



**SAAGE CULINARY STUDIO INC
HANDBOOK**

Introduction

This handbook is intended to provide SAAGE Culinary Studio policies and information to our members. Members are expected to read this and adhere to the rules and policies within, as bound by their signed contract.

Non-Compliance Fees

Members acknowledge that there shall be non-compliance fees if our kitchen policies are not followed. The fees shall be determined by SAAGE on its sole discretion based on the severity of each occurrence. Therefore, reading the handbook is of utmost importance for each of our member. SAAGE reserves the right to change/add/remove any policy in this handbook without any notice to our members. It is our member's responsibility to keep checking on the handbook from time to time and comply it with its full entirety. Note that any losses, damages, and/or costs incurred by SAAGE Culinary Studio as a direct result of a member or member's employee failing to abide by these policies will be charged to the member's account.

Changes to our Policies

SAAGE Culinary Studio will release amendments and new versions of this document as the need arises. Our members are responsible for familiarizing themselves with all new policies and information.

Required Documents

Before reserving kitchen time with SAAGE Culinary Studio, as well as during any use of our facilities, members must:

- a. Have signed the latest Contract & Agreement with SAAGE Culinary Studio.
- b. Provide a copy of the business license/business tax ID
- c. Provide a copy of a valid State of Illinois Food Service Sanitation Certificate (and Food Handler's Certificate for each of your employees, if any), and carry **the original certificate during any kitchen use.**
- d. Provide proof of liability insurance with SAAGE Culinary Studio listed as additional insured, and maintain such policy for the duration of any kitchen use.
- e. Provide a copy of valid driver's license for all that use the kitchen

Purchasing and Reserving Kitchen Time

We follow a pre-purchase policy at our studio in order to keep the administrative cost low and serve our members better. Our members make the payment for a specific membership package by the 5th of every month. An additional 3% processing fee will be applied to credit card payments. A \$40 charge will be assessed for any returned checks. If your payment is not received within 5 days after an invoice is sent, your account will be charged a 5% late fee every 15 days until it is fully paid. Any questions and changes regarding membership, or terminations must be addressed before the invoice is sent out on the 1st of each month. There will be no refunds or changes made after an invoice is sent and/or paid for.

Kitchen time can be reserved using our online reservation form. Reservation is on a first-come, first-served basis. Therefore, members are encouraged to check the calendar and fill up the online form with desired available days and hours. Upon receipt of a reservation request, the hours for the requested cooking/prep/packaging/ware-wash station are made unavailable to other members.

Reservation requests will not be accepted over phone or text message. Our members are strictly instructed to follow our reservation rule of using only the online reservation form. All the members are expected to check the calendar frequently so that they can finish their production job within reserved hours and make the space ready for the member reserved immediately after. If production job needs to be continued for extra hours then our members are instructed to inform us immediately so that we can make provisions for the next member, if there is any.

It will not be considered if any member uses the kitchen without prior reservation, which will lead to charging the member's account with a fine of \$25 for the first occurrence, \$50 for the second occurrence, and limited access to the kitchen on third occurrence.

Cancellation Policy

Once time has been reserved, it becomes unavailable to other members. Because of this, SAAGE Culinary Studio maintains a cancellation policy to ensure other kitchen users are not deprived and kitchen time does not go unused. We therefore encourage our members to carefully reserve their time. If cancellation is done within 2 days of the reservation, the cancelled hours will be counted as used hours and it will not be available to use anymore. There can be exception to this rule with a valid emergency reason. We reserve the right to ask for proof of such emergency situation.

Rescheduling Hours

Kitchen reservations cannot be transferred or rescheduled without any valid reason. For unused hours, please refer to the section on Unused Paid Hours below.

Using Unreserved Time

Members are expected to finish and clean within their reserved kitchen time. Please respect other people in the kitchen and plan accordingly. Please speak with SAAGE Culinary Studio staff should any extra time be needed.

If another member has reserved the time, and they agree to share time, work with them to ensure that all work can be completed. Clean up as much of the kitchen as possible to make room for those you are sharing time with.

Unused Paid Hours

Unused paid hours are rolled over only to the next month and must be used within 30 days. For example: By the end of August, you have 10 unused hours. You must use these 10 hours by 30th of September or they will be lost. In addition, you must still pay your monthly membership fees for September.

The kitchen administration always informs each member about their unused hours along with their monthly invoice. In addition, we send our members a confirmation email message when they reserve hours online. Our members are expected to keep a record of all their reserved/extended hours.

Scheduling Pick-up / Drop-off

We do not charge for kitchen use when dropping off or picking up product, ingredients, or equipment. However, members are expected to:

- Be unobtrusive to other members or staff at SAAGE Culinary Studio.
- Require no more than 15 minutes.

