People Experience
What's Changing Guide

December 2023

The People Experience at Darden

December 25, 2023, marks the next phase of the integration – the onboarding of Ruth's Chris team members to Darden's HR platforms. This gives you access to Darden's integrated HR systems, employee intranet, comprehensive Total Rewards offerings, and expansive back-office support structure, allowing you to focus on what matters most – helping create an exceptional experience for Ruth's Chris guests.

We created this guide to provide helpful guidance as you continue the integration. Over the coming weeks, we encourage you to lean on your managers and HR support teams during the transition, but you can also continue to email ruthschris@darden.com with any questions or feedback.

We recognize the integration has brought about significant change, but we are confident in your future success as part of the Darden family!

How to use this guide

We created a Change Dashboard (see following page) to organize the information in a way that allows you to quickly find what you're looking for. Each section outlines the new processes and critical actions needed to prepare for the transition. You will also find links to additional resources throughout the guide along with key contacts at Darden by function for specific questions.

To use the Change Dashboard, simply click on a topic you would like to learn more about.

Important!

**Access to referenced systems will _not_ be enabled until December 25, 2023.**

Please see pages 7-8 for a complete list of Darden systems that will become available on December 25, 2023. **NOTE:** Darden's point of sale system (DASH), labor management system (MyShift), and other IT systems will not go live until Spring 2024. Future communications will provide more details.

Certain reference materials linked throughout this document will be housed on Ruth's Connect for ease of access prior to the transition to Darden's intranet (KrowD).
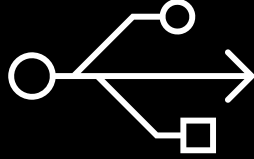
The Change Dashboard

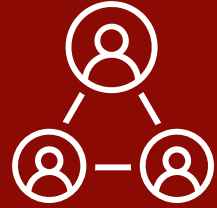Click on the buttons below to jump to the corresponding section.
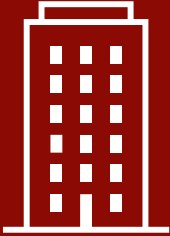
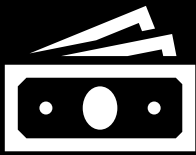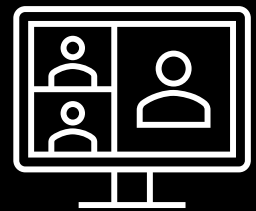|		
The Restaurant Support Center	**Your Technology & Tools**	**Human Resources**
Expense Reporting	**Health, Safety & Security**	**How We Communicate**

Contents

The Restaurant Support Center (RSC): Understand how Darden's RSC provides centralized support to all brands.

Your Technology & Tools: Access Darden's suite of integrated digital tools and how to connect with IT Support.

Human Resources: Navigate the transition to Darden pay practices, discretionary benefits / perks, paid time off, HR polices, and more.

Expense Reporting: Submit expense reports using Darden's platform and procedures.

Health, Safety & Security: Refer to critical policies & procedures to ensure the health, safety and security of your team members and guests.

How We Communicate: Understand the plan for Ruth's Connect and the ways Darden engages with its brands.

Section 1:
The Restaurant Support Center

The Restaurant Support Center (RSC)

RSC Support to Restaurants

- The Restaurant Support Center (RSC) is the corporate headquarters for Darden restaurants.
- The RSC provides centralized support, working across a number of functions to ensure our restaurants have everything they need, from payroll processing to food sourcing to IT system maintenance.

Restaurant Organization Structure

- You will keep the same great teams and leaders you have in your restaurant today.
- The other Darden brand restaurants are organized similarly to Ruth's Chris – with a General Manager (GM) or Managing Partner (MP) leading the restaurant with the support of 3-6 additional restaurant managers overseeing the hourly staff. Each GM/MP reports directly into a Director of Operations, who oversees a region of approximately 5-10 restaurants.
- The only change you will notice is the title change for Regional Vice Presidents to Directors of Operations (the Darden equivalent).

Ruth's Chris Dedicated Brand Support

- Ruth's Chris already has its own dedicated team of Finance, Marketing, and HR professionals at the RSC to support the brand's specific needs.
- A select group of Ruth's Chris Operations Excellence and Training leaders focus specifically on upskilling your teams on the systems and processes you use within the restaurant.

Values & Culture

- At Darden, you will find a culture similar to the one you have cultivated at Ruth's Chris. Darden is also built on the strong legacy of our founder — Bill Darden — and we are deeply committed to delivering quality food and exceptional service in a welcoming atmosphere. Not only do our cultures reflect a similar operating philosophy, we also value inclusion and diversity, integrity, teamwork, fairness, and respect and caring in everything we do.

DARDEN

Return to Dashboard

Section 2:
Your Technology & Tools

DARDEN

Your Technology & Tools

KrowD

Functionality

- KrowD is Darden's internal portal that serves as a central hub where you can find the latest company news and access other Darden applications.
- To personalize your "Quick Links", go to KrowD > Quick Links (at the top right of your screen) > Click on the star icon for any Quick Links you want to pin on your list.
- To update your personal information, go to KrowD > HR Self Service > Employee Self Service > My Personal Data.
- To add the app to your mobile phone, log into KrowD on your mobile web browser at KrowD.darden.com and click KrowD App Download.

