EMPLOYEE HANDBOOK

(Your Guidelines for Success)

NGP MANAGEMENT

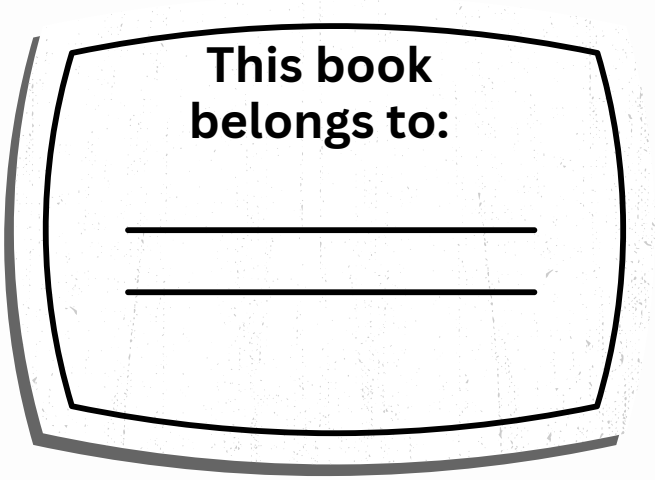
MAINE CREW

EMPLOYEE MANUAL

2023





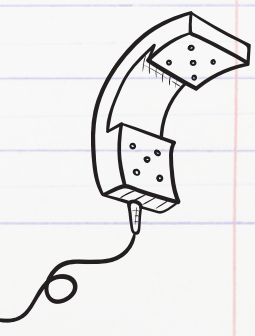

This book
belongs to:

Important Contacts

Corporate Office Main Number: (978) 898-1200
Director of Human Resources: (978) 898-1228
All HR related inquiries: (978) 898-1201
↳ Follow the prompts for the department you would like to reach.
Director of Compliance and Safety: (978) 898-1361
Asset Protection: (978) 898-1360
Payroll Department: Give your Payroll Representative a call directly or contact the main number for help.

Other Contact Info I Want to Save...

NAME	NUMBER



Welcome!

Welcome to NGP Management, our Dunkin' franchise, owned and operated by the Scrivanos Family! Since our start in 1985, we have been proud to be a part of communities throughout New England and we are glad that you have decided to join us on this journey. Our goal has always been to provide great service to our customers and employees through a positive, clean, friendly and fulfilling environment. Regardless of how long you spend with us (and we hope it's a long time!), we hope that you find it as rewarding as we do and are proud to say that you are part of the Scrivanos family!



How to use this book:

Please read this Handbook carefully. It is designed to make you feel at home in your new job, as well as provide you with some necessary information. Reviewing it from time to time will help you make the most of your experience with us. If, at any time, you have questions concerning the Handbook or concerns about correct procedures, we encourage you to discuss them with a member of your Management Team or Human Resources. As you read though this Handbook, you will find many reasons for our success. But no single factor is more important than the dedication and effort of our employees.

Others in the industry may try to copy our methods, but they can't duplicate our pride, enthusiasm, and dedication to this business. The NGP spirit is exclusively ours and yours!



To do:

- [ ] Use this book as a resource to help answer my questions.
- [ ] Use this book as a resource to help answer other people's questions

What are our core values?

GROWTH

We encourage a healthy competitiveness. We always want to strive for growth, reject complacency and keep looking for opportunities to get to the next level.

RELATIONSHIPS

We are a family run business that values integrity, loyalty and commitment. Building strong relationships is at the heart of everything we do.

DOING WHAT'S RIGHT

We always strive to do the right thing. Our decisions are based on what is best for our employees and the business.

CARING

We want to be known as an organization that cares about its employees, business and communities. Our goal is to build teams that care about doing the right thing.

What do they mean?

WE ARE ACCOUNTABLE

To keep getting better

To seek feedback and learn from our mistakes

To the business and each other

To do the right thing

YOU MATTER

To the business

To our guest

To each other

WE DO WHAT IS RIGHT

Even if it is not the easy option

When we are making decisions

When we communicate

When we interact with each other

WE CARE

About being kind to each other and our guests

About doing a good job

About our business

About the community

About being inclusive and respectful

How can you support our values?

AS CREW

- You make our guests your number one priority through exceptional service and quality.
- You are proud to be part of a team and strive to be a team player.
- You are honest and have integrity with everything you do.
- You show up to be your best everyday.
- You create happiness in every guest interaction and make the guest's day better on every shift you work.
- You listen to feedback with an open mind.

AS LEADERS

- You care about our stores and make them the best they can be for employees and guests.
- You guide people in the best direction for themselves and the business.
- You help your teams to feel fulfilled and cared for everyday.
- You lead by example.
- You develop, mentor and pursue our future leaders.
- You strive to always be consistent, fair and ethical in all that you do.

AS THE SUPPORT TEAM

- You support, assist and create new ways to elevate the work of the field.
- You know that store success = your success and it is only together that we continue to grow.
- You believe in and strive to execute the policies and procedures that have been carefully adopted to help the team!

We are all part of one NGP team, working together on a daily basis.

How our values show up everyday

We asked our employees how they see our values showing up on a daily basis and here is what they said:



GROWTH

"I started in 1997 as a Crew member and now I am training new managers as they start their careers with us!" - Magda, tenure 26 years

"I have learned that if you work hard, are loyal and patient, NGP will spare nothing on your development. They will invest in you." - Melissa , tenure 19 years



DOING WHAT'S RIGHT

We provided training classes to keep up with the changing social climate the world is experiencing. Although our stores are busy and it is hard to step away, we prioritize these trainings so that our teams are equipped to always do the right thing.

"We had a member of our management team going through personal issues and they stopped showing up to work. Instead of giving up on them, we continued to reach out and sought help to make sure they were ok." - Lynne



RELATIONSHIPS

"I have an employee who has worked with us for a while. He has a loyal customer at his store whose father passed away. Our employee organized a fundraiser to support this guest and help fund some of the funeral costs." - Simon

"I had a guest at one of my stores come in one day and say 'I couldn't wait to see you and tell you about the birth of my Grandson'!" - Ruben



CARING

In Manchester, we hired four men who had recently been forced to move to the United States from Afghanistan due to turmoil in their country. They started working with us but did not have transportation to and from work, so the team organized a donation of bikes to help.

We partner with different homeless and women's shelters to donate our donuts at the end of the day so that they don't get thrown away and go to those in need.



How do you see our values showing up for you?

Notes Page

The Important Stuff

These policies and procedures will help you be successful on your career journey.



Table of Contents

WHAT YOU WANT

WHERE TO FIND IT

Employment at Will 1
Immigration Reform and Control Act/E-Verify 1
Mutual and Voluntary Arbitration 1
Outside Employment 2
Conflicts of Interest 2
Personnel Record Maintenance and Responsibility 3
Introductory Periods 3
Employee Classifications 3
Performance Evaluations & Pay Reviews 4
Rehires 4
Promotions, Career Advancement & Management Opportunities 4
Internal Transfers 4
Pre Employment Assessment 5
Background and Reference Checks 5
Employment of Relatives and Workplace Relationships 5
Employment of Minors - Maine 6
Communication 7
Bulletin Boards, Schedules and Postings 7
Texting 7
Open Door Policy 7
Social Media and Internet Policy 7
Media Policy 10
IT End User Policy 10
Mobile Device Agreement 14
BYOD Policy 15
Company Vehicle and Driver Policy 15
Workplace Bullying 16
Workplace Violence Policy 17
Drug Free Workplace 18
Medical Marijuana 18
Employee Assistance and Drug Free Awareness 18
Workplace Sanitation and Safety 19
Sanitation 19
Safety 19
Medical Attention 19
In the Event of an Injury 19
Communicable Diseases and Pandemic Policy 19
Worker's Compensation 19
Sharp Objects 20
Security and Robbery Prevention 20
Hazard Communication 22
Wet Floor Procedures 22
Smoking/Vaping 22

