

EST. 1983

**CARLINO'S**

MAKERS & PURVEYORS OF ARTISAN FOOD

# Employee Handbook

---

**Last Revised: September 2019**

---

## Welcome Letter

Welcome to Our Team!!

We welcome you to Carlino's Specialty Foods (the "Company"). We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, beverages, and service to our customers depends on having quality people like you and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning the Company and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions, contact your managers, supervisors, or Human Resources for assistance.

You are an at-will employee and the Company is an at-will employer, unless otherwise regulated by state or local law. This means that your employment may end at any time with or without cause at your or the Company's choosing. Neither this handbook, other Company documents or policies, nor any spoken or written comments by Company management are intended to create an employment contract with the Company for any definite period, express or implied. Similarly, our benefits, policies and procedures are at will and may be changed at any time to best meet the needs of the business and our employees.

This handbook and the policies, procedures, and processes contained herein supersede any and all prior practices, oral, or written representations, or statements regarding the terms and conditions of your employment with the Company. By distributing this handbook, the Company expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

We hope you find your time with us to be an enjoyable and rewarding experience.

Sincerely,

Carlino's Specialty Foods Owners & Management Team

# Table of Contents

OUR HISTORY .....	1
OUR MISSION.....	1
OUR BUSINESS PHILOSOPHY .....	1
ABOUT THIS HANDBOOK.....	2
EMPLOYMENT POLICIES .....	3
HIRING .....	3
AT-WILL EMPLOYMENT .....	3
EQUAL EMPLOYMENT OPPORTUNITY .....	3
AMERICANS WITH DISABILITIES ACT (ADA) AND THE ADA AMENDMENTS ACT (ADAAA) .....	4
ANTI-HARASSMENT AND ANTI-DISCRIMINATION POLICY .....	5
SEXUAL HARASSMENT .....	5
INDIVIDUALS AND CONDUCT COVERED.....	6
COMPLAINT AND INVESTIGATION PROCESS .....	6
ANTI-RETALIATION .....	7
PROBATIONARY PERIOD .....	7
OPEN DOOR POLICY .....	7
PROBLEM-SOLVING PROCEDURE .....	8
DRUG TESTING IN THE WORKPLACE.....	8
DRESS CODE.....	9
PROPRIETARY & CONFIDENTIAL INFORMATION .....	10
COMPANY PROPERTY .....	11
CONFLICTS OF INTEREST .....	11
OUTSIDE EMPLOYMENT.....	11
ELECTRONIC COMMUNICATIONS AND INTERNET USE.....	12
COMPENSATION AND PAYROLL .....	15
EMPLOYEE COMPENSATION.....	15
HOURS OF WORK AND TIMEKEEPING.....	16
ATTENDANCE POLICY.....	18
EMPLOYEE BENEFITS AND LEAVE.....	19
EMPLOYEE BENEFITS.....	19
EMPLOYEE LEAVE .....	20
PAID TIME OFF (PTO) .....	23
WORKPLACE SAFETY.....	25
WORKPLACE SAFETY GUIDELINES .....	25

SUBSTANCE ABUSE IN THE WORKPLACE ..... 26  
VIOLENCE IN THE WORKPLACE ..... 27  
SANITATION..... 27  
EMPLOYEE CONDUCT, DISCIPLINE, AND SEPARATION ..... 28  
    CUSTOMER SERVICE ..... 28  
    EMPLOYEE EVALUATIONS ..... 29  
    PROGRESSIVE DISCIPLINE..... 29  
    STANDARDS OF CONDUCT ..... 30  
    SEPARATION FROM EMPLOYMENT ..... 31  
    CONCLUSION ..... 32  
EMPLOYEE HANDBOOK RECEIPT AND ACKNOWLEDGEMENT ..... 33

## Our History

Over 100 years ago, the Carlino Family cultivated the finest fruits and vegetables and raised poultry, livestock, and game on their farm in the Abruzzi sunshine. Fresh ingredients were, and still remain, the heart of their delicious, authentic Italian recipes. They developed pasta sauces, breads, and cheeses that their loyal customers love today. They used time-tested, old-world curing methods to create foods in the summer to last the winter through, such as prosciutto, salami, capicola, olive oil, sun-dried tomatoes, oil-cured olives, as well as dried, cured figs.

In the early 1900s, Grandfather Pasquale came to America and persuaded the family to join him. In the 1980s, Carlino's Specialty Foods (hereinafter the "Company") opened its first family store, offering homemade pastas, sauces, and pastries. Now in its third generation of family ownership, the Company proudly presents a truly amazing array of first-quality, fresh products: Italian and international cheeses (some are theirs alone), homemade sausages, roasts, tomato pies, prepared-to-go foods, homemade gelato and desserts, breads, salads, and even their private-label, prize-winning extra virgin olive oil. There's an impressive selection of Italian packaged specialties, many imported directly by the Company.

## Our Mission

Food and family is our business and our passion. We believe in the process of artisan food, the origin, the transformation, and how it's shared. The experience and emotional connection we receive through this process is the basis of everything. We respect the people, the cultures, and the spirit of this craft.

We have a responsibility to preserve this craft; to do so we must act with courage, challenge the status quo, and find innovative ways to grow our company and each other.

Our brand is a tribute to our family; the inspiration for everything we do. Sharing this legacy and inspiration with our customers is the driving force behind everything we do.

## Our Business Philosophy

The Company's success depends on its employees. Our market can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We do recognize, however, that sales and numbers alone do not measure success. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. To follow are the core values that form the foundation of our measurement of success:

**We believe in providing legendary service.** Our goal is to provide the kind of unique and genuine sort of personal care and attention that our customers tell stories about.

**We believe that good isn't good enough.** We never stop trying to do it better, no matter how good we are. We constantly strive to raise the bar.

**We believe in honesty and trust.** We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.

**We believe in the ongoing training and development of our employees.** We see this goal as a worthy investment in the future of the Company and as a way of enabling our employees to achieve their potential in whatever they do.

**We believe our continued success depends on teamwork.** We know that great achievements are only possible from helping and respecting each other.

**We believe in doing business in a professional and orderly manner.** We take great pride in having effective systems, standardized procedures, and in being organized.

**We believe in being accountable to others and to ourselves.** We strive to do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don't turn out as planned.

## **About this Handbook**

This handbook is designed to help you familiarize yourself with the Company. We want you to understand how we do business and how important you and every employee are in helping us take care of our customers and making this a rewarding place to work.

This handbook outlines the general employment policies, procedures, and benefits for employees of the Company. Employees are expected to use this handbook to familiarize themselves with important information about the Company and their own privileges and responsibilities as an employee.

Since the Company must adapt to changing business conditions and legal requirements, the policies, procedures, and employee benefits outlined in this handbook may change at the Company's discretion without advance notice or immediate revision to this handbook. The Company reserves the right to interpret, modify, and administer the provisions of this handbook as needed. Oral statements or representations cannot supplement, change or modify the provisions in this handbook. The Company will attempt to notify employees within a reasonable time frame of any significant changes to this handbook or available employee benefits.

This handbook has been written to comply with federal, state, and local legal requirements. However, these legal requirements, and any changes to them, take precedence over any contrary provisions in this handbook.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your employment with the Company. By distributing this handbook, the Company expressly revokes any and all previous policies, procedures, and processes that are inconsistent with those contained herein.

We wish you the best of luck in your position and hope that your employment with the Company will be a very beneficial experience.

