Pizza Properties, Inc. Employee Handbook

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Whether you have just joined our team or have been at Peter Piper Pizza for a while, we are confident that you will find our company a dynamic and rewarding place in which to work, and we look forward to a productive and successful association. We consider the employees of Peter Piper Pizza to be one of its most valuable resources. This handbook has been written to serve as the guide for the employer/employee relationship.

The purpose of this handbook is to inform you about the company, its employment policies and to help you become accustomed to your job, friends and surroundings. A careful reading of this handbook will answer many of your questions. If anything is unclear about the company or your employment, or if you have any further questions, we encourage you to ask your immediate supervisor.

Early in your employment with us, you will realize that we have set very high standards for excellence. These standards are necessary to maintain our growth and achievement in a highly competitive industry. At the same time, we are committed to providing you challenge, recognition, appropriate compensation and benefits to help you reach your goals and objectives, as well as the goals of Peter Piper Pizza.

Again, let us welcome you as a member of the Peter Piper Pizza team.

Sincerely,

J. Kirk Robison
Chairman and
Chief Executive Officer

John T. Hjalmquist
President and
Chief Operating Officer
I. Introduction

This handbook has been prepared to introduce you to Pizza Properties, Inc. dba Peter Piper Pizza (“the company” or “Peter Piper Pizza”). It is provided as a reference source for employees to assist them in observance of company policy while conducting company business.

There are several things to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the Human Resources Department.

Neither this handbook nor any other company document confers any contractual right, either express or implied, to remain in the company’s employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will with or without cause and without prior notice by the company, or you may resign for any reason at any time. No supervisor or other representative of the company (except the President or Chairman) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.

This employment handbook supersedes all previous employee handbooks, policies and management memos which may have been issued on subjects covered herein.

The effective date of this handbook is April 1, 1998. Revised June 3, 2021.
Employment Status

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, the company classifies its employees as shown below. The company may review or change employee classifications at any time.

The following terms will be used to describe the classification of employees and their employment status:

**Exempt**: Exempt employees are paid on a salaried basis and are not eligible to receive overtime pay.

**Nonexempt**: Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

The company has established the following categories for both exempt and nonexempt employees:

**Regular, Full-time**: For all purposes in this handbook other than eligibility for health insurance, “regular, full-time” is defined as employees who are not in a temporary status, who have completed at least 90 continuous days of employment, and who are regularly scheduled to work the company’s full-time schedule of at least 40 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program. These employees in Ascentis have an employment status of Active/Full Time/Regular.

**Regular, Part-time – 30**: For purposes of eligibility for health insurance only, “full-time-30” is defined as employees regularly scheduled to work 30 hours or more per week. Generally, these employees are eligible for the health insurance, subject to the terms, conditions and limitation of this benefit program. These employees in Ascentis have an employment status of Active/Part Time/Regular – 30.

**Regular, Part-time**: For all purposes in this handbook other than eligibility for health insurance, “regular, part-time” is defined as employees who are not in a temporary status and who are regularly scheduled to work less than 30 hours weekly. These employees in Ascentis have an employment status of Active/Part Time/Regular.

**Temporary, Full-time**: Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company’s full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.
Temporary, Part-time. Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completions of a specific project and who are temporarily scheduled to work less than the company’s full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Temporary workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to plan documents.

Employment at Will

Employment at the company is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the President or Chairman of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to or creates an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time.

Any salary figures provided to an employee in an annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. Employees of the Company have the right to engage in or refrain from such activities.

Equal Opportunity Statement of Policy

The company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. The company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The company expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

Pizza Trivia: Can you guess what Peter Piper Pizza’s most popular topping is? You guessed it! Pepperoni! Our guests eat 5.81 million slices of pepperoni each week!
Employment of Former Employees

Former employees who left the company in good standing may be considered for re-employment. An application must be submitted to the Human Resources Department, and the applicant must meet all minimum qualifications and requirements of the position. Former employees who resigned without adequate notice will generally not be considered for re-employment. Former employees who were dismissed for cause, or were on disciplinary probation, will not be considered for re-employment. Approval must be obtained from the Chief People Officer prior to rehiring a former employee. A former employee who is re-hired will be considered a new employee from the date of rehire unless the break in service is less than one year, in which case the employee shall retain accumulated seniority and other applicable benefits.

Employment of Relatives

The company wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other or if the employment poses difficulties for supervision, security, safety, or morale. Close relatives are defined as spouse, domestic partner, father, mother, father-in-law, mother-in-law, grandfather, grandmother, son, son-in-law, daughter, daughter-in-law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner relatives.

The company may permit the employment of relatives. The VP of Operations or the Chief People Officer must pre-approve the employment of relatives based on potential conflicts and/or sensitive situations.

While we will accept and consider applications for employment from relatives, close family members, such as parents, grandparents, children, spouses, brothers, sisters or in-laws generally will not be hired or transferred into positions where they directly or indirectly supervise or are supervised by another close family member. Further, such relatives generally will not be placed in positions where they work with or have access to sensitive information regarding a close family member or if there is an actual or apparent conflict of interest.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don’t work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which he or she is qualified if such a position is available. If not such position is available, one of the employees may be required to leave the company.

Children of employees will not be allowed to work at the same location as their parent, when one or the other is in a supervisory role over the other. They will be allowed to work at a different location than the other person. The parent should not become involved with issues
that involve the employee. The company has the right to deal directly with the employee on any company related issue without the parent becoming involved.

**Employment of Persons Convicted of Crimes**

An applicant will not be denied employment because of his or her conviction record unless there is a direct relationship between the offense and the job or unless hiring would present an unreasonable risk. Moreover, employment may be restricted by federal, state or local laws which limit positions with certain specific job requirements. Such applications must be reviewed and approved by the Chief People Officer.

**Employment of Minors**

Generally, employees must be 16 years of age or older to be employed by the company. Furthermore, there are various restrictions on the type of work that can be performed by employees who are 17 years old or younger. If you have any questions about these restrictions, which include use of the dough sheeter and dough mixer, please contact the Human Resources Department. Any modifications to this policy must be approved by the Human Resources Department.

**Personal Relationships Among Employees**

While personal romantic relationships among employees will sometimes develop, the company discourages any employee from dating, or becoming romantically involved with a co-worker. In the event that a romantic relationship should develop between co-workers, all aspects of that relationship should be kept outside of the workplace and all contact between the employees during working hours should be maintained on a purely professional level.

Personal romantic relationships among employees, which in any way interfere with an employee’s work performance, may result in disciplinary action up to and including termination. In the event that the two co-workers become romantically involved, the VP of Operations or the Chief People Officer at his or her discretion, may elect to transfer one employee to another position or store.

If employees begin a dating relationship or become relatives, partners or members of the same household and if one party is in a supervisory position, that person is required to inform management and Human Resources of the relationship.

Supervisors and Managers are prohibited from dating, or becoming personally involved with any employee of the company, who either directly or indirectly reports to them. Violations of this policy may result in termination of employment.

Supervisors and Managers are prohibited from drinking alcoholic beverages with any under-age employee of the company outside of work, who either directly or indirectly reports to them.
Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodation to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of the company to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the company. Contact the Human Resources department with any questions or requests for accommodation.

Employee Personnel Files

Employee files are maintained by the Human Resources Department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis.

An employee’s personnel file contains information pertinent to his/her employment, and is the property of the company. The information in the file is considered personal and confidential, and the company takes precautions to ensure that each employee’s right to privacy is protected. If an employee wishes to see his/her personnel file, he/she should make arrangements by written request through the Human Resources Department. Employees are not otherwise authorized to take or remove files or documents containing employee personal information from secured work locations without approval from the Chief People Officer.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

It is imperative that you inform your supervisor or the Human Resources Department of any change(s) in address, telephone number, and/or family status (births, marriage, death, divorce, legal separation, etc.), and beneficiaries. This is the responsibility of active employees as well as employees on lay-off status and leaves of absence. Failure to keep your personal information current with the company could have an adverse impact on your tax or benefits status. The store manager must be notified immediately of a change in address, e-mail address or phone number for all employees.
Hours of Work

The company establishes working hours as required by staffing needs, operational demands and customer needs. There is no minimum or guaranteed number of hours assigned to an employee. During busy periods employees may be required to work extended hours. Employees who anticipate the need for overtime to complete the week's work must notify their immediate supervisor in advance and obtain approval before working hours that extend beyond their normal schedule.

The scheduled work hours for employees shall be determined by the immediate supervisor for which they are assigned. Employees shall be informed of their normal hours of work, meal periods and/or rest breaks, if applicable.

Work Schedules

It is the employee’s responsibility to check the work schedule for the hours he/she is assigned to work. A request for a change in work schedule must be approved by the employee’s immediate supervisor (minimum seven days advance notice prior to the schedule being posted, unless it is an emergency). If the employee has to miss a scheduled work shift it will be his/her responsibility to find a replacement or work the shift. In Texas, restaurant employees will never work 7 days in a row.

Meal and Rest Periods

An occasional break or meal period may be taken in the course of the work day at the discretion of the immediate supervisor based upon operational requirements. Abuse of this privilege may be cause for disciplinary action.

**Meal Period:** Employees that are granted a meal period will receive a break of not less than 30 minutes. The meal period will not be included in the total hours of work per day and is not compensable. Nonexempt employees are to be completely relieved of all job duties while on meal breaks and must clock out for meal periods.

**Rest Breaks:** Employees that are granted a rest break will receive a break of no more than 30 minutes. Nonexempt employees on rest breaks are not required to clock in and clock out because this time is considered “time worked” and is compensable.

Hours of Operation

All Peter Piper Pizza restaurants must comply with the posted open hours for that restaurant. Some stores may open later or close earlier than above stated times with prior approval of VP of Operations.

**All company restaurants will be closed on the following holidays:** Thanksgiving Day and Christmas Day.
Job Openings/Promotions/Transfers

The company believes in promoting employees from within whenever possible. Situations may arise, however, where the company chooses to hire a qualified applicant rather than promote from within. When job openings arise, in order to be considered for a position, you must meet the basic qualifications of the job. In addition, the employee’s ability and performance record will be considered.

Promoted/transferred employees who do not perform satisfactorily in their new position at any time may, at the discretion of the VP of Operations or Chief People Officer, be returned to their original jobs if available, be considered for other vacant positions for which they are qualified, or be terminated. The company reserves the right to transfer employees to different positions when deemed necessary to maintain efficient operations. Employees who are transferred to lower-paying jobs will generally be paid the rate of pay for the new job.

Employee Transfers

It is possible for an employee to transfer at his or her own request or at the company’s request to another location owned by the company.

At the employee’s request:

1. The employee must submit a request to his or her immediate supervisor.
2. If the employee is a manager or an hourly employee, the employee must receive approval in writing from his or her General Manager, as well as the General Manager of the store that the employee is wishing to transfer to.
3. The Area Supervisor in the employee’s current area must approve any employee request to transfer. If the employee wishes to transfer to a new area then both Area Supervisors must approve the request.
4. All employee transfers must be approved by the VP of Operations.

At the Company’s request:

1. The employee must agree to the transfer within the same market.

Separation of Employment

Separation of employment within an organization can occur for several different reasons.

- Resignation: Resigning regular, full-time employees are requested to provide two weeks’ notice, preferably in writing, to facilitate a smooth transition out of the organization. Resigning regular, part-time employees are requested to provide one week notice, preferably in writing. Once notice of resignation is received, no paid time off will be granted, including vacation, sick, bereavement, etc. The company may choose to escalate a resignation received.
• **Retirement:** Employees who wish to retire are required to notify their immediate supervisor and the Human Resources Department in writing at least one (1) month before the planned retirement date.

• **Job abandonment:** Employees who fail to report to work or contact their supervisor for two (2) workdays (consecutive or not) shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the second scheduled day. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are generally not eligible for rehire.

• **Termination:** Employees of the company are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

Former employees who left the company in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Human Resources Department, and the applicant must meet all minimum qualifications and requirements of the position. Approval must be obtained from the Chief People Officer prior to rehiring a former employee.

An applicant or employee who is terminated for violating policy will be ineligible for rehire.

