

BJ's RESTAURANTS, INC.

FOOD SAFETY, PERSONAL SAFETY AND QUALITY

At BJ's, quality is our compass. Whether it's the quality of our food, quality of our hospitality or quality of our guest and team member experience, we do not compromise on this.

An important aspect of quality is safety. Without it, we wouldn't be able to put smiles on the faces of the guests we serve.

Food Safety and Quality

Whether you dine in, take out or have your food delivered, food safety and quality are our top priority, and we execute a variety of protocols for our guests.

- As restaurateurs, we know that line checks (a check for food safety and quality) are important, and that is why we've built in a redundant Hazard Analysis and Critical Control Point (HACCP) system that checks for quality and safety multiple times during a shift. Our managers take the time to perform a line check that looks for proper food holding temperatures, cooling temperatures, critical control points and food quality. As an added measure, our team members check their stations for proper holding temperatures and quality. It's a check and balance approach to food safety and quality.
- Our kitchen team member wear gloves and team members are trained on BJ's specific hand washing guidelines.
- Our restaurants utilize a kitchen beatification chart to help maintain the cleanliness and beauty of our kitchens.
- We do random and routine testing of key menu items by submitting them to a third party laboratory and require suppliers to submit items to a laboratory to test for safety.
- We utilize internal audits and an independent third party safety auditor to perform safety checks at our restaurants on a regular basis.

Expectations and Inspections of our Vendor Partners

We understand that food safety and quality start in the farms, fields, manufacturing plants, warehouses and distribution centers where our ingredients come from. For this reason, at BJ's, we pursue safety and quality not only at our restaurants, but also from our vendor partners and brewing operations. This is why we work closely with our valued distributors and vendor partners to prioritize a food quality and safety commitment throughout the supply chain. Our Quality Assurance and Food Safety team visits farms, fields, manufacturing plants, warehouses and distribution centers on a periodic basis to audit practices and to collaborate with our vendor partners. We include members of our Operations team in these visits to help educate our Operations team about where our food is sourced and what food quality and safety practices and commitments our vendor partners have implemented to help us achieve our pursuit for excellence.

Inspections and Audits

Every food service facility in the country is inspected by a local regulatory authority. Most of us know them as the Board of Health or Health Department. We value our health inspectors and take every opportunity to learn from them. Each health department inspects our restaurants to their own specific regulations and frequency. A health inspection is based off minimum health standards found in the local or state health codes. These are great standards, but at BJ's we strive to exceed health code standards.

At BJ's, we have stringent audit systems in place. Each restaurant is audited by a nationally recognized third party auditing company on a monthly basis, coupled by an annual visit by another nationally recognized third party auditing company which we added as a measure in 2020-2021 due to COVID-19. We also have our operations team audit themselves once a month.

But wait... there is more! Our Quality Assurance and Food Safety Team, which is headed up by a Registered Environmental Health Specialist (REHS), also visit restaurants to provide further coaching as part of our relentless pursuit of excellence. Our REHS holds a certification that is required for health inspectors in the State of California to inspect restaurants.

COVID-19

COVID-19 threw an unexpected wrench at all of us. At BJ's, we have gone to great lengths to help protect our guests and team members from this unpredictable virus. It's why we've implemented wellness checks and illness prevention programs to help prevent COVID-19 from spreading. Here's what we are doing:

- Symptom screen team members at the start of each shift
- Administer COVID exclusion policies that often exceed CDC guidance
- Use hospital grade disinfectant to clean and disinfect our restaurants
- Require frequent hand washing that exceeds health department requirements (which was present even before COVID)
- Offer QR Codes to provide non-touch accessibility to the menu
- Offer touchless payment methods
- Place plexi-glass barriers between booths
- Encourage vaccinations to protect team members and their family members

We look forward to the day when COVID is in the rear view mirror, but in the meantime, we are doing our part to keep our communities safe and healthy.