## **Employment Policies**

### **Hiring**

---

It is the Company's policy to hire only those employees who are authorized to work in this country. As required by law, employees will be required to provide original documents on date of hire. If the documents are not provided within the three-day period, we have no choice, under the law, but to terminate the employee. Employees and employers are both required to complete a form furnished by the Department of Immigration, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, correct any error, or the employee cannot be permitted to continue working.

Further, all employees must be at least 16 years of age. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied, when applicable, and limited hours of work will be strictly observed.

### **At-Will Employment**

---

You are an at-will employee and the Company is an at-will employer, unless otherwise regulated by state or local law. This means that your employment is not for any fixed or definite period, and may end at any time with or without cause at the employee's or the Company's choosing.

Neither this handbook, other Company documents or policies, nor any spoken or written comments by Company management are intended to create an employment contract with the Company for any fixed or definite period, express or implied. Employment contracts with the Company for any term require written approval of the President/Owner of the Company. No supervisor, manager, or representative of the Company, other than the President/Owner of the Company, has the authority to enter into any agreement for employment for any specified period or to make any such promises or commitments.

### **Equal Employment Opportunity**

---

The Company is an equal opportunity employer and complies with all applicable federal, state and local laws. In order to provide equal opportunity to all individuals, employment decisions at the Company are based on merit, qualifications, and abilities. The Company provides equal opportunity to all qualified employees and applicants for employment without regard to race, color, religious creed, ancestry, age, sex, national origin, pregnancy, sexual orientation or preference, gender identity or expression, genetic

information, physical or mental disability, marital status, veteran status, deafness or physical handicap or any other class or category protected by federal, state, and local law. The Company will take positive action to assure the fulfillment of this policy.

This policy applies to all aspects of employment, including but not limited to:

- Recruitment, advertising, or solicitation for employment;
- Hiring placement, promotion, transferring, or demotion;
- Rates of pay and all forms of compensation or employment benefits;
- Selection for training;
- Discipline;
- Layoff or termination;
- Facilities of all types; and
- All other terms, conditions, and privileges of employment.

This policy reflects a firm commitment by the Company to comply with the letter and spirit of all federal, state, and local laws prohibiting discrimination in employment. All managers and employees are responsible for maintaining strict compliance with the Company's Equal Employment Opportunity Policy.

The Company will make reasonable accommodations to an employee's or applicant's religious beliefs or practices as required by law, so long as the accommodation does not present an undue hardship.

## **Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)**

---

The Company is committed to complying with the Americans with Disabilities Act (ADA), the ADA Amendments Act (ADAAA), and applicable state and local laws prohibiting discrimination in employment against qualified individuals with disabilities. The Company will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the Company. In addition, the Company will also make reasonable accommodations for pregnant employees or those with pregnancy-related disabilities as required by law, so long as the accommodation does not present an undue hardship.

If you believe you need an accommodation, please contact Human Resources. The Company may require that the individual requesting the accommodation provide adequate medical certification and a job-related functional assessment. The Company may, under certain circumstances, request an independent medical examination. Also, in some instances, the Company may not be able to approve the accommodation requested by the employee but may provide an alternate accommodation.



## **Anti-Harassment and Anti-Discrimination Policy**

---

The Company is committed to providing a work environment where all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the Company expects that all relationships among employees will be free of discrimination and harassment, and strictly prohibits any such discrimination or harassment. In addition, our standards are greater than those legally required. We expect all employees to act professionally and respectfully at all times.

Harassment on the basis of any protected characteristic is strictly prohibited. Under this policy, harassment is verbal, written, or physical conduct that belittles or shows hostility or aversion toward an individual because of his/her race, color, religious creed, ancestry, age, sex, national origin, pregnancy, sexual orientation or preference, gender identity or expression, genetic information, physical or mental disability, marital status, veteran status, physical or mental handicap, or any other class or category protected by federal, state, and local law or that of his/her relatives, friends or associates, and that (a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (b) has the purpose or effect of unreasonably interfering with an individual's work performance; or (c) otherwise adversely affects an individual's employment opportunities.

Harassing and discriminatory conduct includes epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; defaming jokes; and written or graphic material that belittles or shows hostility or aversion toward an individual or group. This extends to social media postings.

### **Sexual Harassment**

The Company also specifically prohibits sexual harassment. Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined, per the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendos; verbal abuse of a sexual nature; commentary about an individual's body or attire, sexual prowess or sexual deficiencies; leering, whistling or inappropriate touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, or visual conduct of a sexual nature.

## **Individuals and Conduct Covered**

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to the Company (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.

## **Complaint and Investigation Process**

The Company encourages good faith reporting of all perceived incidents of discrimination and harassment so that rapid and constructive action can be taken before relationships become irreparably strained. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of discrimination and harassment.

When possible, the Company encourages individuals who believe they are victims of conduct prohibited by this policy 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. Individuals may direct their complaints to their immediate supervisor or Human Resources for harassing or discriminatory conduct they believe they are a victim of or that they have witnessed.

Any reported allegations of harassment, discrimination, or retaliation will be investigated. The investigation may include individual interviews with the parties involved and, when necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately.

Malicious complaints of harassment, discrimination, or retaliation may be the subject of appropriate disciplinary action.

## **No Retaliation**

Employees will not be retaliated against for making good faith complaints under this policy. This is absolutely the case even when the matter involves a misunderstanding. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be investigated.

## **Anti-Retaliation**

---

Unlawful retaliation is any form of discipline, reprisal, intimidation or other form of retaliation against an employee for participating in any activity protected by law, including reporting instances of inappropriate behavior, even if ultimately concluded to be unfounded. The Company strictly prohibits and will not tolerate retaliation against any employee. Any violation of this policy should be reported to your supervisor or Human Resources at your first opportunity.

## **Probationary Period**

---

All new employees are required to complete a 30-day Probationary Period. This is a training period to help employees become familiar with the Company's policies and procedures. Starting a new job is a time of change and adaptation, so recognizing and designating this time as the Probationary Period should enable new employees to make this adjustment as smoothly and comfortably as possible.

During the Probationary Period, new employees are expected to meet or exceed the established performance standards in their positions and to learn and observe standard procedures and work rules. Supervisors will closely monitor employees' work and will be available to assist or answer employees' questions during this time.

Employees generally will be evaluated at or near the end of their Probationary Period, which is when the Company will determine whether to transition the employee to full-time or part-time status. In some situations, and in the Company's discretion, an employee's Probationary Period may be extended by the Company. Alternatively, if it seems that the employee, even with an appropriate level of supervisory counseling, will not be able to meet the requirements of the position, employment will end prior to the conclusion of the Probationary Period.

This policy does not change the at-will nature of the employment, nor does it guarantee employment for any length of time.

## **Open Door Policy**

---

The Company strives to maintain a good work environment by encouraging open and direct communications between employees and their supervisors and managers. All employees are free to voice their problems and views on work-related issues without fear of retribution. The Company believes full discussion can, in most cases, facilitate the resolution of misunderstandings and preserve good relations between management and employees.

Employees who have work-related problems or concerns are encouraged to speak with their immediate supervisor. If an employee and supervisor are unable to resolve the issue, the employee is encouraged to go to the next higher level of management or Human Resources.