**Return of Company Property**

The separating employee must return all company property at the time of separation, including but not limited to, uniforms, keys, cell phones, computer equipment, tools, company equipment and iPads. Failure to return some items may result in deductions from the final paycheck.

**References**

It is the policy of the company when giving employment references on current or past employees to only give out dates of employment, job title, and last wage rate. The Human Resources Department and the Work Number are the only persons authorized to give out references, except when noted below.

With a written authorization, an employee may approve that a personal reference from an immediate supervisor be given or that Human Resources may release further information to that entity.

**Phone for Store Managers**

It is the policy of the company that all General Managers and Managers involved in store operations are required to have a phone and supply the phone number to their immediate supervisor. If a manager does not have a telephone, the Area Supervisor must be notified, and arrangements to obtain a phone must be made as soon as possible.

Any individual who fails to comply with this policy will be subject to disciplinary action and/or suspension until such time they do comply. The only way to receive an exception to this policy is by the VP of Operations.
Contact Information

It is the employee’s responsibility to make sure their contact information in Ascentis is up to date, including mailing address, e-mail address and phone number.

Food Handler’s Card

1. The restaurant employee must present his/her Food Handler’s Card to their immediate supervisor within 60 days of date of hire.
2. The card will be paid for by the employee.
3. If an employee does not present his/her Food Handler’s Card within 60 days from the date of hire, the employee will be suspended until a valid card is obtained.

Search Policy

Employees may be required to submit to inspections of their purses, clothes, lunchboxes, briefcases, tool boxes, desks, file cabinets, automobiles, personal lockers (regardless of whether the lock is provided by the employee or the company) or other containers or personal vehicles when on company property.

If for any reason an employee does not agree to submit to an inspection, no questions will be asked and no conclusions will be drawn; however, the employment relationship will be terminated for the employee’s failure to comply with company policy.

Electronic Documents

Employees generally be provided all documents electronically that are provided by the company. These documents will include, but are not limited to, W-2 Forms, I-9 Forms, Summary Plan Descriptions (SPDs), Employee Handbook, Notices of COBRA Rights, HIPAA Certificates of Creditable Coverage, company policies, paystubs, benefit applications, and benefits notices.

All documents are available at https://selfservice.ascentis.com/peterpiperpizza.

Documents can also be downloaded from a company computer or can be e-mailed from the Human Resources Department at any time.

To withdraw you consent, send an e-mail or written notice to

Pizza Properties, Inc.
Chief People Officer
4445 N Mesa, Suite 100
El Paso, TX 79902
III. Wage and Salary Policies

General Wage and Salary Policy

It is the policy of the company to pay wages and salaries which are based on the nature of the job being performed, and which are competitive with rates being paid for similar work by other workers in the community. Salary adjustments may be made based on merit, change in pay scales, change in responsibilities or financial condition of the company and not on the basis of length of service alone. Supervisors may recommend salary adjustments for their employees to the VP of Operations and the Chief People Officer. The company’s workweek starts on Monday and ends on Sunday.

Time Records

All nonexempt employees are required to complete accurate weekly time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. All absences from work should be appropriately recorded.

To ensure that nonexempt employees are paid correctly remember the following:

- Do not work “off the clock” for any reason;
- Record all of the hours that you worked;
- All overtime (over 40 hours weekly) must be approved in advance by a supervisor or manager;
- If overtime is worked, nonexempt employees will be paid time and one half their regular rate of pay for any hours over 40 per week
- Paid leave, such as holiday, vacation, sick leave, bereavement, and jury duty does not apply toward work time

Once a nonexempt restaurant employee arrives dressed in the appropriate company approved attire and is ready to begin the shift, clock into the POS system with your Employee ID. If it is prior to the scheduled start time, check for the manager on duty’s approval.

Once a restaurant employee’s shift has been completed and you are ready to clock out, check with your Manager to ensure that all your duties have been completed before clocking out. It is your responsibility to clock in and out. You are not allowed to clock in for anyone else other than yourself.

Deductions from Pay/ Safe Harbor

The company does not make improper deductions from salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees
classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted deductions
The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

- Deductions that are required by law, e.g., income taxes;
- Deductions for employee benefits when authorized by the employee;
- Absence from work for one or more full days for personal reasons other than sickness or disability;
- Absence from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- Offset for amounts received as witness or jury fees, or for military pay; or
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for the actual hours worked. In addition, an employee may be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

At the beginning of each calendar year, you will be supplied with your Wage and Tax Statement (W-2) form. This statement summarizes your income and deductions for the previous year. If you have any questions regarding these deductions, please contact the Accounting Department.

Improper Deductions
Except for those allowed by law, covered under a company policy, or authorized by an employee, the company will not make deductions from the salary of an exempt employee. If you believe that an improper deduction has been made, you must immediately notify your Manager or the Human Resources Department. The company will promptly investigate reports of improper deductions. If the company determines that an improper deduction has been made, the company will reimburse you for the deduction.

Payday
Pay dates are bi-weekly, every other Friday. Employees may be paid through direct deposit of funds or on a company-provided pay card. If pay day falls on a federal holiday, employees will receive their paycheck on the preceding workday.

In the event that there is a discrepancy in your paycheck, in the funding of your direct deposit or pay card, the employee should promptly bring the matter to the attention of his/her immediate supervisor or the Payroll Department. Once errors are identified, they will be corrected in the next regular paycheck, or sooner, if possible.
Overtime Pay

All overtime work by nonexempt employees must be authorized in advance by their immediate supervisor. Nonexempt employees will be paid time and one-half for authorized hours worked in excess of forty hours in one work week.

Performance and Salary Review

The company’s performance and salary review process is essential in setting the stage for successful performance and career growth. A performance review does not always result in an automatic salary increase. The employee’s overall performance and salary level relative to his/her position responsibilities are evaluated to determine if a salary increase would be warranted.

Your immediate supervisor will:
- Explain how the process of the performance review works;
- Discuss the performance accountabilities for your position;
- Provide you with a formal performance review at least once a year to help you be as successful as possible.

Pizza Trivia: 93% of Americans eat Pizza monthly.
IV. Employee Benefits and Services

The company strives to provide a competitive package of employee benefit programs for its eligible employees. The company offers health, disability, life and dental/vision insurance to eligible employees designed to protect the employee and family from the financial strain that an accident, illness or disability can bring to a family. Whether an employee is eligible for benefit depends on the employment category or job title of the employee and the benefits involved. Generally, most benefits become effective after 90 continuous days of employment.

Health Insurance

For purposes of health insurance, in general, to be eligible an employee must be a regular, full-time salaried manager, office employee, or an hourly employee found eligible under the definition of the Affordable Care Act (ACA). Whether an employee is regularly scheduled to work 30 hours or more per week, and therefore a “full-time” employee for purposes of health insurance under the Affordable Care Act (ACA), will be determined by looking at the employee’s hours over a set period of months. In Ascentis, if you are eligible for health insurance your status will be designated as Active/Full Time/Regular, Active/Part Time/Regular – 30. A more detailed description of that measurement is available from the Human Resources Department. Health benefits for eligible employees during open enrollment, upon hire or upon promotion to an eligible job title will generally become effective after 90 continuous days of employment. Health benefits for eligible nonexempt employees as defined in this handbook for purposes of ACA will generally become effective the first day of the month after 30 days of being deemed eligible.

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance coverage, you may in the future be able to enroll yourself or your dependents in this plan, provided that you request enrollment within 30 days after your other coverage ends. In addition, if you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents, provided that you request enrollment within 30 days after the marriage, birth, adoption, or placement for adoption.

At the end of each calendar year during open enrollment, employees may change medical elections for the following calendar year. After open enrollment only limited changes will be allowed based on a qualifying status change.

Flexible Spending Account and Health Savings Account

Depending the on the medical insurance plan chosen, the employee may be eligible for a flexible spending account (FSA) or a health savings account (HSA). Plan participants may elect an annual amount of dollars to pay for eligible health care expenses through these accounts, including medical or dental insurance deductibles, copayments, and out-of-pocket costs for
vision care and other types of care. Please see the appropriate plan document for a full description and guidelines.

COBRA

COBRA is a federal law which requires that employers sponsoring group health plans offer employees and their dependents the opportunity for a temporary extension of health insurance coverage at group rates in certain instances where coverage under the plan would otherwise end.

Employees and/or their dependents may continue their existing health insurance by electing to do so within sixty days of one of the following qualifying events:

1. the employee’s death;
2. voluntary or involuntary termination of employment (other than gross misconduct);
3. retirement;
4. divorce or legal separation;
5. the employee’s eligibility for Medicare benefits;
6. the cessation of coverage for a dependent child under the applicable provisions, or
7. non-payment of employee’s share of premium in certain circumstances.

It is the employee’s responsibility to notify the Human Resources Department immediately of the occurrence of qualifying events 4, 5, and 6 above.

If continuation of coverage is elected, the full cost plus an additional administrative fee shall be paid by the individual.

Occupational Injury Benefit Program (Texas)

The company is a non-subscriber to the Texas Workers’ Compensation Act, and as such, the company self-administers employee claims for on-the-job injuries and illnesses at its Texas locations.

Please refer to the “Summary Plan Description” for specific details on the program. Moreover, if information in this handbook differs from or contradicts information in the summary plan description or master plan document, the summary plan description or master plan document shall govern in all cases. If applicable, the terms of a master plan document shall take precedence over a summary plan description. Furthermore, the company reserves the right to terminate any aspect of this program or the entire program with or without advance notice in the company’s sole discretion. The company’s right to alter or terminate this program may be exercised in the absence of financial necessity.
Workers’ Compensation (New Mexico)

The company is a subscriber to the New Mexico Workers’ Compensation Act. Benefits for a work injury are provided through an insurance carrier and may include medical, surgical, and drug expenses. Wage benefits - a percentage of the average weekly wage or salary of the injured employee - may also be available.

Work Injuries

All on-the-job injuries must be reported to the immediate supervisor as soon as possible, but no later than the end of the shift the injury occurred on, and the required reports must be completed. Failure to report an on-the-job injury and to complete the required paperwork on a timely basis may result in the denial of the claim.

Any employee who requires medical treatment for an on-the-job injury must notify his/her immediate supervisor to determine where medical treatment may be sought.

For specific details on benefits please contact your immediate supervisor or the Risk Management Department.

401(k) Retirement Plan

To help employees supplement their retirement income, this voluntary plan permits eligible employees to defer up to 75% of their earnings on a pre-tax basis to a savings plan allowed by Section 401(k) of the Internal Revenue Code. Employees may direct those funds into various savings options.

Active/Full Time/Regular employees are eligible to participate in the plan after one continuous year of service and if they are 21 years of age. Once you become eligible for participation, the Human Resources Department will e-mail or send electronically a 401k enrollment packet. Please review this material for deadlines and submit your application by the deadline stated. Otherwise, we will automatically enroll you at a contribution rate of 3%. In this case your contributions will be deposited into the designated default fund.

In the employee’s second year of service, the company will match the employee’s contribution at 50% up to a 10% employee deferral. For example, if an employee contributes 10% the employer will match that amount at 5%.

While this plan has important savings and tax advantages, other aspects require careful consideration. Refer to the 401(k) Summary Plan Description for a description of the plan or consult the Human Resources Department if you have any further questions.
Vacation

The company recognizes the need for employees to have a period of rest and relaxation during the year. Therefore, vacation is provided for eligible regular, full-time salaried managers and office staff. There is a separate plan provided for Team Leaders who have five (5) continuous years of service with the company. See benefit table below:

<table>
<thead>
<tr>
<th>Position</th>
<th>Length of Service</th>
<th>Vacation Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Leaders</td>
<td>After 5 continuous years of service</td>
<td>1 week</td>
</tr>
<tr>
<td>Regular, Full-Time managers</td>
<td>After 1 continuous year of service</td>
<td>2 weeks</td>
</tr>
<tr>
<td>and office staff</td>
<td>After 2 continuous years of service</td>
<td>3 weeks</td>
</tr>
<tr>
<td></td>
<td>After 5 continuous years of service</td>
<td>4 weeks</td>
</tr>
</tbody>
</table>

Requests for vacation must be submitted to your immediate supervisor. To satisfy your preferences, as well as meet the staffing needs of the department, discuss your vacation plans well in advance with your immediate supervisor. Consideration will be given on a first come, first serve basis when approving vacation requests. The ultimate decision whether to grant your vacation request and when and how long you may take for a vacation will be made by the company based on its operational needs. The company has the discretion to reject any vacation request, including when the workload is heavy and an employee’s presence is required.