Table of Contents

WHAT YOU WANT

WHERE TO FIND IT

Code of Conduct 22
Confidentiality 22
Rules of the Shop 23
No Solicitation, No Distribution, No Access and No Trespassing Policy 24
Employee Theft Policy 24
Guest Recovery 25
Breaks 25
Nursing Employees/Pregnancy Accommodations 26
Dress Code/Hygiene Basics 26
Dress Code Requirements 27
Attendance 27
Inclement Weather 29
Changes of Hours of Operations 29
Cash Handling 29
Giving Away Product 29
Telephone/Cell Phone Usage 29
Parking 29
Employee Entrance and Exit 29
Payment of Wages 30
Payroll Deductions 30
Timekeeping - Tracking Hours Worked 30
Reporting Personal Information Changes 30
Overtime 31
Payroll Questions 31
Tipping 31
Reporting Pay 31
Final Wages at Separation 31
Mileage Reimbursement 32
Employee Benefits 34
Medical Benefits 34
401k 34
Maine Earned Paid Leave 35
Payout of Accrued Unused Vacation Upon Separation 35
Sick Time 37
Leave of Absence 37
LOA - Maine State Specific Leaves 42
Equal Employment Opportunity Policy 44
Cultural Diversity and Identity 45
Harassment and Notice of Non-Discrimination 45
Sexual Harassment 46
Complaint Procedures 46
Americans with Disabilities Act and the ADA Amendments Act 47
Request for a Reasonable Accommodation 47
Procedure for Requesting an Accommodation 47
Based Upon a Physical or Mental Impairment 48

Table of Contents

WHAT YOU WANT

WHERE TO FIND IT

Based Upon Sincerely Held Religious Beliefs 48
Cooperation 48
Progressive Discipline Process 48
Resignation 50
Dismissal 50
Job Abandonment 50
Return of Company Property 50
Termination Guidelines 50
Payout Process 51
Rehire 51
Cobra Continuation of Benefits 51
Acknowledgment Forms 53

Employment-at-Will

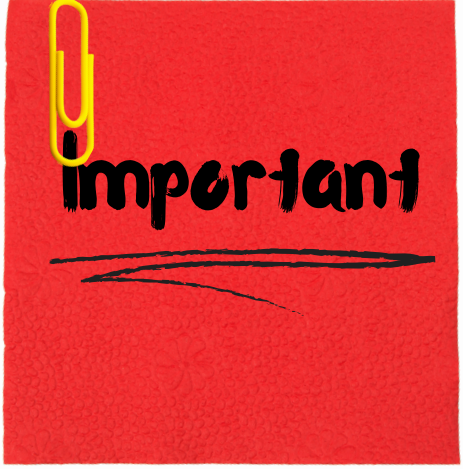
Employment at our Dunkin' Franchise (the "Company") is at will, meaning that employment may be terminated for any reason, with or without cause or notice, at any time by the employee or employer. Nothing in this employee Handbook or in any oral or written statement shall limit the right to terminate employment at will. No employee or agent of the Company, other than the President, shall have any authority to enter into an employment agreement—expressed or implied—with any employee providing for employment other than at-will.

This policy of at-will employment is the sole and entire agreement between the employee and the Company as to the duration of employment and the circumstances under which employment may be terminated.

With the exception of employment-at-will, the terms and conditions of employment with the Company may be modified at the sole discretion of the Company including, but not limited to, the following: promotions; demotions; transfers; hiring decisions; compensation; benefits; qualifications; discipline; layoff; hours and schedules; work duties and responsibilities; production standards; subcontracting; reduction or expansion of operations; sale, relocation or consolidation of operations; determinations concerning the use of equipment or facilities; or any other terms or conditions that the Company may determine to be necessary for the safe, efficient, and economic operation of its business.

Immigration Reform and Control Act/E-Verify Statement

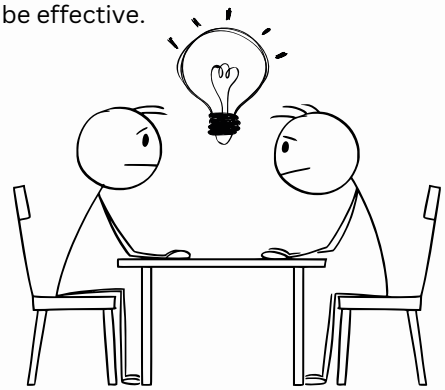
In compliance with the Immigration Reform and Control Act of 1986, every new employee, as a condition of employment, must provide information to complete the Employment Eligibility Verification (Form I-9). Every employee must also within three (3) days of the date of hire, or re-hire, present documentation establishing identity and employment eligibility from the I-9 list of acceptable documents. Photocopies of documents are not accepted; however, the Company may copy and retain copies of documents provided by employees.



Mutual and Voluntary Arbitration

In recognition of the fact that the resolution of differences in court is rarely timely or cost-effective, and to establish and gain the benefits of a speedy, impartial, and cost-effective dispute resolution procedure, the Company has adopted a voluntary, mutual arbitration program.
Under the program, any legal claims that the Company may have against an employee and any legal claims an employee may have against the Company will be resolved by a neutral arbitrator, outside the court process.

Participation in the program is entirely voluntary. All employees will be automatically enrolled in the program unless they return the opt-out form excluding themselves from the benefits of the program. If an employee wishes to opt-out they must return the opt-out form within 30 days after their receipt of the Mutual and Voluntary Arbitration Plan. The form should be returned to Human Resources, 3 Pluff Avenue, North Reading, MA 01864, and it must be postmarked within 30 calendar days after receipt of the Plan to be effective.



Employees who transfer from one location to another will be required to complete a new I-9 for the new location.
To determine whether Form I-9 documentation is valid, the Company uses E-Verify's photo matching tool to match the photograph appearing on some permanent resident and employment authorization cards with the official U.S. Citizenship and Immigration Services' (USCIS) photograph. Employees who receive notices from the Social Security Administration (SSA) or Department of Homeland Security (DHS) indicating that the combination of name and social security number do not match their records are responsible for resolving these issues directly with those agencies.

Outside Employment (Hourly Employees)

Hourly Employees are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below:

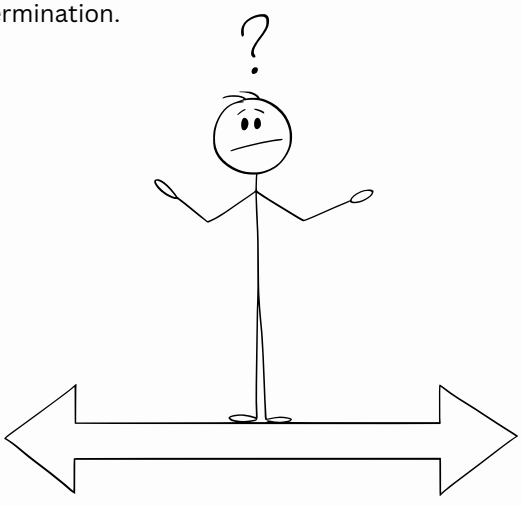
- Activities and conduct away from the job must not compete with, conflict with, or compromise the Company's interests or adversely affect job performance and the ability to fulfill all job responsibilities. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by the Company. This prohibition also extends to the unauthorized use of any company tools or equipment 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.
- Full-time hourly employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, 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 asked to terminate the outside employment.
- Hourly Employees who have accepted outside employment may not use paid sick leave (if available) or vacation time to work on the outside job. Fraudulent use of sick leave or vacation time will result in disciplinary action up to and including termination.

Conflicts of Interest

Employees must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their job. At times, an employee may be faced with situations in which business actions taken on behalf of the Company may conflict with the employee's own personal interests. Company property, information or business opportunities may not be used for personal gain.

Employees with a conflict-of-interest question should seek advice from management. **Before engaging in any activity, transaction, or relationship that might give rise to a conflict of interest, employees must seek review from their manager or the Human Resources department.**

Violations of this rule may lead to disciplinary action, up to and including termination.



Examples

- *Being employed by, or acting as a consultant to, a competitor or potential competitor, supplier, or contractor, regardless of the nature of the employment, while employed with the Company.*
- *Hiring or supervising family members or closely related persons.*
- *Owning or having a substantial interest in a competitor, supplier, or contractor.*
- *Accepting gifts, discounts, favors, or services from a customer/potential customer, competitor, or supplier, unless equally available to all Company employees.*

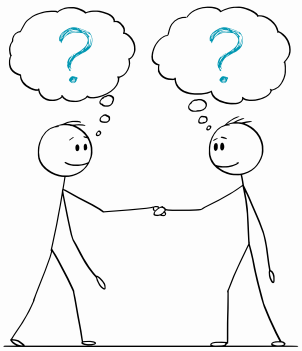
Personnel Record Maintenance and Responsibility

It is the employee's responsibility to provide current information regarding their address, telephone number, insurance beneficiaries, change in dependents, marital status, etc. Please notify Human Resources and your Payroll Representative with any changes to address, phone number, emergency contact information, marital status, number of dependents, etc. Changes in exemptions for tax purposes will only be made upon the receipt of a completed W-4 form.