## **Problem-Solving Procedure**

---

We believe that most problems can be resolved informally with a conversation through our Open Door Policy. However, we do recognize there may be occasional misunderstandings and problems that will need more formal attention. We want to resolve these types of situations in a fair and timely manner. In order to do this, we need your help in bringing them to our attention. Supervisors are never too busy to be informed of work-related problems, complaints, or disputes with any staff.

We recognize our staff as our most valuable resource and we take all staff problems and concerns very seriously. No problem is too small or insignificant, and each issue will be given the utmost attention and consideration. If you believe your concern requires more formal action, we encourage you to use our formal Problem-Solving Procedure, which involves the following steps:

**Step 1:** Within five (5) days after the problem arises, employees must fill out a Problem-Solving Procedure form, which is available on the employee portal, from Human Resources, or the General Manager at your location, and submit the completed form to the General Manager or Human Resources.

**Step 2:** The General Manager will investigate the problem, which may include a review of relevant documents or interviews of relevant witnesses, and prepare findings related to the investigation. If the problem involves the General Manager, this step may be skipped and the employee can proceed to the next step.

**Step 3:** Human Resources will review the General Manager's investigation, conduct any necessary additional investigation, and provide a recommendation as to how to resolve the problem. If the problem involves the Human Resources, this step may be skipped and the employee can proceed to the next step.

**Step 4:** The President will review the complaint, the investigation, and the findings of the General Manager and Human Resources and issue a final decision.

**Step 5:** This final decision will be discussed with the employee.

Every necessary action will be taken to help resolve a problem or settle a dispute in a fair and equitable manner. Every employee can use this Problem-Solving Procedure free from any threat of retaliation. Any employee engaging in retaliatory behavior because another employee has used this Problem-Solving Procedure will be subject to discipline, up to and including termination of employment.

## **Drug Testing in the Workplace**

---

The Company is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs as classified under federal, state, or local laws while employees are on the Company's premises (either on or off duty) and while operating Company-provided vehicles. Employees that work while under the influence of drugs or alcohol pose a safety risk to themselves and others with whom they work.

In furtherance of this commitment, the Company maintains a policy in which employees may be tested or required to submit to drug and alcohol testing in certain situations.

The Company will perform drug and alcohol testing of employees in accordance with the state and local regulations, and generally in the following circumstances:

*Testing Based on Reasonable Suspicion:* Employees may be asked to submit to a drug and alcohol test if an employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the employee's appearance, speech, behavior, smell, or other conduct and facts, that the employee possesses or is under the influence of unlawful drugs or alcohol, or both.

*Periodic/Random Testing:* Employees in safety or security-sensitive positions, or if required by law, may be subject to drug and alcohol testing on a random basis.

*Post-Incident Testing:* Employees involved in any work-related accident or incident involving the violation of any safety or security procedures may be required to submit to drug and alcohol testing.

### **Prescription Medications**

Employees who take over-the-counter medication or other medication that is legally prescribed under both federal and state law should inform their supervisor if they believe the medication will impair their job performance, safety, or the safety of others; or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication.

### **Consequences of a Positive Test**

Employees who test positive for being under the influence of drugs or alcohol while at work may be subject to discipline, up to and including immediate termination of employment.

### **Refusing to Submit to Testing or Failing to Complete the Test**

Employees who refuse to submit to testing as required by the Company or who fail to complete the test may be subject to discipline, up to and including immediate termination of employment.

### **Administration of this Policy**

The Human Resources department is responsible for the administration of this policy. If you have any questions regarding this policy, please contact Human Resources.

### **Dress Code**

---

To maintain the Company's image as an exceptional, high quality specialty food market, we need to dress the part. The following provides a general description of our dress code, which is subject to change by management. If you have any questions regarding this policy or if you require a dress code accommodation, please speak to your manager or Human Resources. The below guidance is meant to be illustrative, and not exhaustive.

Upon hiring each employee will be issued an appropriate uniform for their position, and may purchase additional Company hats and shirts as needed.

**General Appearance:** Employees are expected to utilize both discretion and good judgment regarding their appearance in the work environment. Employees are expected to dress modestly and professionally. All clothing worn by employees must be neat, clean, and in good condition. Clothing cannot be ripped.

**Footwear:** All employees are required to wear black closed-toe and non-skid flat shoes.

**Floor Staff Attire:** Floor staff members must wear the Company shirt, hat, denim apron, and black pants.

**Kitchen Staff Attire:** Kitchen staff must wear Company-issued kitchen attire along with either checkered or black kitchen pants.

**Catering Staff Attire:** Catering staff must wear a black Company-issued collared shirt and black pants.

**Accessories:** Jewelry and other accessories may be worn if they represent a professional image, do not interfere with the performance of duties, and comply with standard safety practices. Dangling earrings beyond one-inch in length, long necklaces, or multiple bracelets may not be worn by employees who are working in the kitchen or near food preparation or service. Exposed piercings, to include facial/body rings, large gauge ear piercings, and/or studs and tongue piercings, are not acceptable and must be removed or covered while on work time.

**Hair and Beards:** Hair shall be neat, clean, and present a professional appearance. Employees working in the kitchen or near food preparation or service must secure back hair that is shoulder length or longer. Employees working in the kitchen or near food preparation must wear hair nets. Beards must be well-groomed. Beard guards are available and required for employees that are working in the kitchen or near food preparation or service.

**Hands:** Employees must wear gloves when handling food. Nails should be clean, trimmed, and conservative in both length and appearance.

**Prohibited Attire:** Employees are not permitted to wear jeans (excluding appropriate black jeans), exercise attire, hooded sweat shirts, sweat pants, excessive perfume/cologne, tank tops, flip flops, short dresses or skirts, athletic leggings/leotards, yoga pants, shorts, or Capri pants. Employees are not permitted to have low, plunging neck lines, or tight or transparent clothing. This list is not exhaustive. Drivers and receivers in hot summer months may be permitted to wear black shorts.

Employees may be disciplined if it is determined that they are wearing unprofessional attire.

## **Proprietary & Confidential Information**

---

It is illegal to steal, copy, communicate, or transmit a current or former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula,

or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes.” Our internal business practices, procedures, and recipes are of great value to the Company. Employees are not to disclose any proprietary processes or recipes to any person. The Company will institute civil action against anyone who violates this policy.

## **Company Property**

---

Employees are expected to exercise care in their use of Company property and maintain all Company property in good condition, including Company-issued keys, computers, uniforms, and vehicles. Negligence, unauthorized use, removal without permission, or intentional damage of Company property may result in corrective action up to and including termination of employment.

All Company property, excluding uniforms, issued to an employee, must be returned if the employee leaves the Company or at the request of management.

## **Conflicts of Interest**

---

A conflict of interest arises when our private interests interfere or appear to interfere with the Company’s interests. Employees must disclose to their supervisor any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs. Employees with conflict-of-interest questions should seek advice from their supervisor or Human Resources.

## **Outside Employment**

---

Employees are permitted to engage in outside work or to hold other jobs or undertake commercial activity, subject to authorization by Human Resources, and subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with, or compromise the Company’s interests or adversely affect job performance and the ability to fulfill all job responsibilities in a timely manner. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by the Company. This prohibition also extends to the unauthorized use of any Company property and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

Employees are cautioned to carefully consider the demands that additional activity will create before accepting outside employment. Outside employment will not be considered an excuse for regressing job performance, absenteeism, lateness, leaving early, refusal to travel, or refusal to work overtime or different hours. If the Company determines that an employee’s outside work interferes with performance, the employee may be required to terminate the outside employment.