Login Instructions

- On 12/25/23, you should receive your KrowD login credentials and instructions in an email from Darden Restaurants Cybersecurity (noreply@darden.com).
- **NOTE:** Login instructions for hourly team members will be sent to each restaurant separately.
- **Managers:** In October, you were provided credentials to a "lite" version of KrowD in order to access iKitchen. You may continue to use the same login credentials. Note, there are a handful of users that will receive a separate communication if your credentials need to change.
- While there are no immediate actions required when you receive your credentials, we encourage you to log into KrowD and confirm your access.
- If you have any questions or issues, call the My Service Desk team at 800-551-2444.

iKitchen

Manager Home Access

- **Managers:** Until 12/25/23, you will not be able to access iKitchen remotely and can only access iKitchen when physically in the restaurant and connected to the corporate restaurant WiFi. However, beginning 12/25/23, you will be able to access iKitchen remotely via VPN access. Stay tuned for specific instructions on how to remotely log into iKitchen.

IT Support

My Service Desk

- My Service Desk will be your new resource for all IT-related issues and support.
- Submit a ticket via the My Service Desk portal on KrowD > My Service Desk.
- You can also call the My Service Desk team at 800-551-2444.

DARDEN

Return to Dashboard

Your Technology & Tools

HR Systems & Platforms

Manager / Employee Self Service (PeopleSoft)

- PeopleSoft is Darden's Payroll and HR management system. All your data (compensation, tax, etc.) will automatically update in PeopleSoft effective 12/25/23. Managers will not need to manually enter this information.
- To access Manager / Employee Self Service, go to KrowD > HR Self Service > Manager Access or Employee Self Service.

Talent Acquisition System (Paradox)

- Paradox is Darden's hiring platform and your one-stop-shop for all hiring-related activities, from candidate review and background checks to interviews and job offers.
- **NOTE:** You will begin to use HireRight for manager candidate background checks, which is seamlessly integrated with Paradox as part of the hiring process.
- To access the Paradox, go to KrowD > Quick Links > TAS-Paradox.
- You can also view internal job postings on KrowD > Quick Links > Careers for Me.

Compliance Center (Equifax)

- Equifax is Darden's Compliance management system. Employees hired after 12/25/23, will go through Compliance Center to complete all compliance and onboarding-related activities.
- To access Compliance Center, go to KrowD > Quick Links > Compliance Center.

Learning Tool (SumTotal)

- SumTotal is Darden's learning management system, where you will be able to access your required trainings and additional learning materials.
- To access Learning Tool, go to KrowD > Quick Links > Performance and Learning Tool.

MyTotalRewards

- MyTotalRewards is Darden's hub for all benefits and pay related topics including vacation balances, base pay, benefit elections etc.
- To access MyTotalRewards, go to KrowD > My Total Rewards.

Section 3:
Human Resources

DARDEN

Human Resources

Pay

Payroll

- Beginning 12/25/23, your payroll will be processed through Darden's payroll system. All your personal information (e.g., home address, direct deposit data and banking details) will be automatically transferred. **NOTE**: You will be able to access and view your historical paystubs in the UKG system through May 2024.
- **Managers:** To view, update, or reissue employee pay, go to KrowD > HR Self Service > Manager Access > My Team and use the toggle icon next to the team member's name. For step-by-step instructions, refer to the PeopleSoft Reference Guides located in Manager Access.

Pay Cycle

- You will be paid weekly, each Friday.
- You will receive your first Darden paycheck on 1/5/24, and you can view your pay stubs in My Total Rewards beginning 1/3/24. Go to KrowD > HR Self Service > Employee Self Service > View Pay.

Payment Methods

Direct Deposit:
- If you currently opt into direct deposit, you will experience no changes to your direct deposit elections, including your Ruth's Chris pay card.
- Once you receive access to KrowD, you can make updates to your direct deposit elections by going to KrowD > HR Self Service > Employee Self Service > Direct Deposit.

Pay Card:
- Darden's program enables your entire paycheck to be electronically loaded onto a pay card. Your name will not be on the pay card. It works just like an ATM or gift card, allowing you instant access to your money on payday through a network of 80,000 fee-free ATMs. You can even get "cash back" using your card at retailers (based on individual store policies).
- Pay cards will be shipped to restaurants the week of 12/11/23. Review the PeopleSoft Payroll Guide, which will be included with the pay card package, for instructions on pay card activation.
- Once you receive access to KrowD, additional information on pay cards can be viewed on KrowD > My Total Rewards > Pay > Pay Cards (located under Resources).

Paper Paychecks:
- If you currently opt for paper paychecks, your paycheck will be mailed to your home address on file in PeopleSoft.
- Paper paychecks will no longer be mailed to the restaurants. **NOTE:** Paychecks will be mailed to you on Wednesdays via the US Postal Service and delivery could take up to a week. To update your personal information such as address, W4, and direct deposit, go to KrowD > HR Self Service > Employee Self Service beginning 12/25/23.
- If you would like to receive your pay via direct deposit or pay card, please see the above sections to enroll.

Action Required:
- Verify your personal information (home address, email address, phone number) and banking details in UKG by 12/11/23.

Tips in Your Paycheck

Hourly Team Members:
- Payroll taxes on your tips are collected from your W-4 elections. However, deductions such as payroll taxes, benefit elections, and other deductions are collected from your weekly wages and are not taken from your tips.
- Review the Quick Reference Guide by going to KrowD > HR Self Service > Employee Self Service > PeopleSoft Reference Guides to understand details of your paycheck.
- If you have any questions, please reach out to your manager or the Total Rewards Service Center at 888-374-3343.