The Company is not required to disclose to an employee any information in the personnel file if (1) the employee is the subject of an investigation at the time of the request and disclosure would prejudice law enforcement, or (2) the file contains information relating to a government security investigation.

Upon written request, the Company will provide an employee or former employee access to their personnel file within 10 days. Once per year, an employee or former employee is entitled to have a copy of their personnel file made at the Company's expense.

Introductory Periods



The first 90 days of employment is considered an introductory period. During this period, employees will become familiar with the Company and their job responsibilities, and the Company will have the opportunity to monitor the quality and value of each employee's performance and make any necessary adjustments in their job description or responsibilities. The introductory period with the Company can be shortened or lengthened as deemed appropriate by management and Human Resources. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

Employee Classifications

All employees are designated as either non-exempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period. The right to terminate the employment-at-will relationship at any time is retained by both the employee and the Company.

The Fair Labor Standards Act (FLSA) establishes standards and criteria for minimum wage and overtime requirements. Non-exempt employees are employees who are generally paid by the hour and qualify for overtime. Exempt employees are generally salaried managers, or professional administrative or technical staff, who are exempt from the overtime provisions of the FLSA.

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

Regular Full-Time

Employees who are regularly scheduled and expected to work a minimum of 35 hours per week on a non-temporary basis. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions, and limitations of each benefits program.

Regular Part-Time

Employees who work variable hours week to week, but generally less than 30, on a non-temporary basis. Regular, part-time, or variable hour employees may be eligible for some of the benefits offered by the company subject to the terms, conditions, and limitations of each benefits program.

ACA Eligible

Employees who work variable hours week to week, at least 30 but generally less than 35, on a non-temporary basis. ACA Eligible employees are eligible for some of the benefits offered by the company subject to the terms, conditions, and limitations of each benefits program.

Employee Classifications (Continued)

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 completion 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.

Performance Evaluations & Pay Reviews

Performance evaluations and discussions will focus on general conduct and job performance.

Wage increases are determined by various factors including, but not limited to, company performance, tenure, performance appraisals and/or increased responsibilities. It is important to realize that wage increases are provided at the Company's discretion and are not guaranteed.

Rehires

Involuntarily terminated employees may not be eligible for re-hire. Employees who leave voluntarily may be eligible for re-hire if they meet the same conditions listed under the Internal Transfers section of this handbook. Former employees who are rehired and return to work more than three (3) months after their termination will be rehired only as new employees and must complete a new orientation period.

Promotions, Career Advancement and Management Opportunities

When evaluating employees for promotion, several factors including job performance, job related qualifications, educational background, and experience with the Company and our industry are considered. Our policy is to promote interested, qualified employees into management positions. To be considered for a promotion, employees must have received positive performance appraisals, completed all training and certification, and be proficient in all working areas of the store. All promotion decisions are made at the sole discretion of the Company.

We always strive to promote from within!

Internal Transfers

It may be possible for an employee to transfer from one store location to another store location, within the Company, if the following conditions are met:

- ✓ The previous performance appraisal was positive.
- ✓ There must be a position open in the store to which the employee requests to transfer.
- ✓ The supervisor and District Manager make the final decision, based on their discretion, after an employee interview.
- ✓ Rate of pay, availability of hours, and available positions are not guaranteed. These details should be finalized prior to transferring.

Pre Employment Assessment

Some positions at the Company may require a pre-employment assessment. Current employees applying for another position within the Company may be asked to successfully complete an assessment before assuming their new role. The Human Resources Department arranges pre-employment and pre-promotion assessments.

Employment of Relatives and Workplace Relationships

The Company recognizes that both positive and negative consequences exist when hiring members of the same family. It is our philosophy that the hiring of family members should not be an automatic “yes” or “no” situation, but rather a decision guided by several job-related factors and circumstances. Factors that will be considered include: will they be reporting directly to a family member, working in the same location, or reporting to the same manager; uniqueness of and/or the Company’s need for the individual’s skills; and meeting the job requirements.

To ensure that these and other important factors are considered, any supervisor or manager who wishes to hire a person related to a current employee must obtain approval from senior management prior to a job offer being discussed or extended to that individual.

While the Company does not strictly forbid employees starting a personal relationship, it is discouraged. It is important that these relationships not interfere with work performance or raise any discrimination or harassment concerns.

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.

The Company strictly prohibits the employment of immediate family members (including spouses, siblings, parents, children, in-laws, etc.) whenever they would be reporting directly to another immediate family member. If the family relationship is established through marriage after employment, the Company will attempt to find a comparable alternative position for the affected employees. If no alternative position is available, the Company will ask the employees to decide among themselves which one will resign. If the employees cannot decide, then the Company will choose for them.

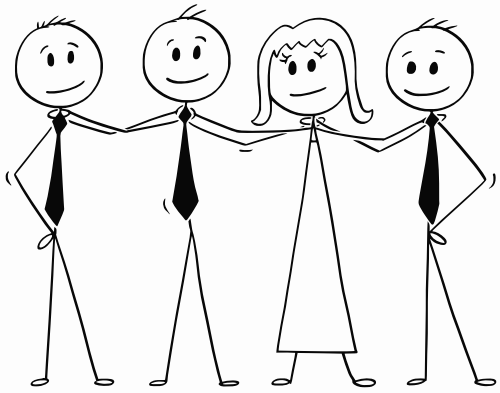
Background and Reference Checks

To ensure that individuals who join the Company are well qualified and to ensure that the Company maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant’s resume or application.

All offers of employment are contingent upon receipt of a background check report that is acceptable to the Company. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.
If information obtained in a background check would lead the Company to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report’s accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be made on applicants for job categories if appropriate and job related.

The Company also reserves the right to conduct a background check on current employees to determine eligibility for promotion or reassignment in the same manner as described above.



Employment of Minors

The following guidelines concern the employment of minors by stores in Maine:

14-and 15-year-olds

The following guidelines concern the employment of minors, age 14 and 15, by stores in Maine:

- ☑ A Work Permit is required before beginning a job. Once the minor has the offer of a job, they must take proof of age to the superintendent of schools. Parental permission is required. The superintendent's office will complete the permit and submit the form to the Maine Department of Labor. If the permit is in order, the DOL will return the permit to the superintendent's office, and the office will supply a copy to the employer. A minor cannot work until the DOL approves the permit. Permits are not transferrable to other jobs or other employers. Upon leaving a job, the employer should return the work permit to the DOL to be deactivated.
- ☑ A state-specific Meal Break Waiver signed by the minor's parent or guardian is required on the day they are onboarded.
- ☑ Minors cannot work more than six (6) days in a row.
- ☑ Minors cannot work before 7:00 am.

During portions of the year when school IS in session:

- ✳ Minors cannot work after 7:00 pm during the school year.
- ✳ Minors cannot work more than three (3) hours on a school day, including Friday.
- ✳ Minors cannot work more than 18 hours in a week that school is in session for one or more days.

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During portions of the year when school is NOT in session:

- ✳ Minors cannot work after 9:00pm during summer vacation.
- ✳ Minors cannot work more than eight (8) hours in any one day when school is not in session (weekend, holiday).
- ✳ Minors cannot work more than 40 hours in a week when school is not in session (school must be out entire week).

16-and 17-year-olds

The following guidelines concern the employment of minors, age 16 and 17, by stores in Maine:

- ☑ Minors cannot work more than six (6) days in a row.
- ☑ Minors cannot work before 7:00 am on a school day.
- ☑ Minors cannot work before 5:00 am on a non-school day.
- ☑ Minors cannot work after 10:15 pm the night before a school day.
- ☑ Minors may work up to midnight when there is no school the next day.



During portions of the year when school IS in session:

- ✳ Minors cannot work more than six (6) hours on a school day, except if the school day is the last school day of the week, in which case minors may work up to eight (8) hours.
- ✳ Minors cannot work more than 10 hours on any holiday or school vacation day.
- ✳ Minors cannot work more than 24 hours in a school week, except they may work up to 50 hours in any week that the approved school calendar includes less than three (3) school days in a week, or during the first and last week of school calendar.

During portions of the year when school is NOT in session:

- ✳ Minors cannot work more than 10 hours in any one day.
- ✳ Minors cannot work more than 50 hours in a week.

Communication

The Company strives to keep employees well informed and to ensure that all employees are aware of anything that will have an impact on their job. The Company also asks that employees make the effort to communicate their thoughts about the business. Employees know their job better than anyone else; if an employee has ideas on how to improve processes, please communicate this. To communicate ideas from employees and to give them a forum to share their ideas, employees are occasionally asked to attend meetings.