## **Electronic Communications and Internet Use**

Employees who have a need to use our systems are required to utilize electronic communications devices in a legal, ethical, and appropriate manner. Violation of this policy, including the social media guidelines, may lead to disciplinary action up to and including termination of employment.

This policy extends to all features of the Company's electronic communications systems, including individual laptops and computers provided to employees, centralized computer equipment, all associated software, internet, intranet, telephone, voice mail, and electronic mail systems. Any other form of electronic communication used by employees currently or in the future is also intended to be encompassed under this policy. Employees are encouraged to use sound judgment when using any feature of the Company's communications systems. In order to offer employees guidance on compliance with this policy, the following principles and standards should be clearly understood and followed:

1. The Company's Anti-Harassment and Anti-Discrimination policy extends to the use of computers, the internet, and any component of the communications system. Employees should not use any electronic communications device in a manner that would violate that policy. For example, employees may not communicate messages that would constitute sexual harassment, may not use sexually suggestive screen savers, and may not receive or transmit pornographic, obscene, or sexually offensive material or information.
2. The Company's Equal Employment Opportunity Policy extends to the use of the communications systems.
3. Employees may not use any electronic communications devices for a purpose that is found to constitute, in the Company's sole and absolute discretion, a commercial business use that is not for the direct and immediate benefit of the Company.
4. Employees may not use any electronic communications device in a manner that violates the trademark, copyright, or license rights of any person, entity, or organization.
5. Employees may not use any electronic communications device for any purpose that competes, either directly or indirectly, with the business of the Company or for any purpose that creates an actual, potential, or apparent business conflict of interest with the Company.
6. Employees should identify all communications as "privileged and confidential" when it is accurate and appropriate to do so. In this manner, the Company can assert any protections, privileges, and rights relating to communications if it becomes necessary.

The Company retains the right and ability to enforce this policy and to monitor compliance with its terms and all Company equipment remains the sole and exclusive property of the Company.



Employees should not maintain any expectation of privacy with respect to information transmitted over, received by, or stored in any electronic communications device owned, leased, or operated in whole or in part by or on behalf of the Company. The Company retains the right to gain access to any information received by, transmitted by, or stored in any such electronic communications device, by and through its agents, employees, or representatives, at any time, either with or without an employee's or third party's knowledge, consent, or approval.

Employees who have any questions regarding this policy should contact Human Resources.

### **Social Media Guidelines**

The Company has established these general guidelines to define the permissible uses of social media by employees. This Policy applies to all forms of social media and to all information communicated or posted through official, professional, or personal channels.

#### **General Guidelines:**

Use of social media must comply with the Company's Electronic Communication and Internet Use policy. The Company reserves the right to monitor and examine (without notice) any component (including computer servers) of the Company's communication systems and any information and data contained on them.

The Company's Confidentiality, Equal Employment Opportunity, and Anti-Harassment and Anti-Discrimination policies apply to all social media posts, whether for Company or personal purposes.

This Policy does not prohibit employees from discussing the terms and conditions of their employment with those who have a legitimate interest.

#### **Official Use Guidelines:**

When publishing content on official Company channels, employees should comply with the following:

- The Company's Confidentiality policy which applies to all social media posts, whether for Company or personal purposes. Employees may only post accurate and public, non-proprietary Company information.
- Employees may not post any information which is untrue, unethical, illegal, or prohibited by Company policies.
- When discussing Company-related matters, including products, services, customers/clients, vendors, business partners or personnel, or marketing, the employee must clearly identify him/herself by his/her real name, reveal the employee's connection with the Company and ensure there is a way for readers to contact the employee. When posting on official channels, employees cannot be anonymous or hide their connection with the Company.
- Employees should not comment on behalf of the Company on strategic issues or in a crisis situation.

- Employees may not post obscenities, slurs or malicious personal attacks that can damage the reputation of the Company, clients, employees, or applicants.
- Employees should not respond to social media (or other) posts disparaging the Company or its customers/clients, vendors, business partners or personnel. The employee should alert Human Resources to these posts to allow the Company to coordinate a response.

#### **Personal Use Guidelines:**

When publishing content as an individual on professional or personal channels, without express management approval, an employee may not:

- Refer to or identify any Company customers/clients, vendors, or business partners.
- Use Company logos, trademarks, service marks, uniforms, products, etc. to suggest that what the employee is displaying is an official statement on behalf of the Company, or to generate income, or in any other way that may violate trademark law.
- Identify themselves as affiliated with the Company, or refer to Company brands, people, products, competitors, or anything related to the Company, without including a disclaimer that his/her views do not represent those of the Company. Employees must make it explicitly clear that their views do not represent those of the Company. Employees must use the following disclaimer when discussing job-related matters, “The opinions expressed on this site are my own and do not necessarily represent the views of the Company.”
- Disclose trademarked, copyrighted, trade secret, propriety, or other confidential business information of this nature of the Company or its customers/clients, vendors, business partners, or personnel.

Nothing in any of these guidelines is intended to or will restrict any employee from exercising legally provided rights.

#### **Use of Personal Devices During Work Hours**

Employees are not permitted to use personal devices, including cell phones, tablets, and computers, for personal reasons during time when they should be working. This includes texting, engaging in social media applications, or any other type of personal communication. Personal devices may be used during meal and rest breaks, or any other non-working time.

If you need to access your personal device during work hours for a personal emergency, advise your supervisor.

#### **Violations of these Guidelines**

The Company may monitor content on the internet. Employees may be required to remove social media content posted in violation of this Policy.

If an employee discovers a violation of this Policy by someone else, the employee should contact Human Resources immediately to allow the Company to take corrective action if necessary.

## **Compensation and Payroll**

### **Employee Compensation**

---

#### **Pay Periods**

Employees are paid bi-weekly for their hours worked, in accordance with all federal, state, and local laws. If the regular pay date falls on a Company-observed holiday, employees normally will be paid on the next business day.

The Company issues pay stubs for every wage payment. The pay stubs list gross wages, hours worked, rates paid, wage deductions, allowances, and net wages. Paychecks are generally available on site every other Thursday between the hours of 2:00 pm and 7:00 pm. Employees are responsible to pick up their paychecks during this time; if they fail to do so, their paychecks will be available for pickup on the next business day.

Full-time employees may be eligible for direct deposit pay at the conclusion of their Probationary Period.

#### **Wage Deductions**

In accordance with federal, state, and local laws, the Company automatically withholds certain mandatory deductions from an employee's paycheck. The Company may make other payroll deductions permitted by and in accordance with federal, state, and local laws. If an employee wants the Company to make a deduction from his or her paycheck, he or she must contact Human Resources about the requested deduction.

#### **Reading Paychecks**

Employees should review their paychecks on a regular basis and ensure that they report all identified errors.

If an employee believes that an improper deduction has been made to the employee's paycheck, the employee should immediately report this information to their direct supervisor or Human Resources and it will be investigated. The Company strictly prohibits retaliation against any employee who reports wage-related issues.

#### **Changes to Employee Information**

Any changes to the following require written notification to Human Resources: name, filing status, address, marital status, and family status, such as marriage, divorce, birth, or adoption of a child. Failure to provide changes to payroll can result in improper withholdings during the course of the year. It is the responsibility of the

employee to verify all information and to keep Human Resources apprised of all changes to employee information.

## **Hours of Work and Timekeeping**

---

### **Hours of Work**

The Company expects employees to report to work on time and complete their scheduled shifts.