Two weeks of accrued vacation for full-time employees may be carried over to the following year. No more than two weeks in a given year will be carried over. Team Leaders may not carryover vacation to the following year.

If a scheduled paid holiday falls within an employee’s vacation period, it does not count against the vacation days taken. Employees must work the day before the vacation and the day after the vacation. No more than 7 days in a row may be taken for vacation purposes without prior approval from your immediate supervisor.

For store management, a typical vacation request will be for a week (Monday through Sunday). Store managers must work the day before and the day after the vacation, except for Game Room Technicians that have Sunday as a normal day off. Requests that vary from this must receive prior approval from the Area Supervisor.

Accrued vacation leave will be paid to a departing employee who voluntarily resigns or retires and provides at least 2 weeks’ advance written notice of the employee’s decision to resign or retire. A departing employee cannot schedule or take vacation during the last 2 weeks of his or her employment. If the employee fails to give the required 2 weeks’ notice or not work out the 2 weeks’ notice, the employee will not be paid his or her accrued vacation leave.

An employee whose employment ends because he or she is permanently unable to work in any capacity for the company due to a certified medical disability will be paid his or her accrued
vacation leave. The employee must provide medical documentation of the medical disability in order to receive the accrued vacation.

If an employee dies while employed by the company, his or her estate will be paid the employee’s accrued vacation leave.

An employee who ceases to work for the company for any reason other than those discussed above will not be paid his or her accrued leave upon cessation of employment. This means that employees who are involuntarily discharged for any reason will not be paid any accrued annual vacation leave upon their separation from the company.

Only current accrued vacation will be paid to departing employees. At no time will carried over vacation be paid to a departing employee.

Any paid vacation in advance of the date the employee would normally be entitled to and if the employee separates from the company before accruing time to cover such advance leave will be deducted from the employee’s final pay check.

Exempt employees will be paid at the employee’s base rate at the time the leave is taken. Nonexempt office staff and Team Leaders will be paid at the employee’s hourly rate at 40 hours per week at the time the leave is taken.

**Holidays**

Active/Full Time/Regular employees are eligible to receive holiday pay. In order to qualify for holiday pay, you must work your last scheduled work day before and the first scheduled work day after the holiday. The employee must also work the entire week that the holiday falls in or be scheduled for time off, i.e. vacation, jury duty, etc.

When one of the dates below falls on Saturday, the preceding Friday will usually be observed as the holiday. If a holiday falls on Sunday, the following Monday will usually be observed as the holiday.

The company may observe the following holidays for office staff:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date usually Observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>January 1</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Last Monday in May</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 4</td>
</tr>
<tr>
<td>Labor Day</td>
<td>First Monday in September</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Fourth Thursday in November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25</td>
</tr>
</tbody>
</table>

**Restaurant Managers** usually will be eligible to receive holiday pay for Thanksgiving Day and Christmas Day.

**Dough Makers** may be required to work on Thanksgiving Day and Christmas Day.
Sick Leave

Good attendance is a requirement for all positions within the organization. The company recognizes that employees will, from time to time, need to take off from work to address medical needs. Active/Full Time/Regular employees who have completed 90 continuous days of employment are eligible to receive paid sick leave based on individual circumstances where such absences become necessary. It is the company’s intent that these days be used for the employee’s personal illness, well-care, personal injuries, medical and dental appointments and not for other personal reasons or work-related injuries that are short term in nature. If an employee needs to be absent for a family member’s illness or injury this would be paid with the employee’s accrued vacation, and if not available then unpaid.

(This policy does not apply to Active/Full Time/Regular employees that work in the city of Dallas. Please see Sick Leave Policy for Employees in the City of Dallas below).

Eligibility
To be eligible for sick leave pay, you must notify your immediate supervisor as soon as possible of your illness and inability to come to work, which is to be no later than an hour prior to the start of your scheduled shift. The employee should inform their immediate supervisor for how long they will be absent or report daily for every day of sick leave.

Sick Leave Benefits

<table>
<thead>
<tr>
<th>Position</th>
<th>Length of Service</th>
<th>Sick Leave Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular, Full-Time Salaried employees and Full-Time office staff</td>
<td>After 90 days</td>
<td>2 days in the following 9 months</td>
</tr>
<tr>
<td></td>
<td>After 1 continuous year of service</td>
<td>4 days in a rolling 12 months</td>
</tr>
</tbody>
</table>

Medical Certification
Employees will be required to submit a doctor’s note specifying the date on which the employee was seen, stating the absence from work was medically necessary, and stating the date on which such employee would be able to return to work along with any restrictions for certain circumstances. These circumstances include, but are not limited to:

- Being absent for more than two days on sick leave in any 90-day period, whether consecutive or non-consecutive.
- Cases when a pattern arises (e.g. employees claim sick leave on a specific day of the week).
- Cases when there is reason to believe the absence appears questionable or sick leave is being abused. This determination will be made by the Chief People Officer.

If the proper requested medical documentation is not provided, the employee will not be paid for these days of illness or injury. At their immediate supervisor’s discretion, all employees may be required to make up a sick day if work conditions demand. Failure to properly notify the immediate supervisor in a timely manner will result in an “unexcused absence” and may result in disciplinary action. Failure to report or call in will be interpreted as your voluntary resignation, except in the situation of an emergency.
General Guidelines
Once Sick Leave is exhausted and the employee needs to be absent for any reason above, the leave will be paid by any accrued vacation and after that will be unpaid. Sick Leave will not carryover from one year to the next. Sick Leave may not be used as a paid benefit for Family and Medical Leave (FMLA) as the nature of this benefit is short-term. Employees are not paid for unused Sick Leave upon termination of employment.

Benefit Payment
Exempt employees will be paid at the employee’s base rate at the time the sick leave is taken. Nonexempt office staff will be paid at the employee’s hourly rate (8-hour day).

An employee who is discovered to have obtained sick leave pay under false pretenses is subject to disciplinary action, up to and including termination.

Recording Sick Leave
Sick Leave should be recorded in Ascentis with the leave type Sick-Salaried. The Sick Leave also needs to be recorded on the store’s Payroll Calendar. The immediate supervisor is ultimately responsible for tracking and recording Sick Leave for every full-time employee. If it is determined that a sick leave for a full-time employee was not recorded, then the immediate supervisor will be held accountable.

Short-Term Disability
The short-term disability benefit is an employer-funded plan providing wage replacement for employees unable to work due to illness, physical condition, pregnancy, COVID-19, or injury which results in the employee being unable to carry out their essential job duties.

Eligibility
Employees eligible for this benefit are Active/Full Time/Regular employees who have completed 1 year of continuous employment.

Qualifying Conditions
- Treatment for or recovery from a health condition from illness or injury (physical or mental).
- Pregnancy and childbirth.

COVID-19 Leave
Fully vaccinated employees may use Short-Term Disability benefits for the following types of COVID-19 Leave:
- Employees who are required to quarantine or are placed on home restrictions by order of government agency or health care provider as a result of COVID-19.
- Employees who have a confirmed case of COVID-19.
- Employees who are experiencing COVID-19 symptoms (e.g. fever of 100.4 degrees or higher, cough, shortness of breath, etc.) and are seeking a medical diagnosis or testing for COVID-19.
Unvaccinated employees must use Vacation benefits or unpaid leave for any of the following types of COVID-19 leave and may not use Short-Term Disability benefits:

- Employees who are required to quarantine or are placed on home restrictions by order of government agency or health care provider as a result of COVID-19.
- Employees who have a confirmed case of COVID-19.
- Employees who are experiencing COVID-19 symptoms (e.g. fever of 100.4 degrees or higher, cough, shortness of breath, etc.) and are seeking a medical diagnosis or testing for COVID-19.
- Employees who are caring for and live in the same household as a family member who is a confirmed case of COVID-19.

**General Guidelines**

Employees who become disabled so that they are unable to work for the company in any position for which they are qualified are eligible for a maximum of 90 days of wage continuation pay in any rolling 12-month period (see Benefit Payment Levels below). Employees who become disabled due to a work-related injury or disease or military service are not eligible for this benefit. The Chief People Officer will review and determine eligibility and approve or deny the request for short-term disability benefits.

**Benefit Limits**

The maximum lifetime wage continuation benefit for any employee is $50,000 and will be calculated using the following schedule:

**Benefit Payment Levels**

<table>
<thead>
<tr>
<th>Level</th>
<th>Position</th>
<th>Days 1-30</th>
<th>Days 31-90</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Managers, Nonexempt Office Personnel</td>
<td>100% of salary</td>
<td>Unpaid</td>
</tr>
<tr>
<td>II</td>
<td>General Managers, Exempt Office Personnel</td>
<td>100% of salary</td>
<td>60% of salary</td>
</tr>
<tr>
<td>III</td>
<td>Area Supervisors, Directors, Officers</td>
<td>100% of salary</td>
<td>75% of salary</td>
</tr>
</tbody>
</table>

**Pay Determination**

Exempt employees will be paid at the employee’s base rate at the time the leave is taken. Nonexempt office staff will be paid at the employee’s hourly rate at 8 hours per day at the time the leave is taken. Bonuses, incentives, or other special pay is not included in this calculation.

This wage continuation policy will be coordinated with all other resources. Similarly, if the employee has income from any other source, including Social Security, private insurance, rehabilitation employment, or long-term disability benefits, the wage continuation pay will be reduced accordingly. If exact amounts of other income sources are not available, benefits may be reduced based on the company’s estimate of such benefits until exact amounts are available. Any employee claiming benefits is obligated to notify the company of the existence of coverage through other plans or any payments that would result in a reduction of benefits.
This wage continuation policy will also be coordinated with any benefits under the Family and Medical Leave Act, the Americans with Disabilities Act ("ADA"), and the company’s policies with respect to these and similar applicable laws and the company’s leave of absence policy.

Benefits will be paid as part of the company’s regular payroll procedures.

**Medical Certification**
The company will require medical certification of the need for short-term disability benefits. The company has the right to seek a second or third opinion at its expense. Such information will be obtained, and such exams will be conducted in accordance with the ADA. Failure to provide certification may lead to a delay or a denial of wage continuation.

**Other Work**
Employees may not work elsewhere while receiving wage continuation benefits except as part of any approved rehabilitation program.

**Return to Work**
Employees receiving short-term disability benefits are expected to keep their supervisor advised, at least monthly, as to their status and their intent to return to work. The employee must return to work as soon as permitted by a health care provider. For COVID-19 purposes, the employee must return to work after the approved quarantine has ended, unless the employee provides a medical certification to extend the leave. The employee will typically be required to submit a fitness-for-duty to the Chief People Officer, including any work restrictions. The Chief People Officer must approve the accommodation of any restrictions prior to the employee returning to work. The company will reasonably accommodate employees in accordance with the ADA. Failure to return to work will be treated as job abandonment.

**Long-Term Disability**

The company offers eligible employees (i.e. Active/Full Time/Regular employees) a noncontributory long-term disability (LTD) base plan. This noncontributory base plan provides for monthly LTD benefits of 60% of basic monthly earnings to a maximum as outlined in the LTD policy. Please see the LTD policy for specifics on this benefit.

**Bereavement**

The company provides this benefit to Active/Full Time/Regular employees. In the event of death in your “immediate family,” you may request up to three days of absence, with pay. For the purpose of this policy, “immediate family” includes spouse, children, parents, grandparents, grandchildren, brothers, sisters, or mother-, father-, brother- and sister-in-law and step-parents, -children, -brothers and -sisters.
Jury Duty

Employees asked to serve on juries will be granted absence for the duration of such duty, up to a maximum of two weeks. You must, however, sign over to the company all court payments received for jury service. Please contact your immediate supervisor promptly after receiving notification to appear for jury duty.