Bulletin Boards, Schedules and Postings

In each store there is a bulletin board which is used to communicate information and announcements. Important information such as scheduling and meeting information is also posted so that employees will always be aware of upcoming events that may require their participation. Changing the schedule, unless approved by management, or defacing the postings is prohibited and may result in disciplinary action up to and including termination of employment.

The bulletin board is to be used for company-related material only. Posting any personal materials on the bulletin boards without prior authorization from management is not allowed.

The employee work schedule will be posted no later than Friday for the upcoming week. Our workweek runs from Sunday through Saturday.

If an employee has any scheduling requests, they should be submitted to their store manager a week before the schedule is posted. The manager will consider the request; however, schedules are made based on the business needs and therefore employee requests may be denied.
Schedules are completed based on availability, ability, performance, and the needs of the business. If an employee has concerns about their schedule, they should speak with their store manager.

Texting

Texting employees is allowed for communication only when looking for an immediate response, sending information, or notifications. Managers cannot text employees looking for substantive information.

Open Door Policy

Misunderstandings or conflicts can arise in any organization. If anyone has a question or a complaint or is bothered by a job-related situation, they should first speak with their manager. This is usually the best way to seek resolution of problems and is a matter of professional courtesy. If, however, the issue is not resolved, employees are encouraged to bring their concern to upper management.

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Should a concern not be satisfactorily addressed or be one that an employee would rather not discuss with their manager, the employee should contact the Human Resources Department. The Human Resources team will advise and counsel on a wide range of issues, as well as clarify and answer questions regarding Company policies, and are responsible for investigating all grievances brought to the Company's attention. Our Crew Care Line is 1-888-539-8666 or email at crewcare@scrivanos.com

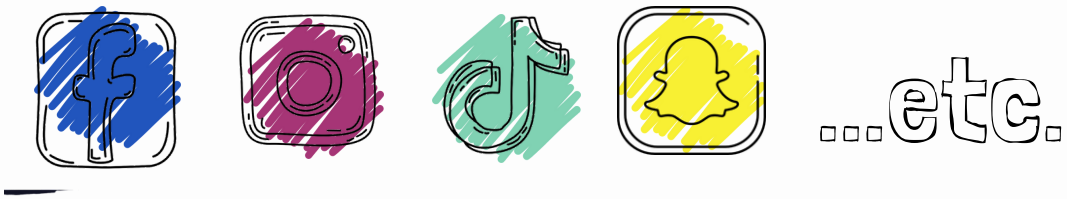
crewcare@scrivanos.com

Social Media and Internet Policy

The purpose of this policy is to encourage clear and consistent communication with customers and the media, to protect the trade secrets and intellectual property rights of the Company, and to promote compliance with state and federal laws, including Federal Trade Regulations and the National Labor Relations Act. Employees are also advised that the Company maintains workplace policies prohibiting sexual harassment and other misconduct which equally apply to social media activities.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Dunkin' or the Company, as well as any other form of electronic communication. You are solely responsible for what you post online. Before creating online content, keep in mind that any of your conduct that adversely affects your job performance, the performance of your coworkers, or our customers or vendors may result in disciplinary action up to and including termination.

Social Media and Internet Policy (Continued)



Testimonials and Endorsements

The Company utilizes the services of marketing professionals who market the Company's goods and services. In addition, the Federal Trade Commission ("FTC") has established detailed regulations (16 CFR Part 255.5) concerning information that must and must not be disclosed in testimonials and endorsements (of products or companies), including those made via social media.

Because of the regulation of this area by the FTC, the Company prohibits any social media posts concerning the Company or its products that are not in compliance with the FTC's mandate. Accordingly, testimonials or endorsements about the Company or its products should be avoided.

If an employee uses social media for any testimonials or endorsements of the Company or its products, the employee must clearly and conspicuously disclose their relationship to the Company to members and readers of the social media site or post.

Be Wary

People who communicate online may not be who they claim to be. They could be competitors, media, regulators, or others seeking "insider information" about the Company.

Everything written online can be traced back to its author. Additionally, information is often repeated and linked to other sources, so even an incidental comment can go viral. Further, there are countless viruses and spyware on the internet with clever methods for infecting computers. Be careful and report any unusual behavior by computers.



Obligations to Report Violations of this Policy

If an employee becomes aware of a violation of this policy, please report it to an appropriate manager or to Human Resources.

If an employee feels they are being harassed, discriminated against, or retaliated against for reporting a violation of this policy, they should immediately report this to their manager or to a member of Human Resources.

No Expectation of Privacy

Employees are reminded that they should have no expectation of privacy when using the Internet, which includes social networking sites, during working time or when using the Company's equipment.

Non-Interference with Applicable Laws

This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act, or any whistleblower protections under federal or state law.

Please contact Human Resources if you have any questions about this policy.

Criminal and Civil Liability

There could be instances where postings by employees create potential criminal or civil liability for the Company. If the Company determines that to be the case, it reserves the right to demand the posting be removed.

Social Media and Internet Policy (Continued)

Social Media Rules and Guidelines:

- Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

- Keep in mind that you are more likely to resolve work-related complaints by speaking directly with your manager or by utilizing our Crew Care hotline than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, employees of the Company, or vendors, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

- Never post any information or rumors that you know to be false about the Company, or its employees, customers, vendors, or competitors.

- Do not create a link from your blog, website or other social networking site to a Dunkin' or NGP Management website without identifying yourself as an employee.

- Express only your personal opinions. Never represent yourself as a spokesperson for the Company or Dunkin' Brands. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of the Company, its employees, customers, vendors, or people working on behalf of the Company.

- Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager.

- Do not post videos or pictures of yourself or other employees, customers, or vendors inside or on company property.

- Do not post pictures or videos of yourself wearing any part of the Dunkin' uniform with our Company logo.

- Do not use your Company email address to register on social networks, blogs or other online tools utilized for personal use.

- Managers and supervisors should avoid social media relationships with non-managerial employees, except in cases where the relationship is limited to business-related networking or there is a legitimate business purpose.
  The Human Resources Department is responsible for providing references for employees, in accordance with the Company's policy as well as to comply with federal and state employment laws. Managers and supervisors should not provide references for current or former employees via social networking sites (e.g. LinkedIn).

Protect the Trade Secrets, Intellectual Property Rights, and Privacy Rights of the Company, Its Employees, and Its Customers

The Company's livelihood depends on its trade secrets and intellectual property rights remaining protected. To this end, employees are prohibited from posting any information on social media that would reveal trade secrets, confidential strategic business initiatives (e.g., a new advertising or business strategy, acquisition, or product), or compromise the Company's intellectual property rights in any way.

Similarly, and in accordance with state and federal law, employees are prohibited from posting confidential personal information about customers or employees, which includes but is not limited to another employee's social security number, protected health information, credit card numbers, driver's license number, mother's maiden name, complete date of birth, minor children's names.

Employees also may not use any client or vendor trademarks or logos for commercial use without the client or vendor's express permission. The Company expects all employees to abide by all Copyright laws.

Social media is not for everyone, and many employees opt not to socialize with their co-workers, via social media or otherwise. To this end, employees are not required to connect with any co-worker or to "friend" them on social media sites. Employees are prohibited from threatening other employees to coerce them into engaging in social media activities.

Media Policy

While we are dependent upon the media to keep us current on local, national, and global events, reporters sometimes solicit information that, when reported, has unintended consequences, both for the individual providing the information and the subject of the story. Such consequences can include misquotes, messages reported out of context, and negative press. As a member of the Dunkin' Brands family, there may be occasions when an employee is contacted by a member of the media (newspaper reporter, television reporter, trade publication writer, etc.) to comment on an issue or area related to the Company. In keeping with our collective goal to positively promote Dunkin' Brands, Dunkin' and the Company, it is critical that all media inquiries be directed to those individuals within the organization who are experienced in working with the media and appropriately screening, evaluating, routing, pursuing, or declining media opportunities.

By funneling all media inquiries through these individuals, we can help ensure a one-voice, one-message communication strategy with the media and reduce the risk of unintended consequences.

The fastest way to access the right people with the right expertise for the Company is by calling the following: Human Resources, District Manager, and Director of Operations.

In the event an employee receives a call from the media, below is a simple, yet effective, list of what to do and not do in dealing with the media:

Do

Be Polite and Courteous. Contact your District Manager or Human Resources immediately.

Be helpful without providing specific information.