Human Resources

Pay (Continued)

Employee ID

- On 12/25/23, you will receive a new 9-character PeopleSoft Employee ID number. Your Employee ID number is used for all payroll transactions and is shown in many locations including your online paycheck.
- On 12/25/23, you will also be assigned a 3-character POS number. **NOTE:** You will not use this POS number until your restaurant transitions to Darden's POS system (DASH). Until that time, there will be no changes to how you access your POS system today.

W2s

- You will receive your W2 from Ruth's Chris for the 2023 calendar year. You will be able to access and view your 2023 W2, previous W2s and paystubs in the UKG system through May 2024.
- To view and print your W2s and/or previous paystubs, log into UKG as you do today.

W4s

- You will default to single and zero for all state, local, and federal tax withholdings..
- **Action Required:** Once you receive access to KrowD, go to KrowD > HR Self Service > Employee Self Service > My Pay > W4 Tax Information to update your W4 tax information.
- To make changes to your state or local tax status, complete the required form by going to KrowD > My Total Rewards > Quick Links > View or Download Forms > Federal/State Forms. You should email your completed form to Total Rewards at eservice@darden.com.
- Contact Total Rewards at 888-374-3343 for questions.
- For step-by-step instructions, refer to the PeopleSoft Reference Guide located in Employee Self Service.

Job Codes

- You will begin to see a new job code on your Darden paystubs beginning 1/5/24.
- You will continue to use Ruth's Chris legacy job codes for clocking in and out; once your restaurant transitions to Darden's POS system in Spring 2024, you will use your Darden job code for clocking in and out.
- You can view the job code mapping matrix by going to KrowD > HR Self Service > Employee Self Service > PeopleSoft Reference Guides > Job Code Mapping.

Time Entry

Managers:
- New hourly team members hired after 12/25/23 will clock in/out of Dimensions using their 9-character PeopleSoft Employee ID.

Hourly Team Members:
- Continue to clock in as you do today. Once your restaurant transitions to Darden's POS system in Spring 2024, the process for entering time will change. You will receive communications outlining Darden's time entry process closer to your restaurant's POS transition.
- Stay tuned for related communications in early 2024.

End of Day Process

Managers:
- You will continue to be responsible for updating the master tip share Excel spreadsheet and entering tip data in Dimensions every night as you do today. Tip and time data integrates with Payroll the following day. **NOTE:** Tip data must be entered in Dimensions no later than noon the following day and modifications aren't possible after Sunday night.
- To make any adjustments to time entry or tip data after noon on Monday, contact the Total Rewards Service Center at 888-374-3343.

DARDEN

Return to Dashboard

Human Resources

Pay (Continued)

Labor Distribution Reports

Managers:
- The Labor Distribution Report (LDR) provides vital information in tracking labor cost by department as well as detailed information on each individual's payroll check.
- The LDR breaks down payroll by team member, hours worked, job code and rate of pay. The Labor Distribution Report is on KrowD each Wednesday morning and can be accessed by going to KrowD > Applications > Reports > Human Resources.

Employment Processes

Terminations

- Terminations must be recorded in a timely manner and are done by going to KrowD > HR Self Service > Manager Access > My Team. For detailed instructions, go to KrowD > HR Self Service > Manager Access > PeopleSoft Reference Guides > PeopleSoft Reference Guide.
- For California Team Member termination procedures, go to KrowD > HR Self Service > Manager Access > PeopleSoft Reference Guides > California Manager Guide.
- Checks will no longer be inventoried or processed at the restaurant location.

Performance

Merit Cycle

- Darden's annual review and performance process will take effect beginning in 2024. Reviews are conducted at the same time each year. Additional information and guidance will be provided closer to the time of reviews.

Managers:
- Reviews begin in June, merit increases are communicated beginning in July, and merit increases become effective in August.

Hourly Team Members:
- Reviews begin in September, merit increases are communicated beginning in October, and merit increases become effective in early November.

Darden Stock Ownership Opportunity

Employee Stock Purchase Program

- All Ruth's Chris team members with at least one year of service and averaging 20+ hours a week will have the opportunity to participate in Darden's Employee Stock Purchase Program, where you can purchase up to $5,000 of Darden Stock at a 15% discount each quarter beginning 4/1/24.
- You will receive a notice of eligibility in early January if you qualify.
- **NOTE:** Your years of service at Ruth's Chris will be carried over as well as your hours worked in each quarter.
- **Action Required:** The program administrator, Morgan Stanley, will mail a letter to the home address you currently have on file within the first two weeks of the enrollment window. This letter will contain an activation code and instructions on how to set up your Morgan Stanley account. Team members who do not receive a letter or choose to activate their accounts after the activation code has expired must call the Morgan Stanley Helpdesk at (877) 437-4785.