The Company's standard workweek for full-time employees is forty (40) hours per week. Standard Human Resources office hours are from 10:00 a.m. to 6:00 p.m. (Tuesday through Saturday). A "workweek" for purposes of our business is Saturday through Friday.

### **Schedules**

Weekly schedules are posted at each Company location. Each employee is expected to work his or her scheduled shifts. Schedules are prepared to meet the work demands of the Company. As the work demands change, working hours and shifts may be changed.

Requests for schedule changes must be made with the Scheduling Manager of your department at least one week in advance of the next schedule being posted. Non-management employees are not permitted to change the weekly schedule. Schedule changes are permitted only if employees find coverage for their shifts and receives the manager's approval in advance of the change. To be valid, the manager must indicate and initial the change on the posted schedule. Please note that any requests for coverage that result in overtime, for overtime-eligible employees, must be approved in advance by the manager.

The Company usually requires high levels of staff on or around holidays and other special events. We understand that you have a life outside of the Company, and we will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the Company. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

This policy is not meant to preclude employees from taking medically-necessary time off that is appropriately requested under applicable federal, state, and local laws.

### **Overtime**

Due to the Company's business needs, we may require employees to work beyond their regular work hours. Employees are expected to work overtime as requested and will be paid in accordance with applicable federal, state, and local laws.

Overtime-eligible employees must seek authorization from their supervisor prior to working over 40 hours in a workweek. If an overtime-eligible employee works overtime, they will be paid; however, if the hours were worked without the requisite authorization, that employee may be subject to discipline, up to and including termination of employment.

## **Timekeeping**

It is the Company's policy to accurately compensate employees in compliance with federal, state, and local laws. To keep to our policy, all employees are required to accurately record all time they work each day via the department's approved recording system, including their PTO time, and any leaves or absences. Procedures to follow:

- Clock in at the beginning of the work shift and clock out at the end of the work shift.
- Should an employee forget to clock in/out, the employee is required to notify his or her supervisor as soon as possible.
- Continuous failure to clock in/out may be considered abuse of these procedures and may result in disciplinary action being taken.
- Employees are expected to be ready to start their shift at the time they are designated and not permitted to work or clock in prior to their start time unless authorization has been given to do so from their supervisor.
- Employees who leave the premises during their work shift should discuss clock-out procedures with their supervisor.

Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work an employee performs that is not reported on the employee's timesheet.

Clocking in/out for other employees is prohibited. This is considered falsification of records and is in violation of Company policy. This offense will result in both employees receiving disciplinary action, up to and including termination of employment.

Failure to submit time reports, submission of late time reports, falsification of a time report, or encouragement or direction of someone else to falsify a time report may be grounds for disciplinary action up to and including termination of employment.

## **Meal and Rest Breaks**

All employees who work a shift of six (6) hours or more are permitted to take a 30-minute paid lunch break and a ten (10) minute paid rest break at a time determined by the employee and his/her supervisor. Please note some days breaks may not be feasible based on business needs.

## **Smoke-Free Workplace**

Due to the fact that we are a food-service industry, all employees, contractors, vendors, and visitors are prohibited from smoking on the premises, including all indoor facilities, offices, lunchrooms, break rooms, bathrooms, and Company vehicles.

For purposes of this policy, smoking includes lighting, smoking, or carrying a lighted cigarette, cigar, vape, or pipe. This policy also prohibits the use of all smokeless tobacco products including e-cigarettes or any other electronic smoking device. This list is illustrative and not exhaustive.

These products are also prohibited on the Company's outdoor property with the exception of designated smoking areas. If an employee is working, the designated smoking areas can only be utilized for smoke breaks during the employee's allotted meal and rest breaks, as outlined in the Meal and Rest Breaks policy above. Smokers are not permitted to take more breaks than those for which they are eligible. Failing to abide by the break policies will result in corrective action and discipline, up to and including termination of employment.

### **Lactation/Breastfeeding**

For up to one year after a child's birth, any employee who is breastfeeding her child will be provided reasonable break times as needed, or as provided by federal, state, or local law, to express breast milk for her baby. The Company will designate a private area to accommodate lactation and breastfeeding as requested. Nursing mothers should discuss their needs with Human Resources. Employees who work off-site will be accommodated with a private area as necessary and required.

Breaks of more than 20 minutes in length will be unpaid, and the employee should indicate this break period on her time record.

## **Attendance Policy**

---

### **Absences and Lateness**

Except in the rare cases of unforeseen medical emergencies where notice is not possible, employees must notify their supervisor at least two (2) hours prior to their scheduled starting time if they will be absent or late to work. In the case of an unforeseen medical emergency where advance notice is not possible, employees should notify their supervisor as soon as reasonably practicable via a telephone call or email.

Employees are responsible to understand the best way to communicate absences and lateness through discussions with their supervisors. Direct communication is required. Telling a co-worker or leaving a voicemail are not sufficient or proper forms of notice. Failure to provide appropriate notice of absence or lateness is a separate violation of this policy and may result in discipline, up to and including termination of employment.

Excessive unexcused absences or lateness will also result in discipline, up to and including termination of employment. Disciplinary action taken because of absenteeism or lateness will be considered on an individual basis, following a review of the facts.

Employees absent for more than three (3) consecutive shifts (no call, no show) without prior notice will be considered to have voluntarily resigned employment at the Company.

## **Inclement Weather**

Generally, the Company stays open during times of inclement weather. However, every employee needs to make their own choice as to whether to come in based on their comfort and safety. If employees choose not to come into work, or miss time, on days when they are regularly-scheduled and the Company is open, employees may not be paid for those days or hours. Employees may choose to use their paid time off in such circumstances.

## **Holidays**

Due to the nature of our business, employees may be required to work holidays. The holiday schedule may change year to year based on the needs of the Company and management's discretion. Notice will be provided to employees in advance.

It is currently our policy to close for business on the following holidays: New Year's Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Full-time employees that have been employed with the Company for twelve consecutive months will be paid for those holidays as long as they report to work for their scheduled shifts the day before and the day after a holiday when the Company will be closed. If an employee does not report to work for their scheduled shift before or after a holiday, then the holiday will be unpaid. Employees who appropriately schedule vacation days before or after a holiday, pursuant to this handbook, will be paid for the holiday.

# **Employee Benefits and Leave**

## **Employee Benefits**

---

Only highlights of the Company's benefits plans have been listed here. Employees should refer to the official plan documents for specific information about their employee benefits, which is available at Human Resources. This handbook does not change or otherwise interpret the terms of the official plan documents. To the extent that any of the information contained in this handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

Nothing contained in the benefit plans described in this handbook shall be held or construed to create a promise of employment or future benefits, or a binding contract between the Company and its employees, retirees or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect, and benefits and plans are subject to change from time to time.

The Company reserves the right, in its sole and absolute discretion, to amend, modify, or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein. Further, the Company reserves the exclusive right, power and authority, in its sole and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans in accordance with the plan documents.

## **Health Insurance**

Eligible employees will be offered health insurance after they have completed 90 days of continuous employment.

### **401(k)**

All full-time employees, who work a minimum of forty (40) hours each week, will be eligible for a 401k plan after they have completed twelve (12) months of continuous employment and are 18 years of age or older.

## **Workers' Compensation**

The Company furnishes workers' compensation insurance at its expense. Workers' compensation insurance is intended to provide employees with medical care and pay for lost time resulting from injuries on the job and those illnesses caused by work.

