



TEAM MEMBER CODE OF CONDUCT

At Meauxmentum Strategies and Investments (MSI) (North Texas Bells, North Texas Wings, Memphis Wings Operations, Southern Wings Enterprises, Oklahoma Chicks Management, Austin Chicks Management, Indy Chicks), we believe in creating a positive environment for our employees and guests. We start by hiring people who like the restaurant business, like working with people, treat others with respect, and are honest and hard working. In addition, we insist that everyone demonstrate the “MSI Way” by following a few basic work rules, which we have outlined below. All our work rules apply whenever you are working a shift or are on MSI property, regardless of if you are working, visiting or are on break. Some rules of conduct apply to behaviors that happen away from the job. If you want more information on our rules, ask your Restaurant General Manager (RGM), Area Coach (AC), Director of Operations (DO), or your Human Resources representative.

The “Golden Rule”: Always treat others the way you want to be treated with honesty and respect!

1. **Equal Employment Opportunity:** MSI Management, LLC. is an equal opportunity employer. We apply our work rules and employment practices consistently and without bias, and without regard to race, color, religion, national origin, age, disability, sexual orientation, marital status, or veteran status. If you believe that a manager or employee has not followed this policy, speak to your RGM, Above Store Leader, or reach out to your HR representative.
2. **Anti-Harassment Rules:** MSI is committed to providing a comfortable environment, which is free from harassment of all kinds, including sexual harassment. Refrain from making sexual jokes or suggestive comments, touching someone in a manner they might not like, or making gestures of a sexual nature. Avoid making unwelcome or derogatory comments about a person’s race, ethnic background, age, disability, religion, sexual orientation, marital status, veteran status, which the person would likely find offensive. This includes generalizations or descriptions and jokes based upon such attributes. Your managers are strictly prohibited from requesting or requiring that you submit to a sexual relationship and may not discipline you for refusing such advances. If you observe behavior that violates this policy, bring it to the attention of your RGM, or if you prefer, contact your Above Store Leader, or call 1-888-751-8326 to leave a message on the Business Abuse Hotline.
3. **Staying “Cool”:** If someone upsets you, give yourself time to cool down before you react. Express yourself in a calm, respectful way. Never act in anger, threaten others, use abusive language, fight or cause harm to a guest, co-worker, or supervisor.
4. **Be Dependable:** Arrive at work every day you are scheduled, on time and ready to work. If for valid reason you cannot work a scheduled shift or will be late, give your manager two hours advance notice so he or she can find someone to replace you. If you are working an opening shift, keep calling the restaurant until you reach the manager. If you must leave your shift early, get permission from the manager in charge. Consistent attendance is a critical expectation of your job.
5. **Confidentiality:** Employees and companies have a right to keep certain information private. This includes information about our food, sales, wage information, business plans, and records. In addition, much of the information about your co-workers and managers is private, including work schedules, home telephone numbers, addresses, and other personal information. Do not share confidential information with others.
6. **Drugs and Alcohol:** Arrive at work with a clear head, sober, and free from the effects of alcohol or drugs. You are not permitted to drink alcohol or use illegal drugs on company property and may not bring alcohol or illegal drugs to the restaurant. If you are taking a prescription drug that will limit your ability to do your job or which could be a safety hazard, tell your manager before you begin work. It may be best to avoid working while on such medication. If
7. **Employment of Relative:** We urge you to tell your friends and family members how much you enjoy working at MSI and to encourage them to come work for us too. However, MSI does not believe that a manager should supervise family members, such as a husband, wife, brother, sister, son, or daughter, or parent or grandparent. If any of your supervisors are a relative let your Above Store Leader know immediately. They will offer a transfer where possible or take other steps to resolve the matter.

8. **Company Records:** When completing company records such as applications, timecards, financial, or Cash handling records, always provide information that is truthful, accurate, and complete. You should also verify the accuracy of your pay when you receive your pay. Please bring any mistakes to the attention of your RGM immediately.
9. **Criminal Activity:** Never break the law, on or off company property. The commission of a felony, crime of dishonesty, or violent crime while you are employed with us will likely cause us to discharge you. If you are charged with a serious crime, MSI may suspend you without pay until the matter is resolved. Depending on the matter, this could lead to termination.
10. **Following Instructions:** Follow all reasonable instructions given to you by a supervisor. If you cannot perform a requested task or believe that the request is unreasonable or that the supervisor's request creates a safety risk, calmly explain your position to the supervisor. If the supervisor continues to ask you to do the work, follow the supervisor's instruction unless you believe that doing so would create a significant risk to your safety or that of guests or co-workers. In such circumstances, ask to resolve the issue with the supervisor's boss.
11. **Proper Use of Company Property and Time:** Do not take what is not yours. You should use the company time, money, property, people, or services for company business only. Conduct all cash handling with the utmost honesty and in accordance with cash handling procedures. Be honest in your dealings with guests. Treat company property with respect. Do not neglect, deface, or damage company facilities, equipment, or property. Follow our meal policies; pay for what you eat and do not give food away to unauthorized people.
12. **Tobacco, Vaping and Gum:** Do not smoke, chew gum, use a vaping device, or use chewing tobacco in the restaurant. You may do so while on break, in areas designated by your RGM.
13. **No Solicitation:** Do not solicit employees for charity, or on behalf of any group or organization while on the clock. Requests for support of a group or organization, distributing leaflets, or posting material anywhere on Company property should be referred to the RGM.
14. **Uniform and Appearance Standards:** Follow the MSI uniform, personal appearance, and hygiene standards. This includes reporting for work in a clean, neat, wrinkle-free uniform, belt, hat, and proper shoes. Bathe regularly. Avoid excessive fragrances. Wear only approved jewelry. Groom hair, facial hair, and sideburns. Tattoos are permitted but must not contain words or images of harassment, racial slurs or symbols, or gang signals. Piercings are limited to ear (including gauges, can be no larger than 1/4" stud) or nostril studs (must be securely fastened). No hoops can be worn by any position, no matter the size. Any offensive/obscene tattoos or piercings are subject to the discretion of management. Any employee with offensive/obscene tattoos or piercings may be subject to disciplinary action up to and including termination. No cell phones can be visible or audible. Refer to brand standards if questions arise.
15. **Safety and Security Procedures:** We try hard to create a safe place for our employees and guests. You are expected to help by:
 1. Following all security procedures, including our Backdoor-Policy (The Backdoor should not be used after dark), procedures for opening and closing the store, and other crime prevention procedures outlined in each brand (TB/WS/CSC) training platform.
 2. Following all company safety procedures, including using weight belts when lifting heavy items. Lifting your knees and avoiding horseplay that could result in an injury.
 3. Never bring a gun, knife, or any other weapon onto company property.
16. **Help Us Get the Facts:** If you see someone violate the rules, break the law, or engage in dishonest behavior, we want to know. Contact your RGM, Above Store Leader, or your Human Resources representative. If the company is investigating a situation and you have facts, we expect that you will cooperate fully in the investigation and let us know what you may have seen or heard.
17. **Food Safety:** Serving a safe, healthy product is very important to our guests and us. Follow all the food safety and sanitation guidelines and help your co-workers do the same.

We are confident that if you follow our Code of Conduct, MSI (North Texas Bells, North Texas Wings, Memphis Wings Operations, Southern Wings Enterprises, Oklahoma Chicks Management, Austin Chicks Management, Indy Chicks). will be a great place for our employees and guests. These rules are important to all of us. If you do not conduct yourself according to the rules, you will be subject to disciplinary action, including termination. Support the "MSI Way."

We are counting on you!

Employee Signature

Date

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