Human Resources

📅 Paid Time Off

Vacation

Managers:
- Your vacation balance as of 12/25/23 will automatically transfer to PeopleSoft, and you will have six months from your 2024 anniversary date to use your balance. Beginning 1/1/24, you will transition to Darden's vacation plan.
- Vacation day allotment is based on years of service (your Ruth's Chris anniversary date will be honored and reflected in PeopleSoft):
    - 0 - 4 years: 10 days (80 hours)
    - 5 - 9 years: 15 days (120 hours)
    - 10 - 14 years: 20 days (160 hours)
    - 15+ years: 25 days (200 hours)
- GMs and Directors of Operations earn a minimum of 15 days (120 hours) of vacation regardless of tenure:
    - Each year, you can carry over all the vacation hours you earned but did not use. However, you must use those hours within 180 days of your anniversary date, or they will be forfeited.
    - 10+ years: You can cash in up to 40 carryover hours.
- California Exception: The 180-day carryover restriction does not apply to California team members. Vacation hours do not expire. However, the maximum number of vacation hours allowed is 2x your annual allotment.
- Once you receive access to KrowD, enter your vacation time through KrowD > HR Self Service > Employee Self Service > My Time Off. For information on vacation, flex time and guidance on how to cash in vacation, go to KrowD > My Total Rewards > Pay > Vacation & Flex Time (located under Resources).
- To record your team members' vacation time, please enter hours into Report Time by going to KrowD > HR Self Service > Manager Access > Team Time > Report Time For Team Members > RHV

Hourly Team Members:
- Your vacation balance as of 12/25/23 will automatically transfer to PeopleSoft, and you will have until your 2024 anniversary date to use your vacation; all unused vacation will be forfeited upon that date.
- California Exception: All unused vacation balances will transition over on 12/25/23. On your anniversary date, any unused vacation will be paid out.
- Beginning 1/1/24, you will transition from participating in Ruth's Chris vacation program to Darden's Anniversary Pay program. Anniversary pay is earned and tracked by your anniversary date.
- Anniversary Pay awards team members based on their tenure and hours worked - ensuring everyone is rewarded equally for their loyalty and hard work. Your Anniversary Pay fluctuates based on your average hours worked and your tenure following two years of service. Your Ruth's Chris anniversary date will be honored and reflected in PeopleSoft. For additional information on Anniversary Pay go to KrowD > My Total Rewards > Pay > Anniversary Pay (located under Resources).
- Anniversary pay is automatically paid out one week following your anniversary.

Flex Days

Managers:
- In addition to vacation days, you will receive 5 "Flex" days (40 hours) per year that can be used whenever you choose. The policy is determined on a prorated basis based on the start date of your first calendar year of service. Flex days expire if unused by the end of the calendar year.
- Once you receive access to KrowD, enter your Flex time through KrowD > HR Self Service > Employee Self Service > My Time Off. You can also view your vacation and Flex time balances and activity on KrowD > HR Self Service > Employee Self Service > Vacation and Flex Balances.

DARDEN

Return to Dashboard

Human Resources

Leave Benefits

Sick Days

Hourly Team Members:
- Beginning 1/1/24, Darden's Paid Sick Leave program takes effect.
- You will accrue 1 hour of paid sick leave for every 30 hours worked and can accrue up to 40 hours per year.
- If you live in a state that requires sick leave, your balance will transfer over, and you will continue to follow state regulations.
- To report a sick day, contact your manager directly.
- For further information related to Paid Sick Leave, go to KrowD > My Total Rewards > Pay > Paid Sick Leave (located under Resources).

Leave of Absence

- If you are currently on leave or plan to initiate a leave of absence before 12/31/23, Lincoln Financial will continue to administer and manage until the end of your leave.
- Beginning 1/1/24, new leaves of absence will be administered by Darden's third-party partner, Sedgwick.
- For further information related to leaves, contact your HR business partner or go to KrowD > My Total Rewards > Benefits or Pay (depending on the type of leave).

Bereavement

Managers:
- Beginning 1/1/24, Darden's bereavement policy will take effect, which guarantees paid time off for the death of someone close to you.
- For further information related to bereavement, go to KrowD > My Total Rewards > Pay > Bereavement Pay
- To enter bereavement pay, go to KrowD > HR Self Service > Employee Self Service > My Time Off.

Workers' Compensation

- Darden's Workers' Compensation policy and process for submitting claims will take effect 2/1/24. Until then, continue following the existing Ruth's Chris policy and process. More information will be provided in January.

Unemployment Management

- Beginning 12/25/23, unemployment claims will be administered by Darden's third-party partner, Equifax.
- Additional information on Equifax and unemployment procedures can be found by going to KrowD > Department > HR Compliance. You can also contact HR Compliance by emailing HRCompliance@Darden.com or by calling 800-817-3171.

Discretionary Benefits & Programs

Darden Dimes

- Ruth's Employee Relief Fund will merge with Darden's employee assistance fund, Darden Dimes, effective 1/1/24. For those actively contributing, your contributions will automatically transition with the ability to opt out at any time.
- Grants from the existing Ruth's Fund will only be made to Ruth's Chris team members until the fund is depleted.
- To enroll, adjust your contribution or opt out, go to KrowD > HR Self Service > Employee Self Service > Darden Dimes and for further information on Darden Dimes, go to KrowD > My Total Rewards > Perks > Darden Dimes (under Resources).

Human Resources

Discretionary Benefits & Programs (Continued)

Dining Discounts

- Beginning 1/1/24, Darden's dining discount program will take effect.

Managers:
- You will receive a Darden dining card, which works similarly to a gift card. You can use your Darden dining card at any Darden restaurant. **NOTE**: Until Summer 2024, the card cannot be used at Ruth's Chris due to system integration limitations. In the interim, beginning January 1, 2024, all Ruth's Chris employees, including managers and RSC team members, will be eligible for a 25% discount (excluding alcohol) for yourself and up to 7 guests. Managers can present their new Darden dining card for eligibility, but an alternative form of payment is necessary. Future communications will specify when Darden dining cards can be used at Ruth's Chris and/or any other interim discount details.
- You can pre-load the card at a 35% discount via credit card or payroll deduction.
- You can purchase up to $500 a month, with a maximum balance of $1,000 on the dining card at any time.
- Pre-load your dining card via KrowD > Quick Links > Load Dining Card.
- Starting in 2024, you can also purchase Darden gift cards at a 25% discount (up to $500) during November and December. Gift cards can be purchased at the restaurant.