Seasonal Off Status

We try to work closely with the businesses that require going inactive during the winter season for weather reasons and the limitations on their specific business models. Each business will

need to work with our administration to make provisions for an inactive member status since every business is unique in their needs. Our members are required to understand the following rules if they decide to maintain their kitchen member status even during the off-season:

1. They are required to keep the security deposit in hold.
2. They are required to purchase a minimum 2 hours rental (the rent will be the same per hour rental rate as their chosen membership package) every month until they return.
3. If they decide to take their security deposit back it will lead to termination of their agreement.
4. SAAGE Culinary Studio has a policy of not allowing re-enrollment of a business for 1 year after termination of their agreement. This means, after termination, a business will need to wait 1 year before they can apply once again for our memberships.

Termination

If a member wishes to terminate, we initially suggest putting their accounts on hold in an inactive status. This is because once a member terminates, they will not be allowed to re-enroll for 1 year after the termination date. As stated above in “Seasonal Off Status”, there are certain requirements to maintain this kind of inactive membership.

1. They are required to keep the security deposit in hold.
2. They are required to purchase a minimum 2 hours rental (the rent will be the same per hour rental rate as their chosen membership package), every month until they return.
3. If a member fails to meet these pre-requisites, it will result in the loss of security deposit.

If a member does not want to maintain an inactive status and wants to completely terminate, there are certain pre-requisites to a lawful termination of contract:

1. They are required to have been an active member of SAAGE for at least 2 months.
2. They are required to notify SAAGE management ahead of time about their intent to terminate.
 - Regular, full-contract members, under the new 2018 contract, are required to maintain their membership until the end date written on their contract.
 - Regular, full-contract members, under the old 2017 contract, are required to inform management 60 days before their intended termination date. Specific details are mentioned in individual contracts.
 - Regular, full-contract members, under the old 2015 contract, are required to inform management 90 days before their intended termination date. Specific details are mentioned in individual contracts.
 - Seasonal, farmer’s market, and month-to-month contract members are required to inform management before the month ends or before the invoice for the next month is received, whichever applies first.
3. If a member fails to meet these pre-requisites, it will result in the loss of security deposit.

Security Deposit & Fees

Upon any valid termination of membership, wherein the member lawfully terminates or wherein SAAGE lawfully terminates the agreement, the member will receive the full amount of security deposit after account closure, less any amount due for any defaults or damages

assessed by SAAGE at time of termination. Any application fees, rent, storage rent, membership dues, or other associated fees paid towards a membership at SAAGE is not subject to refund. Account closure and refund processing can take 3-4 weeks, therefore security deposits will be mailed out 30 days after termination.

Storage

Dry Storage

Dry storage is handled on a monthly basis. See Rental Rates for prices, on the website.

Cooler and Freezer Storage

Cooler and freezer shelf space is rented on a monthly basis. If your cooler or freezer storage needs are only for a few days, make separate arrangements with management staff. See monthly Rental Rates for prices, on the website.

General Storage Guidelines

Organize your storage area(s) **regularly**. Keep any personal ingredients, equipment, or products clean and organized in your designated space only. Do not store anything on shelves designated for other members.

All products and food items not in their original containers must be clearly labeled with your business name, current date, and contents. Items not clearly labeled or stored may be thrown away. ***All opened ingredients - flours, sugars, spices, etc. must be stored in sealable plastic bins.***

SAAGE Culinary Studio is not responsible for equipment, food, clothing, etc left at the kitchen.

Do not store anything on the kitchen floor.

Do not store anything on unrented racks.

Do not store anything in SAAGE Culinary Studio equipment (such as mixing bowls, sheet pans, pots, etc.)

Store all meat on the bottom shelf of the coolers and freezers. If space is limited, ask management staff for assistance in making room.

Note that if any equipment or food is improperly stored, SAAGE Culinary Studio reserves the right to either move the items and/or discard them.

Parking

Parking is available for our members in the front parking lot during rented kitchen time. You will park your vehicle at the rear side of the building at your own risk. The property management company reserves the right to tow any vehicle parked at the rear side of the building during daytime. If you're stopping in but are not scheduled to use the kitchen OR you need to unload/load before kitchen use, please park on the rear side of the building only for any pick-up/drop-off needs. A maximum of 15 minutes is allowed to complete your pick-up/drop-off duties. Please instruct your employees accordingly.

Orders and Deliveries

Our members are welcome to establish their own business accounts with vendors and place orders for delivery to SAAGE Culinary Studio directly. Independent orders must abide by the following policies:

All orders must be made through your own company account.

Delivery must be scheduled while the member is renting time in the kitchen.

SAAGE Culinary Studio is not responsible for late or early deliveries. We are not responsible for waiting for orders to arrive, receiving the deliveries, or their storage upon delivery.

Kitchen Use Policies

Members using the SAAGE Culinary Studio facilities are expected to follow all proper sanitation requirements as well as keep the kitchen in a clean and professional state. Members are also expected to properly clean and sanitize after their shift, and keep the kitchen ready for use by the next member. Our kitchen may be busy at times, and it is important that the kitchen remain professional and clean for visitors, whether it's the health department, other (potential) members, customers, service people, etc.