Voting

All employees should be able to vote either before or after regularly assigned work hours. However, when this is not possible due to work schedules, employees will receive up to three hours during the work day to vote. Time off for voting should be reported and coded appropriately on timekeeping records.

Family and Medical Leave (FMLA)

The company will provide Family and Medical Leave (FMLA) to its eligible employees. The company posts the mandatory FMLA Notice.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by the law.

If you have any questions, concerns or disputes with this policy, you must contact the Chief People Officer in writing.

General Provisions

Under this policy, the company will grant up to 12 weeks of unpaid leave (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a rolling 12-month period to eligible employees.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet the following conditions:

- The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement stating the employer’s intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles
established in the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

**Type of Leave Covered**

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

1. The birth of a child and in order to care for that child.
2. The placement of a child for adoption or foster care and to care for the newly placed child.
3. To care for a spouse, child or parent with a serious health condition.
4. The employee’s own serious health condition that makes the employee unable to perform one or more of the essential functions of his or her job.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or as a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the company’s sick leave policy are encouraged to consult with the Chief People Officer.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

5) Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty; duty in the armed forces in support of a contingency operation.

An employee whose spouse, son, daughter or parent has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member’s call-up or service. The qualifying exigency must be one of the following: a) short-notice
deployment, b) military events and activities, c) child care and school activities, d) financial and legal arrangement, e) counseling, f) rest and recuperation, g) post-deployment activities, and h) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

 Covered active duty means

- In the case of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country.
- In the case of a member of a reserve component of the Armed Forces, duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in Title 10 U.S.C. §101(a)(13)(B).

The leave may commence as soon as the individual receives the call-up notice. This type of leave would be counted toward the employee’s 12-week maximum of FMLA leave in a 12-month period.

6) Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term covered service member means:

- A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation or therapy or is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.
- A veteran who is undergoing medical treatment, recuperation or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of five years preceding the date on which the veteran undergoes that medical treatment, recuperation or therapy.

The term serious injury or illness means:

- In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), an injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces (or that existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render
the member medically unfit to perform the duties of the member’s office, grade, rank or rating.

- In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an active duty in the Armed Forces (or that existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

Amount of Leave
An eligible employee may take up to 12 weeks for the first five FMLA circumstances above (under heading “Type of Leave Covered”) under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount of time the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA military caregiver leave circumstance above during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If spouses both work for the same company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent “in-law”) with a serious health condition, the spouses may only take a combined total of 12 weeks of leave. If spouses both work for the company and each wishes to take leave to care for a covered injured or ill service member, the spouses may only take a combined total of 26 weeks of leave.

Requesting FMLA leave:
All employees requesting FMLA leave must provide the Human Resources Department with verbal or written notice of the need for leave. Within five business days after the employee has provided this notice, the HR Generalist will provide the employee with the DOL Notice of Eligibility and Rights. When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days’ notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company’s usual and customer notice and procedural requirement for requesting leave.

The company has a Request for Family/Medical Leave form available from the Human Resources Department or on Ascentis. You can also choose to request FMLA through the Ascentis Leave Request process online.
Designation of FMLA Leave
Within five business days after the employee has submitted the appropriate certification form, the HR Generalist will provide the employee with a written response to the employee’s request for FMLA leave using the DOL Designation Notice.

Benefits During FMLA Leave:
All FMLA leaves of absence, unless otherwise indicated, are without pay. If the employee has accrued or earned paid leave the employee must use all paid leave first and take the remainder of the twelve weeks as unpaid leave. Any leave taken by the employee will be counted against the employee’s allowance of 12 or 26 weeks leave provided by FMLA.

Employees eligible for FMLA leave will be required to utilize all short-term disability benefits first, all accrued vacation benefits next and then any other applicable benefits before using unpaid leave.

Disability leave due to a work injury will be designated as FMLA leave and will run concurrently with FMLA. Paid benefits during this FMLA leave will be determined by the work injury program the employee is covered under.

During an approved leave of absence, there is no break in an employee’s seniority. Any performance reviews that would normally occur at a time when the employee is on leave will be rescheduled and conducted once the employee returns to work.

Vacation benefits do accrue during a leave of absence, but the employee cannot use the accrued benefits until he/she returns to work.

Under current company policy, the employee pays a portion of the health and dental/vision insurance premiums. While on paid leave, the company will continue to make payroll deductions to collect the employee’s share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received by the Human Resources Department by the 5th day of each month. If the payment is more than 30 days late, the employee’s health and/or dental/vision insurance coverage may be dropped for the duration of the leave and an offer of COBRA extension coverage will be made. The employer will provide 15 days’ notification prior to the employee’s loss of coverage.

If the employee contributes to a life insurance or a disability plan, the company will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her share of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee’s share of the premium payments. If the employee does not continue these payments, the company may discontinue coverage during the leave. If the company maintains coverage, the company may recover the costs incurred for paying the employee’s share of any premiums, whether or not the employee returns to work.

Employee Status After Leave
An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and
working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

**Intermittent Leave or a Reduced Work Schedule**
The employee may take FMLA leave in 12 consecutive weeks, may use it intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee’s family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

**Certification for the Employee’s Serious Health Condition**
The company will require certification for the employee’s serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

**Certification for the Family Member’s Serious Health Condition**
The company will require certification for the family member’s serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

**Certification of Qualifying Exigency for Military Family Leave**
The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

**Certification for Serious Injury or Illness of Covered Service Member for Military Family Leave**
The company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or
provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

**Recertification**
The company may request recertification for the serious health condition of the employee or the employee’s family member no more frequently than every 30 days, unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee’s family member every six months in connection with an FMLA absence. The company may provide the employee’s health care provider with the employee’s attendance records and ask whether need for leave is consistent with the employee’s serious health condition.

**Intent to Return to Work from FMLA Leave**
The company may require an employee on FMLA leave to report periodically on the employee’s status and intent to return to work. If an employee fails to return to work at the expiration date of the leave of absence, the employee will be considered to have voluntarily resigned on the date the leave of absence began and be terminated effective on that date. If an employee accepts other employment during the leave, the employee will be considered to have voluntarily resigned.

**End of Leave: Reasonable Accommodation**
If at the end of FMLA leave, an employee is still not able to return to his or her job because he or she is unable to perform the job, either with or without reasonable accommodation, due to illness or injury, then the company will allow the employee to apply for any unfilled position that the employee is qualified for and capable of performing with or without accommodation. In all events, if an employee is unable to return to either his or her job or an unfilled position that he or she is qualified for and capable of performing, because of illness or injury, at the end of FMLA leave the employee may be separated from employment.

**Extended Leave**
If an employee’s illness or injury requires a leave of absence for more than 12 weeks the company may consider an extension of leave as a reasonable accommodation under the Americans with Disabilities Act, if the medical condition is covered under this Act. Please contact the Chief People Officer to discuss an extended leave.

If an extended leave is granted then coverage under medical, group live, dental, vision, disability and accident are suspended after 16 weeks of leave until the employee returns to full-time employment. However, the employee may continue the medical, dental and vision through COBRA for the duration of the leave. These benefits will be reinstated upon return from leave in accordance with the contract provisions.
Personal Leave of Absence

In an effort to recognize the need of employees who require time off in addition to other types of leave, the company may consider an unpaid personal leave of absence ("LOA") without pay for up to a maximum of 30 days. An extension may be approved in limited circumstances.

All regular employees employed for a minimum of one year’s continuous service with the company are eligible to apply for an unpaid LOA. Job performance, absenteeism and business requirements will all be taken into consideration before a request is approved. Requests for unpaid LOA may be denied or granted by the company for any reason or no reason and are within the sole discretion of the company.

All requests for a LOA must be made on a Personal Leave of Absence Request form (unless the request is for an extension of FMLA leave) and submitted to the employee’s immediate supervisor or Human Resources. A LOA must be requested in advance of the leave start date unless unforeseen circumstances prevent this. Approvals of the immediate supervisor, Area Supervisor and Chief People Officer are required.

The employee must return to work on the scheduled return date. If the employee is unable to return, he or she must request an extension of the leave in writing. If the company declines to extend the leave, the employee must then return to work on the originally scheduled return date or be considered to have voluntarily resigned from his or her employment. Extensions of leave will only be considered on a case-by-case basis. There is no guarantee that employees on personal leave will have a position available to them or even return to the same position held at the start of leave.

While on unpaid leave, the employee must continue to make payments for the employee’s share of any benefit premiums, either in person or by mail. The payment must be received by the Human Resources Department by the 5th day of each month. If the payment is more than 30 days late, the employee’s health and/or dental/vision insurance coverage may be dropped for the duration of the leave and an offer of COBRA extension coverage will be made. The employer will provide 15 days’ notification prior to the employee’s loss of coverage. Other benefits will be dropped for the remainder of the leave due to non-payment of the employee’s share of the premiums.

While on personal leave, employees are required to report periodically to their immediate supervisor, at least every 30 days, regarding their status and intent to return to work.

Maximum Leave Available

The maximum amount of LOA time an employee is allowed to take in any combination of FMLA and LOA is 18 weeks in a 12-month time period measured backward from the date an employee begins FMLA and/or a LOA (rolling period), unless another reasonable accommodation under the Americans with Disabilities Act needs to be considered.
Military Leave of Absence

The company is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the company’s policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person’s membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or this policy. If any employee believes that he or she has been subjected to discrimination in violation of this policy, the employee should immediately contact Human Resources.

Eligibility
Employees taking part in a variety of military duties are eligible for benefits under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the applicable laws, these benefits are generally limited to five years of leave of absence.

Procedures
1. Unless military necessity prevents it, or is otherwise impossible or unreasonable, an employee should contact the Human Resources Department as soon as they are aware of the need for leave. Written notice is preferred, but not required under the law or this policy.
2. Employees on temporary or extended military leave may, at their option, use any or all accrued paid vacation or personal leave during their absence.
3. When the employee intends to return to work, he or she must make application for reemployment to Human Resources within the application period set forth below.
4. If the employee does not return to work, the supervisor must notify Human Resources so that appropriate action may be taken.
5. All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

Benefits
An employee on extended military leave may continue health and dental/vision insurance for the employee and covered dependents under the same terms and conditions for a period not to exceed 31 days from the date the military leave of absence begins. The employee must pay, per pay period, the premium normally paid by the employee. After the initial 31 day period, the employee and covered dependents can continue health insurance up to 23 months at 102% of the overall (both employer and employee) premium rate.

The company provided life/AD&D, long term disability, and supplemental life/AD&D insurance provided by the company will terminate the day the employee becomes active military. Conversion to individual life insurance policies may be available.
With respect to the company’s retirement plan, upon reemployment, employees who have taken military leave will be credited for purposes of vesting with the time spent in military service and will be treated as not having incurred a break in service. Immediately upon reemployment, the employee may, at the employee’s election, make any or all employee contributions that the employee would have been eligible to make had the employee’s employment not been interrupted by military service. Such contributions must be made within a period that begins with the employee’s reemployment and that is not greater in duration than three times the length of the employee’s military service. Employees will receive all associated company match for such contributions.

Employees will be paid in the following manner while on military leave:

1. Salaried employees will receive their full base pay during the weeks and weekends in which they serve for inactive training.
2. Salaried employees will not receive pay for time spent on their annual two week requirement for inactive duty training. It is possible for an employee to take this time as regularly scheduled vacation and thus receive full pay for their time.
3. Salaried employees will not receive pay for time spent away on extended leaves for military active duty.
4. Hourly personnel will not receive pay for any time spent away military service.

Reemployment
The period an individual has to make application for reemployment is based on time spent on military duty and under The Uniformed Services Employment and Reemployment Rights Act of 1994.

Employees reemployed following military leave will receive seniority and other benefits determined by seniority that the employee had at the beginning of the military leave, plus any additional seniority and benefits the employee would have attained, with reasonable certainty, had the individual remained continuously employed.

Documentation
An employee’s supervisor will, upon the employee’s reapplication for employment, request that the employee provide the company with military discharge documentation to establish the timeliness of the application for reemployment, the duration of the military service, and the honorable discharge from the military service.