Hourly Team Members:
- Effective 1/1/24, you can dine at any Darden restaurant with a 25% discount (excluding alcohol) for yourself and up to 7 guests. You must present a printed paystub or show an online paystub to redeem your discount.
- You will also be eligible for a 25% discount on gift cards (up to $500) during November and December (starting in 2024), which you can purchase at the restaurant.

Slip Resistant Shoe Program

- Effective 12/25/23, managers and hourly team members will be eligible to purchase slip resistant shoes through Darden's preferred vendors (Shoes for Crews and SR Max) via a payroll deduction program.
- To purchase slip resistant shoes, go to KrowD > Quick Links > Employee Shoe Purchase.
- Once you complete your order, the shoes will be shipped directly to your restaurant.
- Restaurant Managers can view, acknowledge receipt and distribution of shoe orders by going to KrowD > HR Self Service > Manager Access > Shoe Order Management.

Employee Referral Program

Managers:
- To request payments for an hourly employee referral, contact the Total Rewards Service Center (Totalrewards@darden.com) with the name and PeopleSoft ID of the employee and referred individual upon completion of their onboarding and training.
- Please ensure you check the applicant's original application in Paradox to validate the referral.
- At the time your restaurant transitions to Darden's POS system, DASH, this process will be automated.
- More details on the Manager Referral program will be provided at a later date.

Hourly Team Members:
- Darden's employee referral program will take effect 12/25/23.
- If you refer a candidate to Ruth's Chris, you will receive a one-time $100 net payment via your standard payment method at the time that the referred individual completes onboarding and training.
- Remind the candidate you're referring to identify you when completing the application.

Human Resources

Training & Development

Managers in Training (MIT) Program

- Darden offers a Manager in Training (MIT) program each year for ~1,000 hourly team members who are promoted into Operations Management roles across all brands. This is the equivalent of Ruth's Chris' Managers in Development (MID) program.
- Beginning 1/1/24, newly promoted or hired Ruth's Chris managers will join Darden's MIT program. For those currently participating in Ruth's Chris MID program, your job title will change to Manager In Training (MIT); there will be no other changes as you complete the program.

Managers:
- To set up a new MIT, go to KrowD > HR Self Service > Manager Access > Staffing > POS Job Data – Add IRL/OPEN/MIT. For step-by-step instructions on Hire, Rehire, Transfer, Changing Pay Rates, and entering a termination, refer to the PeopleSoft Reference Guides located in Manager Access.

HR Policies

Handbooks: Team Member & Manager

- Beginning 12/25/23, the Darden Team Member & Manager Handbooks will take effect.

Managers:
- The Manager Handbook can be found on KrowD > Departments > Human Resources > Employee Relations > Restaurant Manager Handbook.

Hourly Team Members:
- The Team Member Handbook can be found on KrowD > Departments > Human Resources > Employee Relations > Team Member Handbook.

Initial Compliance Training

- Following the transition to Darden systems on 12/25/23, you will be asked to review and acknowledge a number of Darden policies and complete required compliance trainings.
- Please take action when prompted via email to complete your initial requirements.
  NOTE: You will not have access to My Compliance Center until 12/25/23.

Records Management

Managers:
- Records Management belongs to all team members, contractors, vendors and agents of Darden (the Company) that create, receive, manage, store or use Company records. For information and guidance please reach out to the Corporate Records Team at lawadministration@darden.com or by calling (407)245-5820.

New Hires

Hiring Process

Managers:
- Beginning 12/25/23, you will have the ability to hire a team member in PeopleSoft.
- All new hires and rehires must go through the TAS Paradox & Online Onboarding process before they will appear in PeopleSoft.
- To add a new hire in PeopleSoft, go to KrowD > HR Self Service > Manager Access > Staffing > New Hire / Re-hire.
- For step-by-step instructions on Hire, Rehire, Transfer, Changing Pay Rates, and entering a termination, refer to the PeopleSoft Reference Guides in Manager Access.

Human Resources

New Hire Packets

Managers:
- New Hire packets for team members hired on and after 12/25/23 have been modified and include a combination of Ruth's Chris and Darden programs and policies.
- Documents will be uploaded to Compliance Center for new hires to complete as part of their onboarding.

Compliance Center

Managers:
- Compliance Center will be your one-stop-shop for accessing and completing all onboarding and compliance documents including the I-9 and E-Verify documents. The custom dashboard provides a view into the status of your compliance requirements, helping you stay on track.
- To access, go to KrowD > Quick Links > Compliance Center.

I-9s & E-Verify

Managers:
- If you need assistance in completing the I9 or E-Verify documents, please contact the HR Compliance team at I9@darden.com.
- E-Verify will only be required in the following states: AL, AZ, FL, GA, LA, MO, MS, NC, OK, SC, TN, UT. **NOTE:** If you work in a state where E-Verify is NOT required by state law, your restaurant location will discontinue its use of E-Verify.