Demonstrate genuine concern (especially if the situation involves a crisis).

Find out as much as you can from the reporter (Affiliation, contact information, deadline, etc.).

Review the Company media relations policy with all employees on all shifts. Inform the employees that they should not comment to the press, and if approached they should respond by directing all questions to the District Manager or Human Resources.

Do not

Allow media to film, photograph, or interview customers or employees on the premises. Do not minimize a problem to a reporter.

Act defensive, angry, or unconcerned.

Volunteer information, speculate on any question, or assign blame to anyone.

Give a "no comment" response (implies denial).

Violate anyone's privacy (such as providing names and personal information for customers or employees).

Tell employees that they can talk to the press after their shift is over. Tell employees to say, "I am not allowed to talk to the press" instead encourage them to say, "you should speak with our District Manager, they have more information."

Any questions or requests by a member of the media or other sources must be directed to the District Manager, Director of Operations, or Human Resources. Do not make any statements on behalf of the Company without prior approval from these individuals.

Employees must alert a manager if they witness a member of the media photographing, filming, or interviewing people on company property. Management has been trained on how to properly respond, so please allow them to do so. Feel free to speak with a member of management with any questions on this policy.

IT End User Policy

The IT End User Policy is designed to provide ground rules on the acceptable use and operation of company-provided equipment and resources. The IT End User Policy is a group of individual policies that apply to all employees who are provided access to electronic resources.

Violation of these policies could result in disciplinary and/or legal action leading up to and including disciplinary action or termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy. All employees are required to acknowledge receipt and confirm that they have understood and agree to abide by the rules hereunder.

All terms and conditions as stated in this document reflect an agreement of all parties and should be governed and interpreted in accordance with the policies and procedures outlined below.

IT End User Policy (Continued)

Company Equipment

The Company provides a variety of electronic equipment to help employees do their jobs efficiently and productively, including desk telephones, smartphones, cell phones, tablets, desktop computers, laptops, copiers, fax machines, etc. The company also provides employees access to a variety of electronic resources including email, voicemail, internet access, wireless access, application, and file access technology. All such equipment and resources are provided to employees and are the property of the Company, and they are to be used in conjunction with an employee's job during their scheduled working hours. Personal use of company-provided equipment and resources during working hours is prohibited.

This policy applies to all equipment and/or electronic resources that are owned or leased by the Company.



Computer Usage Guidelines

Employees may not import any files or documents that are created outside the Company's premises until the document or file is first scanned for viruses by the computer's anti-virus program.

Employees may not tamper with or attempt to disable or circumvent security systems including antivirus, web filtering and security event logging.

Employees may only install and use software approved by IT Operations. The Company will, from time to time, audit software on computers in the workplace to identify possible unlicensed, illegal, or unauthorized software copies. If such software is found, it will be removed and the person responsible for installing the software, if identified, may be disciplined.

Employees may not tamper with, relocate, or disconnect physical computer systems without authorization from the IT Department.



Confidentiality and Data Security

All employees have an obligation to safeguard the Company's confidential information as well as the confidential information of its customers, clients, and others from disclosure. Among other precautions, employees must comply with the following rules:

1. Never share password or log-in information to Company resources, or resources of partners or vendors of the Company.
2. Do not attempt to access restricted databases, files, or resources without permission.
3. Do not attempt to circumvent security or access controls to restricted resources.
4. Do not leave any messages containing confidential or Personally Identifiable Information visible while you are away from your work area. All confidential or Personally Identifiable Information should remain under lock and key.
5. Do not send emails outside of the Company that contain private, confidential, or sensitive information to anyone you do not know or who does not have a legitimate need for it. If you must communicate confidential information outside of the company (with our vendors, for example) contact the IT Department for guidance on how to use outbound email encryption.

IT End User Policy (Continued)

Confidentiality and Data Security (Continued)

6. If you must send confidential information within the Company always include “CONFIDENTIAL” in the subject line of the email.

7. Never store or transmit Company or Personally Identifiable Information on or via any third party or cloud services that are not provided by IT Operations. Examples of unapproved services include but are not limited to Dropbox, Box.net, Google Docs, Google Drive, etc.

8. Never store confidential Company information or Personally Identifiable Information on personal USB Drives, CD-ROM’s, DVD’s, home computers or laptops without permission for business purposes.

9. Take all reasonable measures to prevent any laptop or other equipment containing confidential or Personally Identifiable Information from being lost or stolen.

10. You will be required to take periodic data security training sessions.

This Internet Acceptable Use Policy applies to all employees of the Company who have access to computers and the Internet to be used in the performance and/or training of their work. Use of the Internet by employees of the Company is permitted and encouraged during working hours where such use supports the objectives of the business.

If an employee is unsure about what constitutes acceptable Internet or computer usage, then they should ask their supervisor for further guidance and clarification

All terms and conditions as stated in this document are applicable to all users of the Company’s network and Internet connection, or network and Internet connections of its vendors and partners.

Company employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities during business hours.



Electronic Privacy

All company-supplied technology, including computer systems, equipment, and company-related work records, belongs to the Company and not to the employee user. Employees understand the company may routinely monitor use patterns, and employees should observe appropriate workplace discretion in their use and maintenance of such company property. Employees have no right to privacy in their use of Company-provided computers or other electronic equipment and resources, including the internet, email, chats, text messaging, voicemail, and phones. Employees may not disguise their identity when creating or transmitting messages or material on or from the Company’s electronic equipment or resources.

Employees may not open email messages, other than their own or those which the employee is authorized to open by their manager or by the person to whom the email is addressed. Employees may not fake or alter any emails, faxes, or other communications.

Because all the computer systems and software, as well as email and Internet connections, are the property of the Company, all company policies apply to their use and are always in effect. Any employee who abuses the company-provided access to email, the Internet, or other electronic communications or networks, including social media, may be denied future access, and, if appropriate, be subject to disciplinary action up to and including termination, within the limitations of any applicable federal, state, or local laws.



IT End User Policy (Continued)



Computer, Email, and Internet Acceptable Usage Guidelines:

- Company employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities during business hours.
- Incidental personal use of a short, non-regular duration may be permitted while on breaks or personal time with permission from a supervisor. However, personal use may never involve:
  - Using Company Internet and email to harass, discriminate, defame, intimidate, or disparage employees, customers, or clients.
  - Visiting sites or receiving materials related to discrimination, gambling, pornography, sexually explicit material, or any illegal activity.
  - Additionally, employees must not use company computer, email, or Internet access to establish, run, or conduct their own business or that of another business entity.
- Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role.
- All Internet data that is composed, transmitted and/or received by the Company's computer systems is considered to belong to the Company and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties.
- The equipment, services and technology used to access the Internet are the property of the Company and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent, or received through its online connections.
- Emails sent via the company email system should not contain content that is deemed to be obscene or offensive.
- All sites and downloads may be monitored and/or blocked by the Company if they are deemed to be harmful to the Company's IT systems.
- The installation of third-party software such as instant messaging technology is prohibited. All third-party software must have prior approval of the IT Manager.

Unacceptable use of the internet by employees includes, but is not limited to:

- Sending or posting discriminatory, abusive, or physically threatening messages or images on the Internet or via the Company's email service.
- Using computers to perpetrate any form of fraud, and/or software, film, or music piracy.
- Stealing, using, or disclosing someone else's password without authorization.
- Downloading, copying, or pirating software and electronic files that are copyrighted or without authorization.
- Sharing confidential material, Personally Identifiable Information, trade secrets, or proprietary information outside of the organization.
- Hacking into unauthorized websites.
- Sending or posting information that is defamatory to the Company's products/services, colleagues and/or customers.
- Introducing malicious software onto the company network and/or jeopardizing the security of the organization's electronic communications systems.
- Any instance of passing off an individual's personal views as representing those of the organization.

To Remember:

- ✓ Be aware and safe when using company issued devices.
- ✓ Stay alert to scams
- ✓ Don't click on links you are unsure of.
- ✓ When in doubt, ask for help if you have questions

Mobile Device Agreement

This policy pertains to the use of a mobile device. For the purposes of this policy a mobile device includes cell phones, smart phones, tablets, etc.