Educational Assistance
The company may, in its discretion, provide financial assistance to regular, full-time salaried managers and office staff for courses taken at accredited local colleges or universities provided:

1) the employee has completed 90 days of continuous employment; b) the employee’s education does not interfere with the individual’s responsibilities within the company and is not undertaken during a disciplinary probationary period; c) the employee maintains a grade of “C” or better for undergraduate work and a grade of “B” or better for graduate work; and, d) the courses taken should be at times other than during the employee’s regularly scheduled hours of work, unless prior approval is received from immediate supervisor.
The course of study must be of definite aid to the employee in his/her present or possible future assignments with the company. An “Application for Reimbursement of Educational Expenses” must be submitted by the employee to his/her immediate supervisor. The application must be submitted and approved by the Chief People Officer prior to enrollment in any course.

Costs covered for reimbursement will include tuition only, up to a maximum of $1,000 per calendar year. Please refer to the Educational Assistance Policy for details.

**Auto Insurance**

Texas and New Mexico state laws require that individuals who operate motor vehicles have auto liability insurance. In complying with the law, those employees who drive for the company must provide proof of auto liability insurance and a current driver’s license. Proof of insurance must be presented to the Human Resources Department before driving while on company time. Any employee without insurance must not use their car for company business. The company will at no time be liable for any damage to vehicles or property regardless of the cause.

It is the employee’s responsibility to call the office and verify the necessary forms are on file for an employee that will be driving for your store prior to the employee driving on any company business. Please see the Auto Policy for specific details.

**Expense Reimbursement**

The policy of the company is to reimburse Active/Full Time/Regular employees for pre-approved expenses relating to the company. All anticipated expenses should be pre-approved by the employee’s immediate supervisor.

An expense report, with receipts attached for all expenditures, must be turned in to the immediate supervisor by the 7th day following the end of the accounting period in which the expenses were incurred. All forms should be signed by the employee before being submitted.

**Employee Discount Policy**

Employees of the company are entitled to discounts while on and off duty. Bottle water is not included in the unlimited beverages and must be purchased by the employee. Allowed discounts by category are as follows:

**Hourly Store Employees (While on Duty)**

Hourly store employees are entitled to unlimited free soda while on duty. Non-disposable soda cups will be provided for employee use. Standard paper or plastic restaurant cups should not be used.

Hourly store employees can purchase one pizza at a 50% discount while on duty. This pizza can be purchased during or at the end of a shift.
No food products are to leave the store at closing without being paid for. This includes extra wings, pizzas not made to order, etc.

**Team Leaders (While on Duty)**
Team Leaders are entitled to unlimited free soda while on duty. Team leaders are entitled to a free small pizza or salad during each shift worked.

No food products are to leave the store at closing without being paid for. This includes extra wings, pizzas not made to order, etc.

**Area Supervisors, Store General Managers and Managers**
All managers and supervisors are entitled to unlimited free soda while on duty. All managers and supervisors are entitled to a free small pizza or salad during each shift worked.

All store managers are entitled to two free pizzas per week for eat in or carry out. If the weekly allotment is not used, it cannot be carried forward to future weeks.

No food products are to leave the store at closing without being paid for. This includes extra wings, pizzas not made to order, etc.

Store managers on duty will have the authority to reward employees with free pizza at their discretion. This should not be used on a routine basis, but rather as an incentive for exemplary performance. Some examples of performance that may warrant free pizza are as follows: working a double shift, staying to cover for an employee who fails to show up for work, acting as Rocky, assisting in store LSM, etc.

**Office Personnel**
Office personnel will receive two complementary cards with their paycheck each pay period. Each comp card is good for one free large pizza with unlimited toppings.

**Off Duty Employees and Office Personnel**
All employees are entitled to a 20 % discount on all food products purchased from the restaurants that do not qualify for one of the above discounts. This discount is intended to benefit the employee and his or her immediate family only. Additional coupons cannot be used with this discount. This discount includes:

1. Regular menu items
2. Promotional items
3. Birthday Parties

The employee must personally purchase the products to obtain the discount.

**Tokens**
No discounts are to be given on tokens at any time, to any employee! All tokens must be purchased at full retail value.

**Alcohol**
No discounts are to be given on alcohol at any time to any employee.
**EMPLOYEE BENEFITS AND PAID LEAVE CHART**

<table>
<thead>
<tr>
<th>Type of Employee</th>
<th>Vacation</th>
<th>Sick Leave</th>
<th>Short Term Disability (1)</th>
<th>OBP/ Worker's Comp.</th>
<th>Retirement (after 12 mos)</th>
<th>Paid Holidays (3)</th>
<th>Health Insurance</th>
<th>Dental/ Vision Insurance</th>
<th>Long Term Disability</th>
<th>Life Insurance</th>
<th>Jury Duty (5)</th>
<th>Bereavement</th>
<th>FMLA (6)</th>
<th>Educational Assistance</th>
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</thead>
<tbody>
<tr>
<td>Regular, full-time salaried managers, hourly managers, office staff</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
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<td>YES</td>
<td>YES</td>
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<td>YES</td>
</tr>
<tr>
<td>Regular, part-time hourly employees more than 30 hours weekly</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
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</tr>
<tr>
<td>Regular, part-time hourly employees less than 30 hours weekly</td>
<td>NO</td>
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<tr>
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</tr>
</tbody>
</table>

For all benefits and leave, eligible employees must have completed 90 continuous days of employment.

1. See explanation in handbook for levels of benefits.

2. Unless covered under the temporary company's worker's compensation program.

3. Must work the day before and the day after the holiday.

5. If jury duty is 2 weeks or less.

6. If eligible for FMLA leave - see policy.
V. Employee Safety and Health

Safety

The establishment and maintenance of a secure and safe work environment is the shared responsibility of management and employees from all levels of the company. Management strives to provide safe working conditions and to do everything within its control to assure a safe environment and compliance with federal, state and local safety regulations.

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area.

Some of the best safety improvement ideas come from the employees. Employees must promptly report any unsafe working conditions to the immediate supervisor and immediately take corrective action to minimize the risk of injury to customers, employees and/or property. All reports can be made without fear of reprisal.

Good housekeeping is the responsibility of all employees and prevents injuries, accidents, fires, hazardous conditions, and improves work efficiency. Therefore, each employee is expected to keep his/her work area clean and orderly. Access to emergency equipment should be direct and uncluttered. Each employee has the responsibility to identify and familiarize him/herself with the emergency plan, evacuation plan, and handling emergencies at the location he/she is assigned to work at.

General Safety Rules

Only the assigned closing employees will be in the restaurant after the doors are locked. At no time, will any off-duty employees, former employees, relatives, friends, etc. be in the building after close. The only exception will be managers who have a specific and approved task to complete.

Management and on duty team members will be the only people in the restaurant before it opens. At no time will off-duty employees, friends, relatives, guests, etc. be in the restaurant prior to opening, except for store tours and vendors.

For a complete list of General Safety Rules please see the Safety Orientation Packet and the Security Procedures.

Pizza trivia: In 1990, the world’s largest pizza was baked in Johannesburg, South Africa. The pie was 122 feet in diameter and took about 39 hours to prepare.
Workplace Violence Prevention

The company is committed to providing a safe, violence-free workplace for our employees and guests. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by an employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purpose of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

Prohibited conduct by an employee may result in disciplinary action up to, and including termination of employment.

Prohibited conduct by a customer, visitor or vendor could result in the individual being asked to leave the premises, the individual being escorted off the premises by local law enforcement officials, and/or the company exercising legal rights against the individual for threatening or acting out violence against the company or its employees.

If an individual feels that he/she is a victim of harassment, violence, threats or observes harassment, violence or threats involving another employee, customer, visitor or vendor, that individual should immediately report the matter to his/her immediate supervisor, manager on duty or the Human Resources Department. The supervisor or manager should then immediately notify their Area Supervisor and the Chief People Officer and/or the VP of Operations.

Employees also have a “duty to warn” their immediate supervisor or the Chief People Officer of any suspicious workplace activity or situations or incidents that they observe or that they are aware of that involve other employees, former employees, customers, or visitors that appear problematic. Employee reports made pursuant to this policy will be held in confidence to the maximum extent possible.

All complaints of harassment, violence or threats will be investigated immediately by the company. Upon completion of the investigation, the company shall notify the complaining party of the results of the investigation. If the complaint has merit, the company will take appropriate action to remedy all violations of this policy. If the complaining party is not satisfied with the results of the investigation he or she may appeal the claim to any officer of the company.

Employees should promptly inform the Human Resources Department of any protective or restraining order that they have obtained that lists the workplace as a protected area.

Retaliation against an individual who makes a bona fide complaint about harassment, violence and/or threats is prohibited.
Workplace Bullying

The company defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important.

The company considers the following types of behavior examples of bullying:

- **Verbal bullying**: Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying**: Pushing, shoving, kicking, poking, tripping, picking up, assault or threat of physical assault; damage to a person’s work area or property.
- **Gesture bullying**: Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion**: Socially or physically excluding or disregarding a person in work-related activities.

Concealed Weapons

The company recognizes that some states have enacted a concealed handgun law. However, the right to carry a concealed handgun DOES NOT apply to our premises in either Texas or New Mexico, other than transporting or storing a firearm or ammunition in a locked, privately owned motor vehicle in a parking lot, parking garage, or other parking area the employer provides for employees. Any violation of this policy will be grounds for immediate termination.

Texas: Pursuant to section 30.07, penal code (trespass by license holder with an openly carried handgun), a person licensed under subchapter H, chapter 411, government code (handgun licensing law), may not enter this property with a handgun that is carried openly. Pursuant to section 30.06, penal code (trespass by license holder with a concealed handgun), a person licensed under subchapter H, chapter 411, government code (concealed handgun law), may not enter this property with a concealed handgun.

Any employee who identifies a customer or visitor as carrying a firearm or weapon, concealed or unconcealed, should notify the manager on duty immediately. In Texas, the manager should then approach the customer with a written card of the Texas law. In New Mexico, the manager should approach the customer verbally.
Identity Theft Policy

The company would like to remind all employees that anyone can become the victim of identity theft. Identity theft occurs when an individual takes another’s personal data – usually name, driver’s license or Social Security Number, mother’s maiden name, address and/or birth date – and uses it for their own illegal financial gain. That person may apply for credit cards, loans or phone service, buy merchandise, apply for a mortgage or lease apartments or cars. There have even been cases where identity thieves used another’s identity to gain employment or obtain security clearance.

Sensitive Information. Social Security numbers, home addresses, driver’s license numbers, mother’s maiden name, date of birth, credit card numbers and bank account and employee identification numbers are all considered to be sensitive information.

There are some common-sense actions that you can take in the workplace to lower your risk and the company’s possible exposure to this crime:

1. Employees bring their personal possessions to work at their own risk. Store all purses, wallets and checkbooks in locked cabinets while at the workplace or don’t bring them in. The company is not responsible for any personal items brought to the workplace that are lost or stolen.
2. Shred all sensitive documents before throwing them away, especially those containing account or Social Security Numbers.
3. If you are providing sensitive information over the telephone, make sure that your conversations cannot be overheard.
4. Avoid giving sensitive personal information by e-mail or over the phone.
5. Be sure to password protect all computers. Do not share your password with any other person.
6. For those employees with computers used to store sensitive information in the corporate office it is recommended that you password protect your office computer. If you leave it unattended for even a moment, close the program you were working on or at least minimize the screen.

Some suggestions if you become the victim of identity theft or believe that you might be:

1. Immediately call the three major credit reporting agencies to report the theft. Put a fraud alert on your Social Security Number and ask them to send you copies of your credit reports. Examine those reports carefully to see if there are any inaccuracies or fraudulent activity.
2. Call the local police department so that they can take a report and provide you with a copy. Mail a copy of this report to your creditors.
3. Call and write all creditors that have opened fraudulent accounts using your stolen information. Be sure to send all correspondence by certified, return receipt requested mail. Let these creditors know that this is a case of identity theft, and ask for copies of all applications and transaction information relating to the accounts.
The company is concerned about the physical and financial well-being of all employees. If you believe that you have been a victim of identity theft or if your purse, wallet, briefcase, etc. has been stolen, either in the workplace or elsewhere, please report this to the Human Resources Department. All reports will be handled confidentially to the extent possible.