Job Codes

Managers:
- PeopleSoft allows 15 job codes to be entered for a Team Member.
- For more information on adding a new job code, removing a current job code, or reactivating an old job code, refer to the PeopleSoft Reference Guides located in Manager Access.
- As a reminder, Team Members will continue to use legacy Ruth's Chris job codes for clocking in and out until your restaurant transitions to Darden's POS system (DASH). However, Darden job codes will be entered into PeopleSoft.
- You can view the job code mapping matrix by going to KrowD > HR Self Service > Employee Self Service > PeopleSoft Reference Guides > Job Code Mapping.

Pay Cards

Managers:
- All new hires will be assigned a new pay card in Manager Access.
- Refer to the PeopleSoft Reference Guides located in Manager Access for instructions on Hire, Rehire, Transfer, Changing Pay Rates, and entering a termination.

Hourly Team Members:
- All new hires will be issued a Paychek Plus Elite Visa Payroll card.
- If you would like more information on how to enroll in the PayChek Plus Elite Visa Payroll Card, go to KrowD > My Total Rewards > Pay > Pay Card (under Resources.)

DARDEN

Section 4:
Expense Reporting

Expense Reporting

 Expense Reporting

Managers:
- Beginning 1/1/24, you will receive access to Darden's expense reimbursement platform, iExpense (KrowD > Quick Links > iExpense/Oracle) and begin following Darden's Expense Reporting & Reimbursement Policy (KrowD > Departments > Accounting Services > Expense Reports).
- For instructions on how to file your expense reports (including receipt submission), go to KrowD > Quick Links > iExpense > Manager User Guide in the top right corner.
- **NOTE:** Expenses incurred in the current month must be submitted in iExpense by 5 pm ET on the Tuesday following the end of the fiscal month.
- As an approver, you will get a notification via email to log into iExpense to review an expense report submitted by one of your direct reports.
- **Action Required:** Submit outstanding expense reports in Concur by 5 pm ET on 12/15/23 for manager approval no later than 12/22/23; any expenses after 12/15/23 cannot be submitted for reimbursement until after 1/1/24 once iExpense is live.

Hourly Team Members:
- In the event that a personal credit or debit card is used, you will submit a Manual Expense Report Form via KrowD > Departments > Accounting Services > Expense Reports
- **NOTE:** As your restaurant transitions to Darden's POS system, updated cash handling procedures will be shared, and reimbursement processes are subject to change.

Section 5:
Health, Safety & Security

Health, Safety, & Security

Health

Restaurant Audits

Managers:
- Beginning in January 2024, your restaurant will transition from using SteriTech to using Darden's partner, EcoSure, for your quarterly restaurant audit.
- The timing of the audit within the quarter will continue to be random.
- Darden consolidated the audit questionnaire (including legacy questions from both Ruth's Chris and Darden) and recently shared the questions with you.
- Review the audit questionnaire and the passing criteria in detail, and conduct the self-audit weekly, to ensure you're prepared for your first audit.
- If you have any questions, concerns, or health department-related issues, contact Paige Hartley at phartley@darden.com.

COVID-19 Prevention Plan

- Darden maintains a COVID-19 Prevention Plan (CPP) to help prevent workplace exposure to acute respiratory illnesses, including COVID-19.
- This CPP is designed to control exposures to the SARS-CoV-2 virus that may occur in restaurants and meets criteria for Title 8 code of Regulations CAL OSHA.
- The COVID-19 Prevention Plan can be found on KrowD > Departments > Risk Management > Safety > Forms and Resources > Policies & Procedures > COVID-19 Prevention Plan.

Blood Borne Pathogen / Exposure Control Plan

- Effective 12/25/23, you will begin to follow the BBP / Exposure Control Plan (ECP) which is designed to minimize occupational exposure to Bloodborne Pathogens in accordance with OSHA Standards.
- The plan can be found on KrowD > Departments > Risk Management > Safety > Forms and Resources > Policies & Procedures > Blood Borne Pathogen Exposure Control Plan.

Safety

Written Safety Program

- Effective 12/25/23, you will follow the Darden Written Safety Program, which includes all major safety focus areas (e.g., PPE, Ladder, Slip Trip and Falls, Ergonomics, Procedures, etc.). The program is updated annually to ensure compliance with state and federal requirements.
- The Written Safety Program can be found on KrowD > Departments > Risk Management > Safety > Forms and Resources > Policies & Procedures > Darden Written Safety Program.

Safety Essentials

Managers:
- Starting January 2024, restaurants will receive a Safety Essentials toolkit each quarter via interoffice mail that covers the critical safety risks – and best practices to protect against them. Restaurants should display the Monthly topic in the back of house for all team members to view.
- Safety Essentials will be utilized when conducting our Monthly/Quarterly Safety Committee Meetings.
- More information can be found on KrowD > Departments > Risk Management > Safety > Safety Essentials.

DARDEN

Health, Safety, & Security

Safety (Continued)

Hazardous Communication Program

- Beginning 12/25/23, you will follow Darden's Hazardous Communication Program.
- The purpose of this program is to inform team members about potential hazardous chemicals and ways to prevent overexposure.
- Hazardous Communication training will be required for all new hires. Annual refresher training will be completed once a year.
- More information can be found on KrowD > Departments > Risk Management > Safety > Forms and Resources > Chemical Safety Binder > Chemical Safety Binder Written Program.