Company Provided Mobile Device Guidelines and Disclaimers

- Mobile devices that are purchased through the IT Operations Department are the property of the Company. The primary use of the device is to conduct business of the company.
- Mobile devices are centrally managed by the IT Operations department using a Mobile Device Management platform to push security updates and restrict the download of unapproved applications.
- Personal use of an assigned mobile device should be occasional, for example, business-related trips or emergencies. In no cases will a personal mobile device be used with a Company mobile device, either through ESN Change or any other cellular features such as call forwarding.
- Bills will be monitored for excessive utilization, including data usage, text usage, minutes, and international calling/texting. Note: The Company will require that any employee with a company cell phone reimburse fifty percent (one half) of all charges more than the standard plan amount for the month excessive of usage in question. Individuals to whom mobile devices have been provided are responsible for the security and maintenance of the mobile device and must promptly report any damage, theft, or vandalism to the IT Operations Department.
- Company-provided mobile devices may not be used to defame, harass, intimidate, or threaten any other person. Employees are prohibited from using their device in any illegal, illicit, or offensive manner.
- Company-provided mobile devices must be returned upon last day of employment or when requested by Human Resources.
- Making modifications to or installing unapproved third-party applications on Company mobile devices without permission of the IT manager is prohibited.
- Employees may receive a protective case with the mobile device, and if provided with one, it must always be used to protect the phone.
- All existing data security and acceptable usage policies relating to company-provided equipment or access over company-provided connections or connections of its vendors and partners also apply to the company-provided mobile device.
- If the mobile device breaks, or requires troubleshooting or service, service must be requested from the Company's IT Operations Department. The employee is not to bring the device for third party service or repair unless instructed to do so by the IT Operations Department.

Mobile Device Usage and Safety

- Company and personal mobile devices are not permitted on the front line of the store at any time by either crew members or managers.
- Any permitted usage of a mobile device must be kept to a minimum and in no way should usage negatively impact the performance of the employee's job duties.
- Under no circumstances are employees to use a mobile device while operating Company machinery or equipment.
- Improper usage of company-issued mobile device, or improper or prolonged usage of a personal mobile device, may subject the employee to disciplinary action, up to and including termination.
- Usage of mobile devices while operating a motor vehicle greatly increases the odds of a serious or fatal accident occurring. Therefore, employees are prohibited from using any mobile device while operating a motor vehicle during employment.
- Employees involved in motor vehicle accidents attributed to mobile device usage while operating said vehicle may be subject to appropriate disciplinary action, up to and including termination.

BYOD Policy

Bring Your Own Device (BYOD) is the concept of accessing corporate resources from personal, non-company-owned device. This BYOD policy applies to any employee who is assigned a corporate email account who chooses to access corporate email or Company resources from their personal device, including smartphone, tablet, laptop or computer.

BYOD Guidelines and Disclaimers

- The IT Manager may disable access to BYOD capabilities and services at their discretion.
- The act of adding Company email to a personal phone is not mandatory and can be performed at the discretion of the individual.
- Technical Support for personal devices is not provided by the Company. Any support offered is at the discretion of the IT Manager and is to be provided on a best-effort basis.
- The Company will not provide loaner equipment to replace personal devices.
- The act of adding a Company email account to a Personal Device does not constitute the device as a company-owned resource, however, all Corporate System Access Policies and Internet Acceptable Use Policies are still applicable as they relate to the access of company resources or accessing information over company-provided connections or the connections of its vendors and partners.
- Employees who choose to add corporate email to their device must adhere to security policies set forth by the IT Manager, including device security access pins.
- The employee's device may be remotely wiped if:
  - The device is lost.
  - The employee terminates their employment.
  - IT detects a data or policy breach, a virus, or similar threat to the security of the company's data and technology infrastructure.
  - It is the responsibility of the employee to back up personal information stored on the device to protect from loss in the event of a remote wipe.

Company Vehicle and Driver Policy

This policy sets out the Company's statement in relation to the safe operation of Company vehicles, vehicles used for Company business, as well as the requirements for the use and maintenance of vehicles.

The Company promotes safe driving. All employees should ensure that they drive with their safety and the safety of others in mind.

General

- All employees who drive on behalf of the Company or use a Company vehicle are required to provide a copy of their valid driver's license on an annual basis at the anniversary of their employment, or at other times if requested by management. Failure to do so will result in disciplinary action and potential suspension.
- Employees who use their personal vehicle for Company business must possess proper auto insurance coverage.
- Employees are required to notify the Company immediately if their license is suspended or revoked.
- Employees should ensure that they always drive in a safe manner.
- Any employee who commits a traffic violation may be subject to disciplinary action and, in serious matters, may face termination.
- Employees will be liable for any moving violations including any speed camera or similar fines.
- No employee may drive a Company vehicle when they are physically or mentally unfit to drive. Employees should immediately notify the Company of any condition that may affect the employee's ability to drive.
- Employees must never allow an unauthorized person to drive a Company vehicle unless it is an emergency, and preferably with prior Company approval.

Company Vehicle and Driver Policy (Continued)

Servicing and Maintenance

Employees are responsible for ensuring that Company vehicles are serviced and maintained in accordance with the required service schedule.

Safety Factors

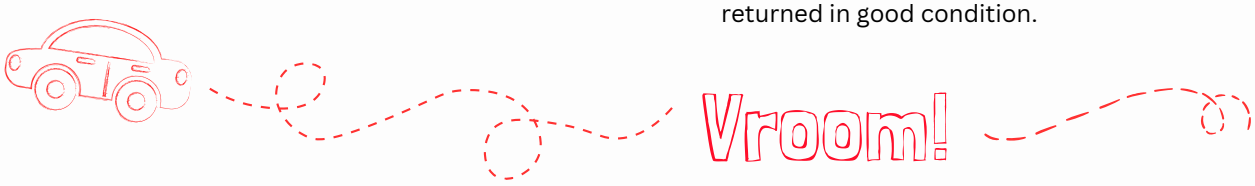
- Employees must check the safety of the vehicle before driving.
- Employees must not drive under the influence of drugs and alcohol, or prescription medication that impairs their ability to operate a motor vehicle.
- Employees should not drive when overly tired.
- Always drive safely within the restrictions of the road conditions.
- Employees should take special care during adverse weather conditions.
- Do not eat or drink while driving as this may place additional risk of an accident.
- Employees should take care of their personal safety and not park the vehicle in areas where safety might be endangered.

Accidents

- In the unfortunate situation of an accident, the employee should ensure their own safety and the safety of any other passengers involved.
- Details of the accident should be noted together with the full details of any other vehicles or persons involved in the accident.
- Under no circumstances should any admission of liability be made.
- As soon after the accident as possible, the details should be reported to the Company. The employee must complete the Company accident report within 24 hours.
- If the accident has been due to any failure or neglect on the employee's part, then disciplinary action may be taken once the facts of the incident have been obtained.

Vehicle Return

- The employee shall return the Company vehicle as requested by the Company.
- Upon termination of employment, the employee will return the vehicle to the appointed location on the day appointed by the Company. The vehicle shall be returned in good condition.



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.

The purpose of this policy is to communicate to all employees and managers 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. 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 their 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, 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.
- Cyber bullying: Cyberbullying includes sending, posting, or sharing negative, harmful, false, or hostile content about someone else. It can include sharing personal or private information about someone else, causing embarrassment or humiliation.

Workplace Violence Policy

The Company is committed to maintaining a safe and healthy environment for all employees and will not tolerate any form of violence or abusive behavior committed by or against any member of its community. All reports of violence or abusive behavior will be taken seriously by management.

Violent and abusive behavior include any attempted, threatened, or actual conduct that endangers or is likely to endanger the health or safety of employees, customers, or vendors; or any threatening statement, harassment, or behavior that gives the employee, customer, or vendor reasonable cause to believe that their health or safety is at risk. Accidents are not considered workplace violence or abusive behavior even though safety or property may be at risk or harmed.

Employees who engage in actions or threats of violence or abusive behavior will be subject to the appropriate discipline up to and including termination.

Examples of violence and abusive behavior violating this policy include but are not limited to the following:

- Slapping, punching or otherwise physically attacking a person.
- A direct or implied threat of harm or hostile behavior that creates a reasonable fear of injury to another person, or unreasonably subjects another individual to emotional distress.
- Brandishing a weapon or an object which appears to be a weapon in a threatening manner.
- Intimidating, threatening, or directing abusive language toward another person.
- Stalking.
- Intentionally damaging Company property or the property of an employee, customer, or vendor.
- Committing acts motivated by or related to racial, religious, or sexual harassment or domestic violence.

Procedure

Any individual who experiences or is a witness to violence, threats of violence or harassing behavior, violating this policy or who has reason to suspect that these acts or behaviors are occurring should immediately notify a manager or Human Resources. Confidentiality will be maintained to the extent possible but is not guaranteed. Retaliation or harassment against a person making a report in good faith will not be tolerated and may result in disciplinary action.

