

- We promote and encourage responsible drinking.
- We will not knowingly allow visibly intoxicated customers to enter the restaurant.
- We will not knowingly serve adult beverages to visibly intoxicated customers.
- We will make every reasonable effort to prevent visibly intoxicated customers from driving, including notifying the police.
- We only employ servers of adult beverages that are of legal serving age (some BBI concepts employ only servers of adult beverages who are of legal drinking age).
- We never serve adult beverages to minors (Customers or employees).
- All employees (including all management) always pay full price for alcoholic beverages when dining in our restaurants; there are no "comp" privileges for adult beverages for employees whatsoever. **THERE ARE NO EXCEPTIONS.**
- When the restaurant is closed for operations for the evening, there is to be no one in the restaurant other than the closing staff.
- BBI policy requires that before a person receives their fourth drink the seller-server must notify the manager upon the order, to make them aware of the amount of drinks served and time frame elapsed before serving the fourth drink to the Customer.
- Bartenders and servers are expected to be fully knowledgeable and in compliance with local and state alcoholic beverage laws and operating guidelines. Bartenders and servers must strictly obey all liquor laws in their area of the country. You may be held personally liable for any proceedings or fines levied against you if you fail to follow these policies.
- Depending on state law, the only time that adult beverages may be provided to restaurant employees of legal drinking age within the restaurant is for legitimate training purposes (i.e. wine seminars, drink tasting, new drink roll-outs).
- Failure to follow these policies is grounds for termination.

Special Events:

- Restaurant employees are not permitted to consume adult beverages during special events. It is strongly encouraged that Management provides an appreciation party for volunteers after all events. Again, minors are never served adult beverages.
- Management is responsible to ensure proper and responsible liquor service is being conducted at all times including company-sponsored events such as Holiday Parties, Anniversary Parties, Athletic Events, etc.

CHECKING IDs

Any customer that is of questionable drinking age must show proper identification per your ID checking guide. Any customer that does not clearly look over 30 years of age should be ID'ed and must have a valid picture ID card. Acceptable forms of a valid I.D. include: military ID, state issued ID with seal, driver's license or passport. Two current ID checking guides are to be positioned in each restaurant (at the bar & at service ally). You can obtain these from the home office mailroom.

HANDLING BAR RELATED PROBLEMS

If a customer is conducting himself distastefully or treating you in a way that makes you uncomfortable or disturbing other customers, bring this to your manager's attention. Have fun serving drinks but use good/sensible judgment.

It is your responsibility to monitor your customer's behavior with regard to drinking. However, you should never confront a customer yourself! As with all customer problems, alert the highest level Manager on duty at once. The Manager will address the situation. Management is committed to supporting our employees in intervening with intoxicated customers.

A decision as important as stopping service to customers should not be a financial one, BBI will guarantee a 20% tip to any server/ seller who has a guest that upon being cut off does not properly compensate the server or restaurant.

Most importantly, you can go to jail for serving an intoxicated person and/or a minor. Failure to follow the policies listed can result in BBI and you being sued. If you are found to have violated any of these policies you will face discipline, which may range from counseling to an unpaid suspension or immediate termination, and may include such other forms of disciplinary action as BBI deems appropriate under the circumstances.

WATCH FOR THE FOLLOWING BEHAVIOR:

The Effects of Alcohol on Behaviors

<u>Physical Reaction</u>	<u>Personal Judgment</u>
Irregular or slurred speech	Overly Friendly
Poor Coordination	Aggression
Dazed, glassy look	Change in speech pattern
Inability to complete sentences	Annoying other people
Spilling food and drink	Crude behavior or language
Inability to sit up properly	Boasting
Swaying or drowsiness	Inappropriate flirting
Stumbling & walking into things	Complaining loudly
	Changing consumption rates
	Buying drinks for everyone
	Irrational statements

NOTIFY MANAGER IF YOU OBSERVE THESE BEHAVIORS

As always, we are expected to utilize good judgment at all times. **Fun** is one of our Principles that must continue to be the strength of our organization. We need to invest our time, thoughts and efforts into a *fun* culture. However, **Fun** has never included a lack of **Responsibility**. We can and must maintain a responsible organization.

****ALL new employees who server alcohol must take the Responsible Beverage Service Course on BBI University prior to working the floor)****