An employee who is injured on the job, regardless of the severity of the injury or illness, should immediately notify their supervisor or Human Resources. Please note that the Company may require the employee to submit to a drug and alcohol test. No testing will take place prior to the administration of emergency medical care. If an injured employee refuses to submit to a test for drugs or alcohol, or if an employee receives a positive confirmed test result, he/she could forfeit his/her eligibility for all worker' compensation medical and indemnity benefits and may be subject to discipline, up to and including termination of employment.

The manager on duty is responsible for obtaining information regarding details of any work-related accident.

When returning to work from after an accident, all employees must present a doctor's release, with or without a reasonable suggested accommodation.

## **Employee Meals**

Employees receive a 20% discount off the regular price of all items. The discount is a benefit for the employee and cannot be shared with friends or family members. This discount cannot be applied to full-service catering.

## **Employee Leave**

---

When taking a leave of absence for any reason, including PTO or medical leave, an Employee Leave Request Form, available on the employee portal, from Human Resources, or the General Manager at your location must be submitted to and approved by your immediate supervisor. Employee Leave Request Forms should be submitted at least thirty (30) days prior to the scheduled leave date, unless the request is due to an unexpected emergency.

When returning to work from a medical leave, all employees must present a doctor's release. Employees who are unable to return to work at the expiration of a leave of absence are responsible for notifying the Company of a reason for not returning to work at the end of the leave of absence.

Retaliation for an employee taking leave or requesting leave is strictly prohibited.



In addition to the leaves of absence listed below, the Company will provide all leaves of absence required under applicable federal, state, and local laws.

### **Family Medical Leave**

The Company provides leave under the Family and Medical Leave Act (FMLA) to eligible employees in certain circumstances. Eligible employees are those who have worked for the Company for at least 12 months and have accumulated at least 1,250 hours of work before the first day of leave. Eligible employees may be granted unpaid leave of up to 12 workweeks within a rolling 12 month period looking back from the leave date, for one or more of the following reasons:

- Birth of child and in order to care for such son/daughter with leave to be completed within one year of the child's birth.
- Placement of child with the employee for adoption or foster care.
- To care for a spouse, child, or parent who has a serious health condition.
- A serious health condition that renders the employee incapable of performing the functions of his/her position.
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).
- To care for a qualifying family member who is a covered service veteran with a serious injury or illness. This is considered "military caregiver leave." and a longer period of leave can be requested than other forms of FMLA. It provides for a period of up to 26 weeks of leave over a fixed 12 month period looking forward from the first leave day. Please contact Human Resources for more information regarding Military Caregiver Leave.

Eligible employees must give the Company at least 30 days' prior written notice of leave they believe may be FMLA-qualifying. If this is not possible, the employee must provide notice as soon as practicable. Failure to provide such notice may delay the employee's entitlement to FMLA leave, depending on the facts and circumstances.

If an employee is requesting leave because of their own or a covered family member's serious health condition, the employee may be required to provide the Company with a medical certification supporting their need for leave. Once the employee provides the Company with notice of their need for leave, the Company will provide the employee with a Notice of FMLA Eligibility, Rights, and Responsibilities, which may include a medical certification form to be filled out by the employee's healthcare provider. The employee will be required to return the medical certification form 15 days after their request for leave. Failure to provide requested medical certification in a timely manner may result in denial of FMLA leave until appropriate medical certification is provided. If the medical certification is insufficient, the Company may require that the employee be examined by a healthcare provider of the Company's choice. Under certain circumstances, the Company may require subsequent medical recertification.

## **Personal Leave**

Employees may be eligible for a 30-day Personal Leave without pay. Generally, this leave will be considered when other forms of leave are not available, such as Family and Medical Leave.

Employees seeking a 30-day Personal Leave are required to give a 30-day notice when the need is foreseeable, provide a written request for Personal Leave, and additional supporting documentation, as requested, including but not limited to a written certification from a health care provider supporting the need for a leave, a fitness for duty certification prior to returning from leave, and/or periodic reports during the leave.

When leave is needed to care for your own serious health condition and is for planned medical treatment, you must try to schedule treatment so as not to unduly disrupt the Company's operations.

A Personal Leave may be granted for no less than three days and up to thirty (30) calendar days. A one-time extension of an additional thirty (30) calendar days may be granted with the appropriate medical certification and the approval of the employee's supervisor and the HR Department. Employees are generally eligible for only one 30-day Personal Leave within a 12-month period. Employees must provide a fitness for duty note from their physician prior to returning from leave.

An employee on a Personal Leave shall be responsible for the employee's cost of any insurance premiums due. Should the employee not pay the premiums within 30 days of their due date (i.e., the month of coverage), the employee's benefits shall be terminated and the employee and any dependents shall be issued a COBRA letter or information about conversion options.

Reinstatement to the same or similar job cannot be guaranteed following a Personal Leave. However, every reasonable effort will be made to place an employee in an available position for which the employee is qualified.

## **Military Service Leave**

The Company recognizes that employees may need to be absent from work to serve in the U.S. or state military. The Company provides military service leaves of absence to all regular full-time, part-time, and probationary employees in compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state laws.

Where the local military service leave laws offer more protections or benefits to employees, the protections or benefits that are more favorable to the employee, as provided by such laws, will apply.

If you have any questions regarding this policy or if you have questions about military service leave that are not addressed in this policy, please contact Human Resources.

## **Bereavement Leave**

When a death occurs in an employee's immediate family, all regular full-time employees may take up to three (3) days off with pay to attend the funeral or make funeral arrangements. The Company may require verification of the need for the leave. Immediate family members are defined as an employee's spouse, parents, stepparents, siblings, children, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild. If additional time off is needed, the employee will be excused and permitted to use available accumulated paid time, or take off the time without pay.

## **Jury Duty Leave**

The Company encourages employees to fulfill their civic duties related to jury service. Employees summoned for jury duty are entitled to unpaid time off. Employees may, but are not required to, opt to use any available PTO in place of unpaid leave. Hours compensated for jury duty are considered non-compensable with regard to overtime pay for overtime-eligible employees.

Employees who receive a jury summons must inform their supervisor as soon as possible to make arrangements for a leave of absence. The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by the law. Employees are expected to return to work if they are excused from jury duty during regular working hours or released from jury duty earlier than expected.

The Company will not discharge, threaten, coerce, or otherwise penalize an employee who is summoned for jury service, serves as a juror, or attends court for prospective jury service.

## **Paid Time Off (PTO)**

---

The Company provides eligible full-time employees with paid time off (PTO), including sick/personal days and vacation days, outlined below.

### **Sick/Personal Days**

Full-time employees who have been with the Company full-time for six (6) consecutive months, will be eligible for two (2) paid sick/personal days that must be used within the calendar year in which they are granted. Unused time will be lost.

Full-time employees will be eligible for additional sick/personal days when they reach their one-year anniversary with the Company. Employees who have been with the Company full-time for one year (12 consecutive months), and have their anniversary date in January-June will be eligible for five (5) sick/personal days that must be used in the calendar year. Employees who have been with the Company full-time for one year (12 consecutive months), and have their anniversary date in July-December will be eligible for two (2) sick/personal days that must be used in the calendar year.

At the beginning of the next calendar year after a full-time employee has reached his or her one-year anniversary, and every year thereafter, sick/personal days will be advanced so that eligible employees receive five (5) sick/personal days per year.