Violence

Threats of violence or acts of violence are strictly prohibited. Employees threatening or committing acts of violence will be subject to appropriate disciplinary action, up to and including termination. Report any such activity to your immediate manager or the Human Resources Department.

Weapons

Weapons are generally defined as guns, knives and other objects universally considered a weapon by most of the society. A “weapon” can also be any object that would do harm to another when used as such. The Company shall deem any such object a “weapon” for the purpose of enforcing this policy.

Possession of weapons is prohibited on company property and while on duty performing company business at any location. Any employee on duty or on company premises in possession of a weapon will be subject to immediate termination.

Employees are expected to immediately report any weapon possession or any violation of this policy to a manager or the Human Resources department. Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to immediate termination.

Despite laws allowing concealed carry of weapons and firearms, the company prohibits all employees from possessing any weapons, including firearms, while on company property and while on duty performing company business at any location.

Employees parked on company property may not store weapons or firearms in their vehicles at any time. Violations of this may result in disciplinary action up to and including termination.

Maine

Maine employees who possess a valid concealed carry permit may store firearms in their vehicles provided that the vehicle is locked, and the firearm is out of sight.

Drug Free Workplace

The Company is committed to the principle of maintaining a drug-free workplace, free from the effects of alcohol, illegal drugs, or other intoxicating substances that cause potential health, safety, and/or job performance problems. Drug use and abuse in the workplace endangers fellow employees, safety, company morale, and production.

Possessing, using, manufacturing, selling, or distributing alcohol, illegal drugs or drug-related paraphernalia is not permitted on company property or on work time. Furthermore, employees are not permitted to report for duty while under the influence of alcohol, illegal drugs, or other illegal substances.

If an employee believes that a prescription drug or over-the-counter medication may impair their ability to perform their job safely, then it should be discussed it with their immediate manager before returning to work.

Employees failing to adhere strictly to this policy will be removed from work and subject to disciplinary action, up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be pursued. Employees are responsible for reporting any suspicious activity to a manager or the Human Resources department.

Despite recent laws permitting recreational possession and use of marijuana, the company does not permit or accommodate employees' use or possession of marijuana or products containing marijuana in the workplace. The company expressly prohibits employees from possessing or consuming marijuana in the workplace and/or from reporting to work under the influence.

Medical Marijuana

The Company does not discriminate against applicants or current employees who are licensed to possess and/or consume marijuana for medicinal purposes. The Company, however, will not tolerate possession or consumption on Company premises or during working time. Moreover, the Company will not tolerate an employee being under the influence of medical marijuana on Company premises or during working time.

Employee Assistance and Drug Free Awareness

Illegal drug use and alcohol misuse have several adverse health and safety consequences. Information about those consequences and sources of help for drug/alcohol problems is available from the Human Resource department.

The Company will assist and support employees who voluntarily seek help for such problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued paid time off, placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety sensitive or that require driving, or if they have violated this policy previously.

Employees should report to work fit for duty and free of any adverse effects of 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 manager. Employees should not, however, disclose underlying medical conditions unless directed to do so.

Need help? Speak up, reach out: HR@scrivanos.com

Workplace Sanitation and Safety

One of the Company's main objectives is to have a safe and sanitary environment for our employees to work and for our guests to enjoy our food and atmosphere. Employees of the Company have the greatest opportunity to impact this environment.

The following is a list of some of the ways that you must be a positive force in our aim to have a safe and sanitary restaurant.

Not following these practices may result in serious illness or injury. Therefore, not following these policies may result in disciplinary action up to and including termination.

Sanitation

- Use the hand sinks in the kitchen and bathrooms often to clean hands with plenty of soap and hot water and use clean paper towels to dry hands. It is imperative for employees to wash their hands thoroughly whenever they have used the bathroom and frequently during their shift.
- Cover all wounds with a bandage and wear gloves to cover the bandage (clean bandages are always available in the first aid kit).
- Gloves must be worn whenever handling food. Change gloves frequently and remember that hands must be washed before gloves are put back on.
- Employees must never work if they have: diarrhea, nausea, vomiting, uncontrolled sneezing or coughing.



- Employees must never work if they have been confirmed with any of the following: E- coli 0157:H7, Hepatitis A, Shigella, Salmonella, Covid-19, or Norovirus.
  - *A medical release will be required to return to work.*

Safety



- Always use all required safety equipment.
- Inform management of any conditions that are unsafe.
- Know where the first aid kit is in the store.

Medical Attention

The Company requires employees to notify a supervisor when medical attention is required for any reason, accident, or illness.

In the Event of an Injury

- Notify the manager in charge of the shift immediately.
- For minor injuries, seek first aid.
- For serious injuries requiring medical attention, management will assist in getting to the nearest hospital/clinic that can help.
- The Store Manager will complete a First Report of Injury pertaining to the injury.
- The employee completes the statement of facts section of the Injury Report form.
- The hospital/clinic will ask patients to fill out some forms for workers' compensation.

Appropriate forms are to be returned to the Store Manager within 24 hours of seeking medical treatment.

Communicable Diseases and Pandemic Policy

The Company is committed to providing a safe and healthy workplace for all their employees. The Company follows the most current CDC Guidelines. The guidelines can be found on the cdc.gov website.

Worker's Compensation

State and federal law governs eligibility requirements. All premium costs are paid by the Company. Claims are paid directly to employees. All employees are expected to return to work immediately upon release by their physician.

Employees are required to report job-related injuries immediately. Failure to comply could result in difficulty with the employee's claim.

REPORT TO THE MANAGER ALL ACCIDENTS OR INJURIES.

Sharp Objects (Sharps)

Sharps injuries can cause considerable anxiety because of the fear of contracting blood borne pathogens. The risk of contracting a disease from an exposure is dependent upon several factors. This policy describes the steps necessary for handling and for disposal of sharp objects to prevent injury and illness to employees, customers, and waste handlers, as well as to reduce pollution to the environment.

Definition of Sharps

Sharps – needles and syringes, razor blades, broken glass, lancets and infusion sets, and other used items that could cause a puncture, cut or abrasion.



Procedures - Handling of Sharps

- If there is evidence of a sharp, report it to your manager immediately.
- Use caution when handling any sharps. Do not touch with bare hands. Use dark green rubber gloves from the Right to Know Station to pick up the sharp, or use a broom and dustpan.
- While wearing gloves, transfer sharps from dustpan to an empty, rigid, puncture-resistant container, such as Dawn Detergent or Spic & Span Quaternary Sanitizer.
- Screw top of container securely, tape closed with heavy-duty tape and label bottle “Do Not Recycle.”
- Wear gloves when emptying the restroom trash. Do not push down on trash. Pull bag directly up and away from your body. Tie the trash bags ends together, do not allow the bag to encounter your body. Take to the dumpster immediately, and do not leave out back.
- When injured with a sharp instrument, keep calm, and report the injury to the manger. Wash the injured area with soap and water for 15 minutes. Seek medical treatment for an evaluation.
- Remember - Never throw loose sharps into the trash or toilet. Never leave sharps anywhere they could injure someone. Never store used sharps in glass bottles, soda bottles, milk jugs, aluminum cans, coffee cans or plastic bags. Never put containers with used sharps in a recycling bin.

Security and Robbery Prevention

Reduce the risk of robberies, burglaries, and other violent crimes by taking security precautions:

- All employees are required to enter and exit through the front door.
- Persons not employed by our Dunkin’ Franchise are not allowed behind the counter area.
- Only on-duty employees are allowed in the store before opening or after closing. It is every employee’s responsibility not to let off-duty employees in the store when not open.
- Never let any unknown person into the store before or after hours. Employees should call a manager if they are not sure and then, if given permission by a manager, check for proper picture I.D. through the window before letting someone into the building.
- The back door must always remain locked. The back door may not be open after dark and never after closing.
- All trash must be removed from the building before dark, as the back door cannot be opened after dark.
- Do not discuss store sales or other financial information with anyone that is not employed by the Company.
- The supervisor will review the security system and procedures. All employees need to be sure that they understand them and know exactly what to do in the event of a robbery or other emergency.
- Have no fewer than two people in the restaurant at any time.
- Limit money in cash drawers.
- Know the cash limit that should be in a drawer and stay within that limit.