Opportunity Restaurant Program

Managers:
- In May of 2024, restaurants will be notified if they are selected to be a part of the Opportunity Restaurant Program. Restaurants selected for the program are chosen based on indicators such as Workers Compensation and public liability claim frequency, claim costs, and other predictive data over the previous two fiscal years.
- Beginning 6/3/24 (FY25 Q1), restaurants selected for the Opportunity Restaurant Program (ORP) will begin to receive additional support during the fiscal year from Safety to help improve upon their opportunities, which includes onsite and/or virtual partnership visits.
- More information can be found on KrowD > Departments > Risk Management > Safety > Opportunity Restaurant Program.

Occupational Safety and Health (OSHA) Matters

- Continue to contact John Kasprowicz (407-784-6507/ jkasprowiczjr@darden.com) for all OSHA-related matters.

Security

Emergency & Crisis Procedures

- Always call 911 first in case of emergency.
- You can contact Corporate Security at 407-245-4533 or corporatesecurity@darden.com
- Corporate Security will be available 24/7. Contact them when life-safety or security issues occur, such as:
    - First responders at the restaurant
    - Workplace violence
    - Property or financial crimes
    - Protests / demonstrations
- More information on when to contact Corporate Security can be found on KrowD > Departments > Corporate Security.

Life Safety & Security

- Darden's Life Safety & Security policies will take effect 12/25/23.
- Familiarize yourself with Darden security controls, policies, and procedures.
- Refer to the Ruth's Chris **Security Commitment** for more information on security policies and procedures.

Safes

Managers:
- Darden utilizes Amphion as our safe vendor.
- Contact Amphion for safe service, repair, and emergency support at 1-800-520-2677.
- Refer to **Procedure for Servicing Restaurant Safe** for more information.

DARDEN

Section 6:
How We Communicate

How We Communicate

Communication Channels

Ruth's Connect

- Ruth's Connect will remain active for the near-term. Exact timing for when Ruth's Connect will be discontinued is not yet confirmed.
- All data/documents will continue to live on Ruth's Connect until they are transferred to a new location. Advance notice will be provided before migrating any information.

KrowD

- KrowD will become your main source for information starting 12/25/23.
- We encourage you to download the KrowD mobile app and check it regularly for all the latest updates. You can download the app by clicking the link here on your mobile device. If you need assistance or run into any issues downloading the app, please log a My Service Desk support ticket.

Integration Updates

- Integration Update emails will continue to be an important communication channel for the near future.
- A repository of all past Integration Updates will remain available on Ruth's Connect, as well as on KrowD come 12/25/23.

DARDEN

FAQs

Will my base pay or hourly rate change?

No.

Will I be paid on the same day?

Hourly team members: Yes, you will receive your first paycheck on January 5, 2024.

Salaried team members: You will transition to weekly pay on the Friday of each week and receive your first paycheck on January 5, 2024.

What do we do if a Darden paycheck is lost or stolen?

A Manager can cancel and reissue a PeopleSoft-generated check through KrowD > HR Self Service > Manager Access > My Team. Checks cancelled and reissued by Friday will be processed and redistributed in the next week's payroll. See PeopleSoft Reference Guide located under Manager Access for further details.

What do we do if a Team Member's pay rate or hours are paid incorrectly?

PeopleSoft has many features that will assist you in correcting mistakes without having to contact the Total Rewards Service Center. It allows you to enter hours and rate changes going back eight weeks. See PeopleSoft Reference Guide located under Manager Access for further details. As always, feel free to contact the Total Rewards Service Center at 888-374-3343.

What is the deadline for getting changes in payroll for the current pay cycle?

Changes must be received by Payroll by 1PM ET Monday.

How do we handle sharing Team Members that work in multiple Darden brands?

You can transfer a Team Member into a restaurant within the same brand on a temporary basis using Inter Restaurant Labor ("IRL"). A Team Member can be IRL for up to 28 days. For detailed instructions on IRL please see the PeopleSoft Reference Guide under Manager Access.

Team Members cannot be IRL from / to a different brand. In these situations, the Team Member must be set up as a "Concurrent Team Member" in PeopleSoft. This can only be done by contacting the Total Rewards Service Center at 888-374-3343

Can Team Members work in multiple Darden Brands on an ongoing basis?

Team Members can work in more than one brand on a permanent basis, but they must be set up as a "Concurrent Team Member" in PeopleSoft. This can only be done by contacting the Total Rewards Service Center at 888-374-3343.

Setting up a Team Member as a "Concurrent Team Member" will enable the Team Member to work multiple restaurants without additional intervention from the Manager.

If a Team Member works at multiple restaurant locations within the same pay week and has overtime, which restaurant gets charged with the overtime?

Overtime is charged to the restaurant where overtime is incurred.

Does Darden automatically terminate Team Members who have not worked for a period of time?

Team Members are automatically terminated after **90 days** without activity (does not apply to Team Members on an approved leave of absence).

How do we handle a duplicate SSN at time of hire?

At the time of hire, you will be alerted if there is a duplicate social security number in PeopleSoft that is being used by a different Team Member / name. When this situation arises, you are to contact the Total Rewards Service Center, who will contact the HR Compliance Team for guidance.

FAQs

How can I receive employment or income verification to process a loan or obtain a lease, mortgage, reference or social assistance?

Information on Verification of Employment and Verification of Employment is available by going to KrowD > My Total Rewards > Pay > View My Income.

What is a wage garnishment?

A garnishment is any income deduction order served by the courts (e.g. IRS levies, child support payments, and wage assignments) that is to be deducted from an individual's earnings. Darden must respond to each order regardless of whether the team member is active or terminated.

How do I handle garnishment orders?