Important Resources and Internet Links for Victims of Identity Theft

- Federal Trade Commission: 
  [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) or 1-877-IDTHEFT

- Identity Theft Resources Center: 
  [www.idtheftcenter.org](http://www.idtheftcenter.org) or 1-858-693-7935

Credit Reporting Agency Contact Information

- Equifax: [www.equifax.com](http://www.equifax.com) or 800-685-1111  
  (fraud division: 800-525-6285)
- Experian: [www.experian.com](http://www.experian.com) or 888-EXPERIAN  
  (fraud division: 888-397-3742)
- TransUnion: [www.tuc.com](http://www.tuc.com) or 800-888-4213  
  (fraud division: 800-680-7289)
VI. Workplace Expectations

Progressive Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

The company supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

The company reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary.

The intent of disciplinary action is to ensure, through a progressive process, that the employee has knowledge of the company’s specific rules, policies and performance expectations. The sequence of disciplinary actions generally will flow from a friendly reminder (verbal reprimand) to a friendly warning (written reprimand), a written warning, to possible suspension to further disciplinary action, such as termination. However, some cases might require a higher level of discipline or immediate discharge without prior counseling. These will be handled on a case-by-case basis at the discretion of management.

General Rules of Conduct

It is the policy of the company that certain rules and regulations regarding employee behavior are necessary for the efficient operation of Peter Piper Pizza and for the benefit and protection of the rights and safety of all. Conduct that interferes with operations or is offensive to customers or fellow employees will not be tolerated. This list is not intended to be all inclusive and the company reserves the right to handle each case individually and to terminate an employee at any time, with or without cause.

1. All employees are expected to conduct themselves and behave in a manner which is conducive to the efficient operation of Peter Piper Pizza. Such conduct includes:

   a) Reporting to work punctually as scheduled and being at the work station, ready for work, at the assigned starting time.

   b) Notifying the immediate supervisor 2 hours prior to their work shift when the employee will be absent from work, or is unable to report for work on time,
unless in the event of an emergency. Employee may be excused from work at the immediate supervisor's discretion in the event of a weather emergency.

c) Complying with all company safety and health regulations.

d) Performing assigned tasks efficiently.

e) Treating all customers and visitors as guests of Peter Piper Pizza.

g) Employees are required to attend all scheduled employee meetings, unless prior approval is received from immediate supervisor. Failure to do so or to give appropriate notice if unable to attend will result in disciplinary action being taken. Nonexempt employees will be paid for attending any scheduled meeting.

2. The following conduct is prohibited and will subject the individual involved to disciplinary action up to and including termination. This list is not intended to be all inclusive. Employees who violate any company rule or regulation will be disciplined fairly, consistently and in proportion to the seriousness of the circumstances. This may include disciplinary action up to and including discharge from employment, even for the first offense, if sufficiently serious or to prevent further violations.

a) Reporting to work under the influence of alcohol or illegal drugs.

b) The use of any alcoholic beverage and/or mind altering substance, during working hours, while operating any company equipment or while on company premises.

c) Chewing tobacco, smoking, or the use of a tobacco product, such as e-cigarettes, while on duty at a restaurant.

d) Disobedience or insubordination.

e) Failure to cooperate with supervisors, Human Resources Department, or other individuals with investigations into policy, procedure, safety, or other employee relations issues and incidents.

f) Unauthorized possession or destruction of company property, or the property of a fellow employee or customer.

g) Rudeness or unprofessional behavior.

h) Engaging in acts of dishonesty, fraud or sabotage.

i) Failure to immediately report an indictment, arrest, conviction, or change in driving status to the Chief People Officer & Risk Management, if approved to drive for the company.
j) Conviction under any criminal drug statute for a violation occurring on company property.

k) Deliberate misuse or unauthorized use of company supplies, materials, machines or tools.

l) Failure to report a felony conviction to the company within five (5) days of conviction.

m) Damaging or destroying company property due to careless or willful acts.

n) Gambling on Peter Piper Pizza’s property.

o) Falsifying any company record or report, including by not limited to, an application for employment, a production record, a deposit record, a time record, inventory records and/or shipping or receiving records.

p) Making false or misleading statements to the company either verbally or in writing.

q) Punching a time card for another employee or altering one’s paycheck in any manner.

r) Verbal falsification of information, including, but not limited to, accidents, injuries, employment interviews, and investigations.

s) Falsification of any documents including, but not limited to, employment application, contract documents and reports, certifications, registrations, criminal history or driving records.

t) Visiting, loitering, loafing, lounging or sleeping during scheduled work time.

u) Walking off shift, failing to report for a scheduled shift, and leaving early without supervisor permission, for reasons unrelated to protected concerted activity.

v) Bringing in children (the employee’s own children) that require supervision by the employee while the employee is on duty.

w) Unauthorized access to restricted areas, property or records or removing from company premises without proper written authorization restaurant property, including food, records or other materials, or removing from company premises without proper authorization the property of customers or fellow employees.

x) Discourtesy or disrespect to a customer or any member of the public while in the course and scope of company business.

y) Giving food away without authorization either through company policy or with supervisor permission.
z) Tampering with security equipment (i.e. cameras, motion detectors, video monitors, etc.)

aa) Use of profane, obscene, vile or abusive language.

bb) The playing of redemption (ticket dispensing) games or any other games while wearing any part of a PPP uniform or on the clock.

cc) Chewing gum while on duty.

dd) Having visitors, who disrupt operations, in the restaurant while on duty.

ee) Entering the kitchen area, or loitering in the dining room or game room while off duty.

ff) Employees cannot wear or use MP3 players, I-pods or wear unauthorized headphones/earphones while on duty in the restaurant.

gg) Employees are not allowed to turn up the volume on TVs per the company’s contract with Muzak.

hh) Allowing an unauthorized person on company premises.

ii) Exceeding the authorized number or length of break periods.

jj) Failing to properly complete required reports.

kk) Interfering with another employee’s efforts to meet company work standards.

ll) Violation of sanitary or safety rules.

mm) At no time will a manager close any part of the restaurant early that will impact a customer or customer service, without prior authorization from the Area Supervisor or VP of Ops.

**Statement of Property Handling**

Each employee understands and agrees that:

1. He or she is in a position of responsibility with regard to company documents, funds, property and assets.

2. The company requires that he or she understands and follows any and all policies, guidelines and procedures with regard to due care and maintenance of the documents, funds, property and assets.
3. Deposits, petty cash, cash drawers, cash funds and all money (funds) will be handled as required by, but not limited to, the company’s Cash Policy and Cash Register Policy. All funds will be handled in the most safe, secure and confidential manner possible. Failure to follow this policy and all other cash policies may result in disciplinary action up to and including immediate termination.

4. Electronic and hard copy paperwork for the store and its employees, payroll information and documents, reports, memos, training documents, company binders/manuals, etc., will be handled in a confidential and responsible manner. Any missing item(s) will be the responsibility of the management person filling out, reading or completing that item(s).

5. The employee acknowledges that if he/she receives an overpayment of wages for any reason, repayment to the Company of such payments will be made.

6. The employees will pay for the cost of long-distance calls made using a company phone or fax.

7. The employee will pay for the cost of repairing or replacing any company supplies, materials, equipment, money, computers, keys, phones or other property that the employee may have damaged (other than normal wear and tear), lose, fail to return, or take without appropriate authorization from the company during his/her employment.

The employee understands that he/she will be held responsible for any documents, funds, property or assets, which become lost or missing under his/her direct or indirect supervision. The employee may be terminated, the proper police authorities may be notified and requested to investigate, and the employee may be arrested and prosecuted criminally to the fullest extent of the law, and may be required to repay any missing funds, and may be sued by the company in a civil action for the amount of any property, including money, which become lost or missing under his/her supervision.

Attendance Standards

The company requires good attendance and punctuality on the part of its employees. When employees are absent, it imposes a hardship on co-workers and managers to get the job done. This may also help to establish a good working reputation and add to opportunities for advancement.

Excessive absenteeism or tardiness will not be tolerated and can be reason for discharge. The absenteeism policy is designed to eliminate random absences, while the Family and Medical Leave or Personal Leave of Absence policy covers long-term medical conditions or other reasons which can cause an employee to miss work on a long-term basis.

Therefore, it is important that employees be at work, at their appointed time, every day they are scheduled. Employees must be at their workstation at the starting hour and at the prescribed time after the meal or other break. An employee who, for any reason, will be delayed more than a few minutes in reporting for work is required to call their immediate supervisor 2 hours prior to the start of their shift, except in the event of an unforeseen event or
emergency. If the immediate supervisor is unavailable, the employee should contact the Human Resources Department.

In all cases where an employee is out sick for more than two days during any 60-day period, whether consecutive or non-consecutive and whether it is considered a similar illness, it is required for the employee to submit a medical certification from a recognized healthcare provider explaining the absence in order for the absence to be considered excused. Otherwise, this absence will be considered unexcused.

An unexcused absence may be considered to be a voluntary resignation. All unauthorized absences from work, including tardiness, will be considered unexcused. Unexcused absences or continual tardiness can affect advancements, salary increases and are subject to disciplinary action up to and including termination. Generally, an employee will be terminated after two unexcused absences.

Two no call no shows may be considered job abandonment and may be deemed an employee’s voluntary recitation of employment.

For us to operate our business effectively, we ask that you keep us informed of your status when you are off work because of illness or accident from any cause. Likewise, you must call your immediate supervisor daily while off work due to short-term illness or accident, or we will presume you have resigned, and you will be removed from the payroll. If you must leave work for any reason before the end of the day, you must inform your immediate supervisor and get approval.

Harassment and Complaint Procedure

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is the policy of the company to provide a work environment free of sexual and other harassment. To that end, harassment of employees by management, supervisors, coworkers, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. The company will take all steps necessary to prevent and eliminate unlawful harassment.

The company encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of the company to promptly and thoroughly investigate such reports. The company prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.
**Definitions of Unlawful Harassment**

“Unlawful harassment” is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities because of the individual’s membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

**Definition of Sexual Harassment**

“Sexual harassment” is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual’s employment or as a basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all of those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct gossip regarding one’s sex life, comments about an individual’s body, comments about an individual’s sexual activity, deficiencies or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one’s sexual experiences; and
- Discussion of one’s sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated.
**Complaint Procedure**

Any employee who believes he or she has been subject to or witnesses illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint.

When possible, the company encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. The company recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

You may complain directly to your immediate supervisor or Area Supervisor, the HR Administrator, the VP of HR, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, the company will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

If a party to a complaint does not agree with its resolution, that party may appeal to the company’s Human Resources Department or any Officer of the company.

**Drug and Alcohol Prevention**

The company has a strong commitment to the health, safety and welfare of its employees, their families and its customers. Therefore, the company prohibits the illegal use, sale, possession or distribution of illegal drugs or the improper or abusive use of prescription drugs or alcohol by employees.

Every employee is responsible for conducting himself/herself in such a way as to eliminate the use of illegal drugs or alcohol abuse, and to maintain a safe, efficient, orderly and drug- and alcohol-free working environment. Additionally, every employee is responsible for maintaining the respect and confidentiality due all employees according to this policy.

Employees should report to work fit for duty and free of any adverse effects or illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications’ effect on their fitness for duty and ability to work safely and promptly disclose any
work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

Work Rules
The following work rules apply to all employees:

- Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, they are prohibited from:
  - Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
  - Being under the influence of alcohol or an illegal drug as defined in this policy.
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee’s body while performing company business or while in a company facility is prohibited.
- The company will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee’s ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.
- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.
- Moderate use of alcohol at company approved meetings in connection with business meals, travel or entertainment, or in an appropriate social setting, is not prohibited by this policy, providing the employee is of legal age.
- Employees are not allowed to drink alcohol at any time while on the premises of any Peter Piper Pizza that is owned and operated by the company, with the exclusion of office staff while dining at a Peter Piper Pizza as a customer on off-duty time. At no time should alcohol be discounted to any employee.

