



## Health & Safety Management System

### Purpose

To promote the health and well-being of our guests and team members, support consistent operations, meet regulatory standards, and foster continuous improvement across all BJ's restaurants and breweries.

### 1. Leadership Commitment & Policy

- Strong leadership support for safety and quality initiatives
- Clear policies that reflect our values and expectations for food and workplace safety
- Restaurant leaders trained to encourage and model safe practices
- Physical and food safety priorities aligned with BJ's brand promise and guest experience

### 2. Risk Awareness & Prevention

- Routine safety reviews conducted by restaurant management teams
- Independent evaluations by third-party auditors
- Ongoing review of data from inspections and safety trends
- Focus on cultivating safe habits, reinforcing consistent standards, and embedding risk prevention into the way we work
- Supportive assessments by BJ's Quality Assurance and Safety team

### 3. Standard Operating Procedures ("SOPs")

SOPs support consistent and safe operations across key areas:

- **Operational Safety:** Procedures for handling tasks safely and efficiently
- **Workplace Practices:** Guidelines for equipment use, physical tasks, and protective equipment
- **Hazard Management:** Protocols for identifying, labeling, and storing hazardous materials
- **Compliance and Quality control:** Use of checklists to maintain standards and regulatory compliance



#### **4. Training & Development**

- Safety-focused onboarding for all Team Members
- Food Manager Certification for restaurant managers
- Job-specific safety modules
- Ongoing coaching and digital learning through YOUiversity

#### **5. Communication & Engagement**

- Pre-shift safety huddles with practical tips on a regular basis
- Monthly themes to reinforce key safety topics
- Routine safety topics in newsletters to share updates and best practices

#### **6. Incident Awareness & Follow-Up**

- Team Member safety concern reporting via open door policy or anonymous hotline
- Guest feedback and safety concern tracking
- Thorough and prompt investigation of concerns
- Supportive follow-up and documentation

#### **7. Oversight & Inspections**

- Third-party evaluations with follow-up support
- Health department inspections tracking and use for coaching
- Internal food safety walk-throughs and checklists
- Trend analysis
- Corrective action program

#### **8. Performance Monitoring**

Regular tracking to support improvement:

- Trends in third-party evaluations
- Health department performance
- Guest and team member safety feedback
- Training completion rates by location and role



- Locations identified for targeted support

### **9. Continuous Improvement**

- Collaborative review of third-party feedback
- Regular program updates with input from restaurant teams
- Continued review of safety systems
- Sharing best practices across regions
- Quarterly alignment meetings with Operations and Safety teams

### **10. Emergency Preparedness**

- Procedures for food recalls and withdrawals
- Plans for severe weather and natural events
- Emergency contact lists and escalation protocols
- Brewery-specific procedures for safety and sanitation