Garnishment papers (orders / releases / changes) served on Managers or Team Members, and the garnishee, are to be emailed immediately to garnishments@darden.com or faxed to ADP at 909-612-6105. The original document must be sent to ADP at the address (ADP Garnishment Services, P. O. Box 221230, El Paso, TX 79912)

Who should my Team Members contact if they have a garnishment question?

If a Team Member has questions regarding garnishments, please have them call the ADP call center at 866-324-5191. If they are having difficulty getting through, please instruct them to call the Total Rewards Service Center at 888-374-3343.

DARDEN

Key Contacts

Function	Name	Phone	Email	Purpose
Communications	Rich Jeffers	407-245-4189 C: 407-902-5673	rjeffers@darden.com	Issue or crisis that may impact a restaurant's reputation or operations. Media inquiries and internal / external communications support.
	Jessica Dinon	407-245-4336 C: 407-259-0985	jdinon@darden.com	
	Brittany Baron	407-245-4614 C: 407-242-7160	bbaron@darden.com	
Development	Mike Terry	407-245-4880	mterry@darden.com	Facilities questions and issues.
	David Pogach	407-245-4786	dpogach@darden.com	
	Kelly Solomon	407-245-5810	ksolomon@darden.com	Design and construction questions and issues.
	Ashley Sealy	407-245-4572	asealy@darden.com	Questions specifically related to landlord issues / engagement or lease renewals.
Distribution	Mike McLaughlin	407-245-5210 C: 689-226-1838	mmclaughlin@darden.com	Product distribution questions and issues.
	Keith Kelly	407-245-5638 C: 407-466-3534	wkelly@darden.com	
Finance (Darden)	Courtney Aquilla	407-245-5054 C: 407-271-9615	caquilla@darden.com	Corporate finance questions and issues.
	Amanda Seecharan	407-245-5942 C: 689-777-8473	aseecharan@darden.com	Property, inventory and purchase accounting questions and issues.
	Angela Simmons	407-245-5897 C: 352-408-6549	asimmons@darden.com	Corporate tax questions and issues.
	Maggie Bailey	407-245-4696 C: 407-495-8064	mbailey@darden.com	Corporate reporting (e.g., GL, close process) questions and issues.
	Anitra Ransom		aransom@darden.com	AP questions and issues.
	Debbie Greenhut		dgreenhut@darden.com	Credit card and gift card questions and issues.
	Utility Invoices Processing		utilities@darden.com	Email address to forward any utility invoices or utility notices.
Finance (Ruth's Chris)	Lindsay McCauley	407-245-6057 C: 352-217-5619	lmccauley@darden.com	Brand finance questions and issues.
	Colin Leu	407-245-5082	cleu@darden.com	
	Department Email		ruthschrisfinancesupport@darden.com	
Human Resources (Ruth's Chris)	Kristy Kiernan	407-245-4413 C: 407-760-6595	kkiernan@darden.com	Brand HR questions and issues.
Information Technology	My Service Desk	800-551-2444		IT questions and issues.
	Greg Watts	407-245-5708 C: 407-433-8727	gwatts@darden.com	
	Natalin Day	407-245-5134 C: 407-433-8727	nday@darden.com	
Legal	Lindsay Koren	407-245-4974 C: 407-619-2055	lkoren@darden.com	Legal and compliance questions and issues.
	Lauren Giudice	407-245-4974 C: 407-241-9954	lgiudice@darden.com	All litigation matters that are not employment related (e.g., guest threatens legal action)
	Colleen Lyons	407-245-4711 C: 407-810-9436	clyons@darden.com	Liquor license questions and issues.
	Department Email		restsupply@darden.com	Contract review and approval for restaurant supplies (e.g., equipment and smallwares)

DARDEN

Return to Dashboard

Key Contacts

Function	Name	Phone	Email	Purpose
Legal	Department Email		services@darden.com	Contract review and approval for restaurant services (e.g., carpet cleaning, CO_2, cooking oil, linens, fire suppression, grease traps, hood cleaning, janitorial services, etc.)
	Elizabeth Robert	407-245-4436	erobert@darden.com	Contract review and approval.
	Ivette Concepcion	407-458-8028	iconcepcion@darden.com	Proof of insurance coverage for new construction and open restaurants.
	Sonia Saddler	407-245-5398	ssaddler@darden.com	Proof of insurance for open restaurants.
Risk Management	Javier Perez	407-245-5486	jjperez@darden.com	Questions and issues specifically related to Worker's Compensation claims.
	Carole Conroy	407-245-6148	cconroy@darden.com	Questions and issues specifically related to Public Liability claims.
	John Kasprowicz	407-245-5048	jkasprowiczjr@darden.com	Questions and issues specifically related to OSHA matters.
	Department Email		riskmanagement@darden.com	Mailbox for general risk management questions and issues.
Security	Corporate Security Department	407-245-4533	corporatesecurity@darden.com	**Available 24/7** Contact for the following situations: ○ Police / Firefighters / Paramedics at restaurant ○ Armed robbery or cybercrime (e.g., skimming) ○ Protests / demonstrations
Total Quality	Paige Hartley	407-245-4881 C: 407-335-3616	phartley@darden.com	Food safety, foodborne / team member illness or health department-related questions and issues.
Treasury	Andrew Rush	407-245-4202 C: 321-202-0482	arush@darden.com	Funding questions and issues.
	Tammy Ward	407-245-5472 C: 407-452-2328	tward@darden.com	Armored car / depository services questions and issues.