After using three (3) consecutive sick days, employees must provide a doctor's note to their manager confirming they were not able to work and releasing them to work with or without need for accommodations.

### **Vacation Days**

All full-time employees who have been with the Company full-time for one consecutive year will be eligible for five (5) days of paid vacation each calendar year.

Employees who have been with the Company full-time for one year, and who have their anniversary date in January-June will be eligible for five (5) days of vacation for the calendar year. Employees who have been with the Company full-time for one year, and who have their anniversary date in July-December will be eligible for three (3) days of vacation for the calendar year.

At the beginning of the next calendar year after an employee has reached their one-year anniversary, and every year thereafter, vacation days will be advanced so that employees are given five (5) days of vacation per year. All full-time employees who have been with the Company full-time for five (5) or more consecutive years are eligible for ten (10) days of paid vacation each calendar year.

An employee cannot use two consecutive weeks of vacation unless approved by an owner in writing.

### **Requesting PTO**

Employee Leave Request Forms are available from Human Resources and are to be submitted and approved by your immediate supervisor at least thirty (30) days prior to the dates requested, unless the request is due to an unexpected emergency.

Efforts will be made to grant vacation time as requested, taking length of service time into consideration; but business needs may require an employee to adjust his or her vacation time.

### **Carryover**

All PTO days must be taken within the calendar year in which they are provided; otherwise they will be lost (there is no carry over).

### **Unused PTO Upon Separation from Employment**

Upon termination or resignation, employees will not be paid for unused PTO.

# Workplace Safety

## Workplace Safety Guidelines

---

The Company is committed to maintaining a safe workplace for all of our employees. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job. It is the responsibility of each employee to conduct all tasks in a safe manner that are in line with the Company's safety standards, while complying with all federal, state, and local safety and health laws and regulations. If an employee feels that a task is unsafe, they have an obligation to report it to their supervisor immediately.

Employees will receive more specific, detailed information and training on safety issues as an ongoing part of their employment. However, below are some basic guidelines and safety rules to always keep in mind:

- Wear shoes with non-slip soles.
- Wipe up spills immediately.
- Never run in the hallways or the kitchen. Always walk carefully. Even when it's busy, take small steps and pay attention.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained on how to use it properly.
- Pay special attention when using slicers and always make sure the guard is down during use and cleaning. They are very sharp and move very quickly.
- Wear nylon, no-cut gloves when cleaning slicers. If you don't have a pair, see a manager.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you are carrying anything hot.
- Use proper lifting techniques. Never lift too much; make two trips or get some help. Remember to always bend at the knees, and lift with your legs, not your back.

It is the responsibility of every employee to immediately report any accidents, incidents, or safety infractions that occur. A report should be made by the employee involved, or any other witnesses. It is also the responsibility of every employee to report hazardous behaviors or conditions and near misses in a timely manner and to take appropriate action to prevent an accident from occurring. Every person in the organization assumes the responsibility of individual and team safety.

Failure to follow Company workplace safety guidelines or engaging in conduct that places the employee, customer, or Company property at risk can lead to employee disciplinary action up to and including termination of employment. The Company will not retaliate against employees for reporting workplace safety concerns, injuries, and illnesses.

Some of the best safety improvement ideas come from our employees. Ideas, concerns, or suggestions for improved safety in the workplace should be raised with your supervisor, a member of management team, or Human Resources.

## **Fire Protection**

All employees must know the specific location and operation of fire protection on site. The Company is equipped with many fire-extinguishing systems in the ducts, hood, over the stoves, and other cooking equipment that contain a dry chemical. Extinguishers can be set off immediately by pulling the ring attached to each system. The Company also maintains handheld CO<sup>2</sup> systems. Have available very specific information before setting off a fire alarm or notifying someone to take action so the problem can be immediately addressed.

## **Substance Abuse in the Workplace**

---

The Company is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, this policy establishes the Company's intent to maintain a drug and alcohol-free workplace. Being under the influence of alcohol or illegal drugs under federal, state, or local laws, while on the job poses serious health and safety risks to employees and members of the public.

The Company expressly reserves the right to change, modify, or delete the provisions of this Substance Abuse in the Workplace Policy without notice.

### **Prohibited Conduct**

The Company expressly prohibits the following activities at any time when employees are either (1) on duty, or conducting the Company's business (either on or away from the Company's premises); or (2) on the Company's premises (whether or not the employee is working):

1. The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
2. The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the employee, or drug-related paraphernalia.
3. The illegal use or abuse of prescription drugs.

Nothing in this policy is meant to prohibit the appropriate use of over-the-counter medication or other medication that is legally prescribed under both federal and state law, to the extent that it does not impair an employee's job performance or safety or the safety of others.

A violation of the above is subject to disciplinary action, up to and including immediate termination of employment.

## **Violence in the Workplace**

---

To ensure the Company maintains a workplace safe and free from violence for all employees, customers, and vendors, the Company prohibits the possession or use of dangerous weapons on company property.

Conduct that threatens, intimidates, or coerces another employee, customer, or vendor will not be tolerated. The Company resources may not be used to threaten, stalk, or harass anyone at the workplace or outside the workplace.

The Company will investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

The Company encourages employees to bring any concerns to the attention of their supervisors or Human Resources. The Company will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities.

## **Sanitation**

---

Sanitation and food safety is of the utmost importance to the Company. Due to the nature of our business, it is **ABSOLUTELY ESSENTIAL** that **EVERYONE** follows safe food-handling procedures. Never take shortcuts on food safety and handling. Every day the Company is entrusted with the health, and even the lives of its customers. This is a huge responsibility, one that must never be taken lightly.

While you will receive additional and ongoing training regarding food safety issues, the following are some of the basic rules we always follow and enforce:

Keep your hands clean. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing, or coughing. If you use latex gloves, change them frequently.

Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils clean. This helps to keep food handling areas and preparation tools free of bacteria.

Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the same cutting board without first washing and sanitizing it. The same process should be followed for utensils like knives and portioning tools. Always wash and sanitize them after every use.

Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy, and fish should always be stored below 45°. Food that is cooking or in holding should always be above 140°. The bacteria count on food grows rapidly between 45° and

140°; therefore it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

## **Employee Conduct, Discipline, and Separation**

### **Customer Service**

---

Our Company exists because of our customers, and in particular, those customers who voluntarily choose to return here and spend their money on our food. Without the customer, we don't have a market. As a result, taking care of our customers is our highest priority. In fact, it is a privilege, never an interruption. At the Company, the customer always comes first!

### **Customer Complaints**

Nobody enjoys being the recipient of customer complaints; however complaints can happen in the hospitality business, whether or not substantiated. Complaints can even be viewed in a positive light if they are handled properly.

Complaints can give us insights as to how to make our Company better. Demanding customers force us to be our best, and resolving complaints satisfactorily can even increase customer loyalty if they are handled properly.

When faced with a customer complaint:

- Do not get defensive and try to explain.
- Remove the offending item immediately and try to take the customer to the side, so that the other customers do not hear the complaint.
- Ask for the assistance of a manager.
- Apologize for the problem, explain that the problem is unusual, and tell the customer you will take care of the problem immediately. Thank the customer for bringing the problem forward so it can be corrected.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at the Company.

### **Telephone Courtesy**

The office employees are not always able to answer the high volume of phone calls. Therefore, it is everyone's responsibility to answer the phone. Always answer the phone promptly (within two rings) in a friendly, polite manner: "Good (morning, afternoon, evening), Carlino's Specialty Foods, (your name) speaking, how may I help you?"