Food Safety and Quality Training

BJ's menu is large and complex. We are proud to provide a wide offering of great food, where anyone can find something they love and enjoy. With all the great food and menu complexity, we train all team members on our goal of flawless service for guests. Part of that training involves food safety and sanitation. The training is both technology-based and on the job. We developed food safety and personal safety videos for our team members as part of the

onboarding process, which are accessible on demand to re-review as a refresher. Our managers reinforce the training and our audits validate all the great training we've done. It's a lot, but well worth the time and effort.

Food Safety Certifications

All of our managers are required to go through a customized food safety training hosted by an American National Standards Institute (ANSI) approved provider for food safety certification. We worked closely with our third party national provider to create a training program that focuses on food safety and sanitation that is tailored and applicable to our restaurants. This means that our managers are being trained by watching videos and pictures of BJ's kitchens, providing them a deeper understanding of food safety and how it applies to our kitchens. Our managers receive training on proper holding temperatures, safe food handling, sanitation, personal hygiene and many other important food safety control points.

Communication

Each week, we provide tips, suggestions and/or reminders regarding food safety and other safety matters in our Weekly Brief. This provides our restaurant team refreshers on the best practices and procedures they learned during training or new and updated safety information. We believe that constant communication and reinforcement of our standards is just one of many important ways to foster our safety culture.

Recalls/Withdrawals

Recalls and withdrawals are critical for food safety and quality. It's why the Quality Assurance and Food Safety team partnered with our IT team to develop a unique recall/withdrawal system that enables us to immediately notify our restaurants of a recall or withdrawal. Our recall/withdrawal system aids our restaurant teams by immediately notifying them about concerns and enables them to quickly remove the concern from the restaurant. This system has built in notification redundancies for our Directors of Operations, and automatic follow-up reminders concerning recalled/withdrawn items which require removal.

In case you are wondering what the difference is between a recall and a withdrawal, a recall is issued by the FDA, USDA, manufacturer or supplier for a deficiency, while a withdrawal is issued by the receiver of the food (in this case, BJ's) when a menu item does not meet quality standards.

Why would we tout a withdrawal? The answer is simple – it is because we care about the quality of food we serve at our restaurants. If an ingredient or food item does not meet our quality specifications, we won't serve it – even if that means we have to 86 the item. After all, quality is our compass.

Food Safety Partnerships

Food safety is not proprietary which is why we participate in local Food Safety Advisory Councils and Environmental Health Associations meetings. We feel it's important to learn from our local health departments and industry peers. We recently had the privilege to partner with two prominent health departments that asked BJ's to use our restaurants to film mock inspections as a demonstration to their constituents about their health programs. We were happy to oblige and honored that they reached out to BJ's to use our restaurants as shining examples. See the videos here:

[Orange County Health](#)

[Guidance for restaurants on safer outdoor dining on Vimeo](#)

We also routinely meet with Quality Assurance professionals from other restaurant concepts and food service brands to discuss food safety, personal safety and COVID practices. We all learn from each other's best practices which helps the food service industry improve as a whole.

Safety

At BJ's we look at safety holistically. Each restaurant team has a dedicated safety manager, helping to oversee safety within their restaurant. At our Restaurant Support Center, we have a team that reviews safety protocols with the intent to continuously improve. It's a total team effort!

Safety ranges from personal protective equipment, specialized tools and equipment not seen at most restaurant brands to, of course, procedures that are trained through the use of technology and on-the-job training. We have an Illness and Injury Prevention Policy and are actively working with our IT team to enhance our monthly safety audit system. Yep, this is another monthly audit demonstrating how seriously we view safety.

We are deeply committed to providing a safe environment for everyone. No pizookie®, pizza, burger or pasta will go unturned as we look for food and personal safety improvements and enhancements. It's part of our journey in our relentless pursuit of excellence and flawless execution.

Dan Goldberg
Vice President, Quality Assurance and Safety
BJ's Restaurants, Inc.



BJ's Operations, Risk and Quality Assurance teams touring farms and manufacturing facilities.