The Appendix below is a quick reference for important, specific guidelines and requirements, which must be followed at SAAGE Culinary Studio (in addition to all standard sanitation expectations). Additionally, this section contains further details about specific kitchen uses and activities.

Access

- A. Members will be given the access code for the **back door**. The code will be changed periodically and current members of SAAGE Culinary Studio will be sent the new code by email/text message to the email address/phone number that are recorded on their files. Therefore, it is important that you notify the management about any change in your contact information. It is the responsibility of each member to ensure their own safety as well as the safety of the facility by not sharing the door code with any non-members. Also, they are expected to refrain from opening the back or front door to any stranger or non-member knocking at the door. We entrust the whole facility on our kitchen member's sense of responsibility.
- B. Members are not allowed to access the front kitchen area or use anything from the front kitchen without permission. Members can enter the front area only to leave their monthly rental checks in the cabinet above the fridge.

Dish Washing

Proper dish washing & sanitizing is important for both public health and cost containment. Members are expected to scrape & clean the dishes before following the standard wash, rinse, sanitize procedure in the three-compartment sink. If any compartment becomes dirty or too cold, empty the compartment, clean the sink, and refill as needed. Members shall not use any hand sinks (one in the main kitchen and one in the ware-washing area) or any prep sinks (two on either ends of the main kitchen) for washing any dishes.

Sweeping and Mopping Floors

Members are expected to sweep and mop the floors in all areas used, including the sink areas. Fill the mop bucket with fresh hot water and floor cleaning agent. When finished mopping, empty the mop bucket, rinse and wring the mop, and hang it above the sink to drip dry. Be sure to sweep under and behind tables and equipment.

Wiping Down Equipment

Wipe down all equipment used at the end of your shift. Always clean it first with soap and water, followed by sanitizer solution. Be sure to wipe down any equipment used (don't forget often overlooked items like sheet pans, mixers, food processors, and the inside of the microwave). For equipment that disassembles into smaller parts (food processors), wash, rinse, and sanitize the parts in the three-compartment sink. If the stove is heavily soiled from your cooking, remove the grates and wash in the three-compartment sink, otherwise wipe down the stovetop if used.

Appendix

Attire

Aprons or chef jackets must be worn all the time by anyone using the kitchen. No sandals or open-toed shoes are to be worn by anyone using the kitchen. Long hair must be tied and head must be covered by everyone with a hat/bandana/hairnet.

Code of Conduct

Your conduct in the kitchen is expected to be professional and courteous. Harassment and exclusionary behavior aren't acceptable. This includes, but is not limited to:

- Threats of violence.
- Insubordination.
- Discriminatory jokes and language.
- Slander.
- Sharing sexually explicit or violent material via electronic devices or other means.
- Abusive language or personal insults, especially those using racist or sexist terms.
- Advocating for, or encouraging, any of the above behavior.

SAAGE staff has the right to call upon law enforcement in a situation that we deem to be threatening to any staff or kitchen member. SAAGE will also have the right to terminate the contract of any member who fails to follow the appropriate code of conduct.

Health & Safety

No glass, ceramic, or breakable containers in the kitchen. If you require glass jars for canning/preserving or other use, please contact us before bringing them into the kitchen.
No eating or drinking in the kitchen.

Sanitation & Cleaning

Wash all dishes and equipment in the three-compartment sink (right to left: wash, rinse, sanitize).
Air dry all dishes & equipment.
Do not stack cutting boards or sheet pans while they are drying. Dry boards individually on speed racks or drying rack and dry sheet pans inverted on a speed rack.
Follow all proper sanitary guidelines for preparation of meat, including proper sanitization of equipment, tables, cutting boards, etc.

Finishing Your Shift

Be sure that large sheet pans, bowls, etc. are clean for the next person that will be using them.
Particularly, any greasy/buttery residue and baked-on food must be cleaned properly.
Turn off the equipments after use, and all lights before leaving the kitchen if no one is working at the time when you are leaving.
Wipe down & sanitize all counters, tables, sinks, and equipment (doors, handles, knobs, controls, bases, etc.) using sanitizer and a clean towel. Don't forget the stovetop and the inside of the ovens.
Organize your storage area(s). Please keep all your equipment, ingredients, etc in your designated area, clearly labeled. If you need more room, ask.
Be sure all food not in its original containers is properly labeled (name, date, and contents).
Trash can liners should be tied & placed in the Groot dumpster labeled "**SAAGE**". Pick up any trash that has spilled outside of the bag and replace all trash-cans with clean liners.
Sweep and mop all areas in which you have been working.
Break all cardboard boxes flat before placing them in the dumpster. Members are instructed not to place any cardboard box without breaking them flat.
Members are instructed not to place any packaging crates near the dumpster since the waste management company does not clear those items.