Required Testing
The company retains the right to require the following tests:

- **Pre-employment:** Applicants for or promotions to management, office staff positions, or Team Leader positions must pass a drug test before beginning work or receiving an offer of employment or promotion. Refusal to submit to testing will result in disqualification of further employment consideration.
- **Reasonable suspicion:** Employees are subject to testing based on observations by a supervisor or apparent workplace use, possession or impairment. The employee will be advised that the company believes that there is a reasonable suspicion to believe that he or she is affected by illegal drugs or alcohol and that this test is being offered to confirm or deny this suspicion. The Chief People Officer must be consulted before sending an employee for reasonable suspicion testing. The employee will be transported to any one of the company’s contracted testing facilities. One member of management will accompany the employee. Under no circumstances will the employee be allowed to drive him/herself to the testing facility.
- **Post-accident:** Employees are subject to testing when they cause or contribute to accidents that seriously damage a company vehicle, machinery, equipment or property
and/or result in an injury to themselves or another employee requiring off-site medical attention. In any of these instances, the investigation and subsequent testing must take place within two (2) hours following the accident, if not sooner. If an employee is not tested within the two (2) hours they may be in non-compliance with the work injury plan and should contact the Risk Manager to discuss.

**Testing**

All drug tests will be conducted and analyzed at an independent, licensed laboratory selected by the company. Applicants and employees subject to drug testing will be directed to provide urine specimens. Applicants and employees may provide specimens in private unless they appear to be submitting altered, adulterated or substitute specimens. The laboratory should screen all specimens and confirm all positive screens. There must be a chain of custody from the time specimens are collected through testing and storage.

The laboratory should transmit all positive drug test results to a medical review officer (MRO) retained by the company, who should offer persons with positive results a reasonable opportunity to rebut or explain the results. Individuals with positive test results may also ask the MRO to have their split specimen sent to another federally certified laboratory to be tested at the applicant’s or employee’s own expense. Such requests must be made within 72 hours of notice of test results. If the second facility fails to find any evidence of drug use in the split specimen, the employee or applicant will be treated as passing the test. The MRO will report the results of all drug and alcohol tests to the company.

Testing for alcohol will generally be through a calibrated breath scan instrument by a person trained in the calibration and operation of the instrument. If the instrument detects a blood alcohol level greater than .08 it will be considered a drug test failure with discipline to be determined on a case-by-case basis.

If a drug test is reported as diluted the employee will be sent for a hair test at an independent, licensed laboratory selected by the company that performs hair tests. The employee must go for the hair test within 72 hours of being notified.

**Consequences**

Applicants who refuse to cooperate in a drug test or who test positive will not be hired. Promotion applicants who refuse to cooperate in a drug test will not be promoted. Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated.

Employees who have tested positive, or otherwise violated this policy, are subject to discipline, up to and including termination. Depending on the circumstances and the employee’s work history/record, the company may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies determined by the company for a minimum of one year but not more than two years as well as a waiver of the right to contest any termination resulting from a subsequent positive test. If the employee either does not complete the rehabilitation program or tests positive after completing the rehabilitation program, the employee will be subject to immediate discharge from employment.
Any employee terminated for a positive drug or alcohol test may be considered for re-employment upon presentation of evidence that the employee has successfully completed rehabilitation from a recognized drug rehabilitation institution. Re-employment of such an employee will be at the sole discretion of the company. Re-employment will be pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies determined by the company for a minimum of one year but not more than two years as well as a waiver of the right to contest any termination resulting from a subsequent positive test.

**Confidentiality**

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the medical review officer (MRO) shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

**Inspections**

The company reserves the right to inspect all portions of its premises for drugs, alcohol, or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspection of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

**Crimes Involving Drugs**

The company prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

**Smoke-Free Workplace**

In order to protect the health and welfare of our customers and employees, smoking and use of tobacco products, including e-cigarettes, are not allowed in our restaurants or the corporate office at any time, either by customers or employees. Customers are allowed to smoke outside the restaurant, but all ashes and cigarette butts are to be placed in the receptacles outside the front of the restaurant.

Employees will be allowed to smoke during an approved break. If employees do smoke during a break it must be done outside at least 30 feet from an external door and all ashes and cigarette butts are to be placed in the receptacles. At no time should an employee be seen smoking while in a Peter Piper Pizza uniform or hat.

Non-compliance of this policy by customers or employees should be brought to the attention of the manager.
Grievance Policy

The company is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open, frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from the company’s supervisors and managers. Undisclosed problems will remain unresolved and eventually lead to a decay of work relationship, dissatisfaction in working conditions and a decline in operational efficiency.

The company strives to ensure fair and honest treatment of all employees. Employees are encouraged to offer positive and constructive feedback. If employees disagree with established rules of conduct, policies or practices, they are encouraged to express their concern.

If a situation occurs when employees believe that a condition of employment or decision affecting them is unjust or inequitable, they are encouraged to bring the matter to management’s attention.

Employees are encouraged to present problems to their immediate supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should consult with their immediate supervisor’s supervisor. If this is inappropriate then the employee should feel free to contact the Chief People Officer or an officer of the company. Employees are always encouraged to follow their chain of command.

If the employee is not satisfied with the response of the Company, the employee may bring the matter to any company Officer’s attention by filing a written copy of the request and the response or action taken.

Not every problem can be resolved to everyone’s total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

The company prohibits retaliation against employees who, in good faith, report complaints about harassment, discrimination, or unlawful conduct.

Personal Appearance

The way an employee is dressed, while on the job, reflects directly on the image of the company. Therefore, the company expects all employees to present a clean, neat, professional appearance at all times while on duty. Radical departures from conventional dress or personal grooming are not permitted, regardless of the nature of the job performed. Clothing that is too tight or revealing is inappropriate for work.

If an employee has any questions regarding a particular article of clothing, they should contact the immediate supervisor or manager. When an employee is inappropriately dressed or does not follow the uniform policy, the company reserves the right to send the employee home, without pay, to change. In addition, disciplinary action may be deemed necessary.
Personal cleanliness is a must in the restaurant business. All employees at a Peter Piper Pizza restaurant must observe the following list of grooming habits:

1. Keep fingernails neatly trimmed and clean at all times. False nails and nail polish, including clear polish, are not allowed. The only exception is approved food gloves can be worn to cover false nails and nail polish at the approval of the GM. The gloves will be at the employee’s expense.

2. Wash hands frequently with soap and water. Always wash hands after using the restroom. Wash hands when changing positions or stations before preparing food. Use hand sanitizer when applicable.


4. Bathe or shower daily.

5. Use deodorant daily.

6. All hair must be of a natural color (i.e. tones of blond, brown, red, black, grey, etc.). Hair must be neatly trimmed and clean, without extreme variations in length or color. Male hair below the shoulders must be contained with an approved Peter Piper hat. If a design is shaved into the hair then the employee or manager must wear a company approved hat.

7. Male employees are permitted to have goatee beards, mustaches and sideburns that are well groomed and neatly trimmed at all times. Goatee beards will not be longer than ½”. Sideburns will not extend beyond the bottom of the ear and/or be more than 1” in width. Mustaches will be worn above the lip and not extend beyond the corners of the mouth. Full beards, excessively long side burns or unkempt facial hair are not permitted. If you have any concerns about this policy or need an accommodation, please contact the Human Resources Department.

8. Avoid excessive use of perfumes, colognes or make-up.

9. No hickey can be visible at any time.

10. No false eyelashes.

11. No visible body piercing, including but not limited to tongue, nose, and eyebrow piercing will be worn.

12. Any employee with an existing Ear Plug cannot make the size of the plug any bigger than it is as of the effective date of this policy. All other ear plugs as of the effective date of this policy can be no larger than 1/8 inch.

13. Tattoos
All employees must maintain standards of appearance that project a professional image to the public and are appropriate to the general work environment. All employees cannot have any visible tattoos on the head, face or neck above the uniform. Tattoos are not allowed if they are offensive, indecent, advocate extremist, have nudity, include foul language, supremacist, lawlessness, violence, sexist, gang affiliated, or racist discrimination.

14. No lanyards.

Restaurant Employee Uniforms

Hourly Employees:

1. A Peter Piper Pizza shirt will be provided to each newly hired employee. All employees must wear the approved, issued Peter Piper Pizza shirt. The shirt will be worn tucked into the pants with only the top most button unfastened at any time. If the shirt is lost, additional shirts must be purchased by the employee. The cost to replace lost shirts will be deducted from the employee’s paycheck and the employee must sign an authorization permitting this deduction. Soiled shirts will be replaced at no charge.

2. The employee is to complete the uniform with either white, black, or khaki jeans or slacks. Stone washed, faded jeans or off-white slacks are not acceptable. The employee must provide the uniform pants. Belts are required to be worn with all pants.

3. Shirts and pants are to be clean and neatly pressed. All clothes should fit the employee appropriately (i.e. not too tight, not too baggy, not see-through, etc.)

4. Clean aprons will be provided to the employee for certain designated positions by the company. The apron is to be tied around the waist and worn at all times while on duty.

5. All employees must wear a Peter Piper Pizza hat while on duty in the restaurant. The hats will be provided by the company. All hats must be worn with the bill facing forward and all hair to the front and sides of the head is to be tucked completely under the hat including any bangs and side curls. The exception is that the company will allow one neat and continuous ponytail or braid through the rear opening of the hat. Pony tail holders must be used to keep the hair tightly confined the entire length of the ponytail. A hair net will be worn by those not in compliance. If the hat is lost, additional hats must be purchased by the employee. The cost to replace lost hats will be deducted from the employee’s paycheck and the employee must sign an authorization permitting this deduction. Soiled hats will be replaced at no charge.

6. The company will provide a company face covering for each employee. It is the employee’s responsibility to wash it properly. The face covering must be worn at all times while on company premises.
7. The company will provide a nametag for each employee. All employees must wear the nametag while on duty in the restaurant. The nametag will be worn on the upper right bib of the apron or Peter Piper Pizza shirt. If the nametag is lost, an additional name tag must be purchased. The cost of this nametag will be deducted from the employee’s paycheck and the employee must sign an authorization permitting this deduction. Worn-out nametags will be replaced at no charge.

7. The employee must provide a pair of workable, slip resistant closed toe shoes with a pair of socks within 30 days from the date of hire. Ask your General Manager for details on our Payless Shoes or Shoes for Crews program.

8. Jewelry is not permitted. The only exceptions will be wedding and/or engagement ring(s). Gameroom attendants and party hosts/hostesses are permitted to wear watches.

Managers & Team Leaders:

1. Managers and Team Leaders must wear a Peter Piper Pizza logo shirt. The employee must purchase this shirt at his/her own expense, which may be done through a payroll deduction with the employee signing an authorization permitting the deduction.

2. Appropriate solid colored dress pants (dark or khaki) and workable slip resistant shoes will also be worn to complete the uniform. All clothes should fit the manager appropriately (i.e. not too tight, not too baggy, not see-through, etc.).

3. The company will provide a company face covering for each employee. It is the employee’s responsibility to wash it properly. The face covering must be worn at all times while on company premises.

4. The company will provide the employee with a nametag, which is to be worn at all times while on duty in the restaurant. If lost, an additional nametag must be purchased by the employee. The cost to replace the nametag will be deducted from the employee’s paycheck and the employee must sign an authorization permitting this deduction. Worn-out nametags will be replaced at no charge.

5. Managers are permitted to wear a watch and a wedding ring(s). No other jewelry is permitted.

8. The employee must provide a pair of workable, slip resistant closed toe shoes with a pair of socks. Ask your General Manager for details on our Payless Shoes or Shoes for Crews program.
Corporate Dress Code Policy

Professional Attire
Employee appearance and attire are important parts of the overall image presented by the company and in first impressions formed by members, visitors and others. Employees must maintain professionalism and a high standard of grooming and personal hygiene. Employees are expected to report to work in compliance with this policy and accompanying procedures. Management has the sole right to determine whether employee appearance, attire and grooming are in the best interest of the company.

While the company has adopted a year-round business casual dress policy in the corporate office, when attending business meetings, employees must use good judgment in displaying a professional image and in determining whether these circumstances require that business attire be worn.