Only respond to questions that you know the answer to with certainty. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer



the call to a manager. Always thank the person for calling. Further, always ask the caller for their name.

## **Employee Evaluations**

---

All employees will receive performance evaluations, generally once each year. The evaluation process is intended to let you know how well you're performing and help you become more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager. If at any time you would like to discuss your performance, or if you feel an evaluation is due, please speak with your supervisor or Human Resources.

The evaluation process is an opportunity to identify accomplishments and strengths as well as openly discuss areas of improvement and goals for the upcoming period.

## **Progressive Discipline**

---

Every employee has the duty and the responsibility to be aware of and abide by existing workplace rules and policies. Employees also have the responsibility to perform their duties to the best of their ability.

The Company supports the use of progressive discipline to address issues such as poor work performance or undesirable behavior. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of performance issues and/or undesirable behavior.

Outlined below is our progressive discipline process. However, 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. Doing so permits the Company to address each situation individually, as facts can differ dramatically from one case to the other. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense has been repeated, despite coaching, counseling, and/or training; the employee's overall work record; and the impact of the conduct and performance on the Company.

The following outlines the Company's progressive discipline process. During this process, employees will be given an opportunity to present their point of view and acknowledge the discussion.

1. **Verbal Warning and Counselling.** An employee may be given a verbal warning and counselling when he or she engages in behavior which violates the Company's policies and procedures and general business standards. As the first step in the progressive discipline process, a verbal warning is meant to alert the employee that a problem exists which must be addressed. Verbal warnings and counselling will be recorded and placed in the employee's personnel file.
2. **Written Warning and Counselling.** A written warning and counselling is more serious than a verbal warning and counselling. A written warning and

counselling will be given when an employee engages in behavior that, as a result of its severity in the discretion of the management team, warrants it; or the employee engages in unacceptable behavior about which the employee was previously warned and counselled. Depending on the circumstances, the employee may be suspended from work without pay; or placed on a Performance Improvement Plan (PIP) which provides a certain amount of time to improve. Written warnings and counselling, documentation relating to suspensions and PIPs, and corrective action of any other kind, will be placed in an employee's personnel file.

3. **Termination.** Employment will be terminated: (1) when an employee engages in conduct that, as a result of its severity in the discretion of the management team warrants it, regardless of prior discipline; or (2) when an employee does not correct the behavior addressed in previous warnings and counselling.

Again, while the Company will generally take disciplinary action in a progressive manner, the appropriate level of discipline taken will depend on all the facts and circumstance of the violation, as determined by the management team.

## **Standards of Conduct**

---

Consistent with our mission and values, it is important for all employees to be fully aware of those standards which are important to govern the workplace conduct and behavior. The Company expects all employees will use their good common sense and abide by general standards of professionalism and respect at work. The list below is not all-inclusive, but merely gives examples of unacceptable violations of our standards. Violation of these standards or other inappropriate behavior may result in disciplinary action up to and including immediate termination of employment:

1. Failure to follow Company policies or procedures;
2. Excessive absenteeism or lateness;
3. Falsification of employment documents or other company records;
4. Theft, dishonesty, or mishandling of the Company's funds;
5. Failure to follow cash, customer check, or credit card processing procedures;
6. Engaging in unlawful harassment, discrimination, or retaliation of any kind toward another employee, customer, or third party;
7. Failure to perform job responsibilities in a satisfactory manner;
8. Use, distribution, or possession of illegal drugs on Company property or being under the influence of these substances or alcohol when reporting to work or during working hours;
9. Actions or threats of violence or abusive language directed toward a another employee, customer, or third party;
10. Disclosing confidential information including, recipes, cooking manuals or any propriety information to anyone outside the Company;
11. Rude or disrespectful behavior toward customers;

12. Failure to report safety hazards, equipment defects, accidents, or injuries immediately to a member of the management team;
13. Unethical or illegal conduct;
14. Concealing defective work;
15. Stealing the Company's property, a customer's property, or the property of any employee or third party;
16. Sabotage or willful damage to Company property, or the property of other employees, any customers or third party;
17. Gross negligence or willful acts in the performance of duties resulting in damage to Company property, the reputation of our employees, or resulting in injury to others;
18. Insubordination, including a willful and deliberate refusal to follow the reasonable instructions of a supervisor or member of the management team; or
19. Reckless driving while on Company business or unauthorized use of a Company vehicle.

The above list is only meant to be illustrative. Employees may be disciplined, at the Company's discretion, for conduct that is not listed above when warranted.

## **Separation from Employment**

---

### **Resignation**

If an employee chooses to end the employment relationship, the employee should submit formal notification in writing. Employees are expected to give at least two (2) weeks' notice, preferably more.

If an employee resigns without the appropriate notice, the employee may not be considered for re-employment at a later date. When an employee's resignation is submitted, the Company may elect to terminate employment in advance of the end of the notice period.

If any employee gives the requisite notice and elects to not report to work for any reason, employees will only be paid for the days they actually worked during the notice period. Employees may not use unused personal time or vacation time leave during the notice period.

### **Return of Company Property**

All Company property, including but not limited to, Company-issued computers, cell phones, keys, credit cards, passwords, and Company documents and information, must be returned on or before the final day of employment.

## **Conclusion**

---

We hope you find the guidelines in this Handbook helpful and that they will be a handy reference when you have any questions. Please also remember, you can always speak with your supervisor, any member of the management team, or Human Resources, if you have any questions.

We look forward to a long and successful working relationship with you and hope you enjoy your work experience for many years to come.

## EMPLOYEE HANDBOOK RECEIPT AND ACKNOWLEDGEMENT

Please read the following statements, sign below, make a copy for your records, and return the original to Human Resources.

*I acknowledge I have received and read the Company's September 2019 Employee Handbook, containing important information about the Company's policies, procedures, processes, and benefits. I have specifically reviewed the Company's policies on Equal Employment Opportunity, Anti-discrimination, Anti-Harassment, Anti-Retaliation, Disability and Reasonable Accommodation, Confidentiality, and the complaint procedures associated with such policies. I also understand I have available a formal avenue for work-related concerns under the Problem-Solving Procedure outlined in the Handbook.*

*I understand and agree that the policies described in the Handbook are intended as a guide only and do not constitute a contract of employment for any fixed or definite period. I specifically understand and agree that the employment relationship between the Company and me is at-will and can be terminated by the Company or me at any time, with or without cause or notice. Nothing in this Handbook is intended to modify the Company's policy of at-will employment.*

*This Handbook and the policies, procedures, and processes contained in the Handbook supersede any and all prior practices, oral or written representations, or statements regarding my employment with the Company. By distributing this Handbook, the Company expressly revokes any and all previous policies, procedures, and processes, as well as, all prior practices, oral or written representations, or statements that are inconsistent with those contained herein.*

*I understand the Company may make changes to its policies, procedures, processes, or benefits at any time at its discretion. I further understand that the Company will interpret its policies or vary its procedures and processes as it deems necessary or appropriate to meet specific needs.*

*I understand if I fail to abide by the guidelines in this Handbook, I will be subject to disciplinary action, up to and including the termination of my employment with the Company.*

*I understand if I have any questions about this Handbook, I should speak to the Human Resources Department.*

\_\_\_\_\_  
Employee's printed name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date