Violation of any part of this policy or these procedures may result in the employee being sent home to change or correct attire, appearance or grooming, as well as corrective action up to and including termination of employment. Some departments may have additional requirements, so employees should check with their supervisor for specific details.

General Dress for all Office Employees

Acceptable Attire
• All clothes should be in good shape, without holes and not faded
• Business suits (with or without ties)
• Skirts and dresses at a length not more than 3 inches above knee
• Blazers, jackets or sports jackets
• Blouses, dress shirts, mock turtleneck, banded collar shirts, polo shirts, sweaters
• Dress slacks, Docker style pants, Capri pants
• Dress shoes, loafers, sandals (for women only), dress boots

Casual Friday Attire (in addition to the above)
• Denim jeans
• Peter Piper Pizza or Burger King collared or polo logo shirts

Unacceptable Attire
• Evening wear, low cut fronts for women, backless, strapless or off-the-shoulder attire
• T-shirts, spaghetti straps, tank tops, fish net tops or tops that expose the midriff
• Spandex, form-fitting clothing, sweats or work-out clothing
• Mini-skirts or outfits that are too short (not more than 3 inches above knee)
• Clothing that is too tight or revealing, or underwear or bra is visible
• Shorts
• Athletic (tennis) shoes, sneakers, hiking boots
• Hat or baseball cap
• Denim jeans, except for Fridays
• Denim shorts or culottes or skorts
Note: When we have special visitors you will be notified to dress to fit the occasion. In addition, please dress appropriately to reflect the day’s activities.

**Personal Hygiene**  
Practicing good personal hygiene habits is required at all times, not only because it is important for appearance, but it may prevent illness for employees and participants. All employees must wash their hands after eating, drinking, smoking or using the restroom. Unappealing body odors can be avoided by showering, washing hair, using deodorant and wearing clean clothing every day.

**Cologne/Perfume/After-Shave Lotion**  
Cologne, perfume, after-shave lotion or other fragrances, if used, should be subtle and used in moderation. If working closely with other employees who have allergies to fragrances, their requests to discontinue use of fragrances must be respected.

**Shoes**  
Shoes must be clean, polished, kept in good repair and worn at all times. Shoes must be appropriate to the work performed and must complement work attire.

**Undergarments**  
Undergarments must not be visible.

**Tattoos**  
All employees must maintain standards of appearance that project a professional image to the public and are appropriate to the general work environment. All employees cannot have any visible tattoos on the head, face or neck. Tattoos are not allowed if they are offensive, indecent, advocate extremist, have nudity, include foul language, supremacist, lawlessness, violence, sexist, gang affiliated, or racist discrimination.

**Jewelry and Body Piercing**  
Earrings may be worn as long as they do not pose a safety risk. For example, if an employee is going to visit restaurants then the employee needs to ensure that no jewelry will fall off into food products. Single ear piercings on females are allowed, up to a maximum of five piercings. Males are not allowed to wear earrings at any time. Visible body piercings, other than in the ears, will not be allowed at any time.

**Hair**  
Extreme hairstyles, colors and cuts are not acceptable.

Male employees are permitted to have goatee beards, mustaches and sideburns that are well-groomed and neatly trimmed at all times. Goatee beards will not be longer than 1/2". Sideburns will not extend beyond the bottom of the ear and/or be more than 1" in width. Mustaches will be worn above the lip and not extend beyond the corners of the mouth. Full beards, excessively long sideburns or unkempt facial hair are not permitted.

The company reserves the right to change the office attire policy at any time.
**Personal Phones and Electronic Devices While at Work**

The company expects that employees will devote their full time, energy and attention at work to their job responsibilities and duties. The use of personal phones or other electronic devices (including iPods, iPads, MP3 players, smartphones, etc.) while at work represents an obvious distraction that can affect an employee’s productivity, workplace safety and customer service.

Employees in the restaurant, except for the manager on duty, may not use personal cell phones unless on an approved break. Any cell phones brought into the restaurant must be placed on “vibrate” or “silent” modes. The cell phone must also not be visible on the employee. Calls, text messages, checking voice mail and e-mail should be conducted only while on an approved break, or before or after shift. Even during breaks, they must not be used in an area where their use can be overheard by, or otherwise be a distraction, to others. Employees must wash hands after returning from a break prior to resuming work.

Abuse of the policy will result in disciplinary action up to and including termination. In the event an employee is found using a personal electronic device while on duty that interferes with providing quality customer service, may be grounds for immediate termination.

**Conflicts of Interest and Confidentiality**

**Conflicts of Interest**

The company expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. Employees should avoid any situation which involves or may involve a conflict between their personal interest and the interest of the company.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. The company recognizes and respects the individual employee’s right to engage in activities outside of employment which are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is potential conflict of interest, the employee should inform the Chief People Officer. Each situation will be assessed on a case by case basis to determine if a real conflict of interest exists. The officers of the company will make a final determination on the decision of conflict of interest. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Simultaneous employment by another firm that is a competitor of or supplier to the company.
2. Carrying on company business with a firm in which the employee, or a close relative of the employee, has a substantial ownership or interest.
3. Holding substantial interest in, or participating in the management of, a firm to which the company makes sales or from which it makes purchases.
4. Borrowing money from customers or firms, other than recognized loan institutions, from which our company buys services, materials, equipment, or supplies.
5. Accepting substantial gifts or excessive entertainment from an outside organization or agency.
6. Speculating or dealing in materials, equipment, supplies, services, or property purchased by the company.
7. Participating in civic or professional organization activities in a manner that divulges confidential company information.
8. Misusing privileged information or revealing confidential data to outsiders.
9. Using one’s position in the company or knowledge of its affairs for personal gains.
10. Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.

Confidential Information
The protection of confidential business information and trade secrets is vital to the interests and success of the company. Confidential information is any and all information disclosed to or known by you because of employment with the company that is not generally known to people outside the company about its business.

An employee who improperly uses or discloses trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information.

All inquiries from the media must be referred to the Chief People Officer or the VP of Marketing.

This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

Solicitations, Distributions, and Posting of Materials
The company prohibits the solicitation, distribution, and posting of materials on or at company property by any employee or nonemployee, except as may be permitted by this policy. The exceptions to this policy are charitable and community activities supported by the company management and company-sponsored programs related to the company’s products and services.

Provisions:
• Nonemployees may not solicit employees or distribute literature of any kind on company premises at any time.
• Employees may only admit nonemployees to work areas with management approval or as part of a company-sponsored program. These visits should not disrupt workflow. An employee must accompany the nonemployee at all times. Former
employees are not permitted onto company property except for official company business or as a customer.

- Employees may not solicit other employees during work times, except in connection with a company-approved or sponsored event.
- The posting of materials or electronic announcements are permitted with approval from Human Resources or Marketing.

Violations of this policy should be reported to Human Resources.

**Equipment**

At no time shall an employee of the company move or remove any company equipment unless assigned as part of a particular job task. Employees may not borrow company equipment for personal use or external use without written approval from their department or store supervisors. Employees may not lend company equipment to others for any purpose. Company equipment is to be used for business reasons only.

For purposes of this policy, company equipment includes, but may not be limited to all furniture, fixtures, equipment, computer systems, and/or other assets belonging to the company, whether owned or leased including computer terminals, personal computers, software, copy or fax machines, phones, electronic mail, radios, beepers, printers, desks, vehicles, security equipment, televisions, DVR’s and related equipment.

The company provides equipment such as desks for the convenience and use of its employees at the company’s expense for employees’ use during work. Although desks and other equipment are made available for the convenience of employees while at work, employees should remember that they remain the sole property of the company.

Employees should have no expectation for privacy in the use of company equipment. The company reserves the right to open and inspect desks and lockers (whether locked or unlocked), and other equipment, as well as any contents, effects or articles that are in the desks or other equipment at any time, with or without advance notice or consent.

Examples of prohibited materials include, but are not limited to, weapons, explosives, alcohol and non-prescribed drugs placed in a desk or other equipment. Perishable items may not be stored for prolonged periods. Employees are strongly discouraged from storing cash or valuables in company equipment at any time.

The company is not responsible for any articles that are placed or left in a desk or locker or other company equipment, that are lost, damaged, stolen, or destroyed, whether or not the desk or other equipment was locked.

Please do not leave company owned tools, computers, phones, iPads and or equipment in your personal vehicle.
Computers, Internet, E-mail and Other Resources

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the phone, voicemail, fax, scanner, Internet, intranet, e-mail, text messaging, or any other company–provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and courteous manner.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including e-mail and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an e-mail, voicemail or other communication, a copy may be archived on the company’s systems.

E-mails that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-mail is not completely secure, and information you transmit and receive could damage the competitiveness of the company.

The company encourages employees to use this tool only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

Refrain from using e-mail in a manner that violates any company guidelines/policies, including but not limited to the Equal Opportunity and Harassment policies, the Conflict of Interest Policy, etc. Delete any e-mail messages prior to opening that are received from unknown senders and advertisers.

Because e-mail, voicemail, and internet communication equipment are provided for company business purposes and are critical to the company’s success, your communications may be accessed without further notice by the Information Technology Department administrators and company management to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should be sent via secured electronic means.

Office phones are for business purpose. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Personal use of the company’s cell phones, long-distance account, or toll-free numbers is strictly prohibited, unless approved by a supervisor. Abuse of these privileges is subject to corrective action up to and including termination.

The company reserves the right to monitor calls to ensure employees abide by company quality guidelines and provide appropriate levels of customer service. Employees working in customer service will be subject to telephone monitoring. Should the subject matter of the conversation
become personal while monitoring is taking place, monitoring of the call will immediately be discontinued.

It is also against company policy to turn off antivirus software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

The company purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Therefore, the company prohibits the illegal duplication of software and its related documentation.

Any violations of this policy will subject an employee to disciplinary action up to and including termination.

Videotaping and Monitoring

Restaurants will have video cameras installed in various areas of the restaurant. Employees should have no expectation of privacy and are subject to videotaping in these areas.

Employees who violate the established rules and regulations regarding use of company equipment invite corrective action up to and including termination of employment.

Document and Electronic Retention

All hard-copy documents, electronic documents, and e-mails are to be retained in accordance with the company’s Document Retention Policy. Failure to retain documents within these guidelines will lead to disciplinary action up to and including termination.

Social Media Acceptable Use

The company encourages employees to share information with coworkers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, the company has established the following guidelines for employee participation in social media. Social media, as used in this policy, refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, Snapchat, and MySpace, among others.

Off-duty use of social media

Employees may maintain personal websites or web logs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.
On-duty use of social media
Employees may engage in social media activity during work time provided it is directly related to their work, approved by their manager, and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

Respect
Demonstrate respect for the dignity of the company’s customers, vendors, and employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, do not use ethnic slurs, personal insults, or obscenity, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

Post Disclaimers
If an employee identifies himself or herself as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only his or her personal views. For example: “The views expressed on this website/Web log are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company’s business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Competition
Employees should not use social media to criticize the company’s competition and should not use it to compete with the company.

Confidentiality
Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the Confidentiality Policy. When in doubt, ask before publishing.

New Ideas
Please remember that new ideas related to work of the company’s business belong to the company. Do not post them on a social media site without the company’s permission.

Trademarks and Copyrights
Do not use the company’s or others’ trademarks on a social media site, or reproduce the company’s material without first obtaining permission.

Legal
Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.
**Reporting Violations**
The company requests and strongly urges employees to report any violations, including possible or perceived violations, to supervisors, managers or the Human Resources Department. Violations include discussions of the company and its employees and clients regarding any discussion of proprietary information, violations of company policy and any unlawful activity related to blogging or social networking.

**Discipline for Violations**
The company investigates and responds to all reports of violations of the social media policy and other related policies. Violation of the company’s social media policy will result in disciplinary action up to and including immediate termination. Discipline or termination will be determined based on the nature and factors of any blog or social networking post. The company reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

The company strives to anticipate and manage crisis situations in order to reduce disruption to our employees and to maintain our reputation as a high quality company. To best serve these objectives, the company will respond to the news media in a timely and professional manner only through the designated spokespersons.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

*Pizza Trivia: In 1987, October was designated as National Pizza Month!*