Security and Robbery Prevention (Continued)

More security precautions:

- Follow the procedures for cash pulls and cash sweeps.
- Once the restaurant is closed, do not open the front door for anyone.
- Check lighting. A brightly lit restaurant can reduce the chance of robberies.
- Do not prop open the back door.
- If the store is open 24 hours, do not smoke after dark.
- Maintain visibility to the outside.
- Do not completely cover windows with POP material.
- Always be able to see outside.
- People outside always should be able to see in.
- Lock back door and drive-thru windows that are not in use.
- It is very important to follow security procedures when opening and closing the restaurant to ensure personal safety as well as the safety of other team members.

Ask for Identification

If someone unrecognizable attempts to enter the work area of the shop, ask to see a Company ID or license. If the person cannot show one, call a supervisor to get assistance. Using a business card is not an acceptable form of identification.

Back Door

The back door is not to be opened between sunset and sunrise and never for normal entry or exit from the restaurant.

Close/Open

When arriving to open, use good observation skills and check for anything suspicious or out of the ordinary before approaching the restaurant.

Who's Hanging Around?

People lingering in the parking lot or suspiciously hanging out around the restaurant may be "casing" the restaurant—observing the restaurant's procedures to determine the best time to commit a crime. If employees see anyone suspicious, write down the person's license plate and description, and notify the police.

Armed Robbery

The Company takes all necessary steps to provide a safe and healthy working environment. However, in the event of a robbery, these procedures must be followed:

- ✓ Stay calm.
- ✓ Cooperate with the robber.
- ✓ Listen carefully so the robber does not become agitated
- ✓ Be observant, this will help with the description.
- ✓ Tell the truth, never lie to the robber.
- ✓ Do not startle them.
- ✓ Let the robber know if anyone else is in the building.

Facilities Security

It is the responsibility of all employees to ensure the facilities and work areas are secure. Any employee entrusted with facility keys shall make certain the facility is secure when that employee is the last to leave. Employees should see their immediate supervisor if they will be left with this responsibility. This includes, but is not limited to, turning off appropriate lights, closing and locking all doors and windows.

✳ Report any potential security risks to your immediate manager. ✳

Hazard Communication

A written hazard communication program "Right to Know" can be found in the back room of the store. Before beginning work, employees will be provided training to ensure that they are able to:

- ✓ Identify areas in the store where hazardous products are present.
- ✓ Find hazard information, including the Safety Data Sheets (SDS) file and the company's written Hazard Communication Program.
- ✓ Use product labels and SDS forms to identify hazards and appropriate safety precautions.
- ✓ Describe specific work practices that will reduce exposure to hazardous products.
- ✓ Identify where protective clothing and equipment is kept and how to use it properly.

Wet Floor Procedures

The Company promotes the safety of its employees and guests. To eliminate slip and fall accidents due to wet floors, please follow the below procedure:

- ✓ Designate a path that will remain dry during the cleaning procedure.
- ✓ Clearly mark the wet floor area with "Wet Floor" signs.

Smoking / Vaping



The Company has a no-smoking policy.
In consideration of both smokers and nonsmokers the following apply to maintain a safe and comfortable environment:

- ✓ Smoking/vaping is not permitted inside our Dunkin' stores, or in any Company building.
- ✓ If an employee smokes/vapes, they may only do so before or after a shift, or during a designated break.
- ✓ A manager will inform employees of the areas outside where smoking/vaping is permitted.
- ✓ Smoking/vaping is not permitted near the back-door entrance or front door entrance or near the drive thru lines.
- ✓ Employees smoking/vaping in any nonsmoking area are subject to disciplinary action, up to and including termination.
- ✓ Employees are to be respectful and use an ash tray or trash can to dispose of cigarettes correctly. Do not throw them on the ground or in the landscaping.
- ✓ After smoking/vaping, employees must wash hands before returning to work.

Code of Conduct

All employees are to conduct themselves in a responsible, professional, and ethical manner. Employees should treat each other with mutual respect and professionalism. Any unethical or dishonest behavior must be reported to a manager. If there is still no resolution, please contact our Crew Care Line at 1-888-539-8666 or crewcare@scrivanos.com

Reported activities will be investigated by appropriate Company management team members. The management team will determine appropriate means for resolution. Employees found to be conducting themselves in an unethical manner may be subject to appropriate disciplinary action, up to and including termination.

Confidentiality

Our clients and other parties with whom we do business entrust the Company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a "need to know." If an employee questions whether certain information is considered confidential, they should first check with their immediate supervisor.

Do not disclose confidential financial data or other non-public proprietary Company information. Do not share confidential information regarding business partners, vendors, or customers. Misuse or unauthorized disclosure of confidential information not otherwise available to persons or firms outside the Company is cause for disciplinary action, including termination.

This policy is intended to always alert employees to the need for discretion and is not intended to inhibit normal business communications.

All inquiries from the media must be referred to Human Resources.

Rules of the Shop

Listed below are guidelines of conduct for all our store employees. This list is intended to highlight the type of actions that are not acceptable conduct and is by no means all-inclusive. Any violation of the following examples or any action deemed inappropriate by the company will result in the appropriate disciplinary action up to and including termination. The Company reserves the right to amend, change or add to this list at any time. The Company also reminds employees that they are an employee "at will," meaning their employment may be terminated without cause and without notice.

THE FOLLOWING LIST OF EXAMPLES OF INAPPROPRIATE CONDUCT, ALTHOUGH NOT ALL-INCLUSIVE, MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION:

Service to our employees, Service to our customers

Intentional misuse of company property.

Using loud, profane, or offensive language toward supervisors, fellow employees, customers, or vendors.

Insubordination: not following the direct order of a supervisor. This does not include orders that are unethical, illegal, or against the Company policies.

Dishonesty.

Tampering with a posted work schedule or substituting another employee to work without permission of management.

Using personal cell phones or personal devices for texting, browsing the internet, using social media, or gaming during working hours.

Using earbuds or headphones during working hours.

Closing early or opening late, without approval from senior management. This includes taking actions to appear closed during regular business hours.

Locking the lobby doors or closing the drive through during business hours.

Closing workstations such as beverages or sandwiches while the store is open.

Treat others how you want to be treated!

Don't be a bully

Engaging in offensive or inappropriate behavior including any type of harassment.

Disparaging or disrespecting managers, co-workers, and vendors, or any other action or conduct that is inconsistent with company policies, procedures, standards, or expectations.

Deliberately making false, reckless, or malicious accusations against another employee, vendor, or customer.

Using hate speech of any kind with employees or customers.

We provide a safe work environment

Bringing or possessing weapons on one's person or on company property or at any company-sponsored event.

Aggressive horseplay or fighting.

Possession, sale, use or distribution of prescription, illegal or recreational drugs or alcohol on company property or in company-owned vehicles.

Being under the influence while at work.

Destruction of company property or property belonging to other employees, vendors, or customers.

Disregard of safety regulations or policies.

Smoking and vaping are prohibited in all enclosed areas within all areas of the worksite, without exception.

Theft will not be tolerated

Taking money, product or other items from the shop, customers, or other employees without permission or authorization.

Giving away product or under ringing to customers and employees.

An employee falsifying their own, or another employee's timecard.

Be present

Excessive absenteeism, tardiness, or failing to inform your supervisor of absenteeism or tardiness.

Leaving the premises at any time while on the clock.

Leaving the shop without authorization.

Misrepresentation of the reasons for a leave of absence or for other time off from work, and failure to return to work after an approved leave of absence.

No Solicitation, No Distribution, No Access and No Trespassing Policy

We believe that employees should not be disturbed or disrupted in the performance of their job duties. For this reason, we have implemented these no solicitation, no distribution, no access and no trespassing rules.

Employee No Solicitation Rule

Solicitation of any kind by one employee of another employee is prohibited while either employee is on their working time. Working time is defined as that time when employees are expected to be working and does not include time before work, breaks, meal periods, or time after work.

In addition, solicitation of any kind by one employee of another employee is prohibited in customer areas.

Non-Employee No Trespass Rule

Solicitation, distribution of literature or trespassing by non-employees on the Company's premises is prohibited.

Employee No Distribution Rule

Distribution by one employee to another employee of advertising material, handbills, printed or written literature of any kind is prohibited while either the employee doing the distribution or the employee to whom the distribution is directed is on their working time. Working time is defined as that time when employees are expected to be working and does not include time before work, breaks, meal periods, or time after work.

In addition, distribution of advertising material, handbills, or printed or written literature of any kind is prohibited at any time in customer or work areas.

Employee Theft Policy

Theft is extremely detrimental to the profitability and financial growth of the company. Our Policies outline what theft is and what the consequences are if theft is committed. To protect our company's assets, individuals in a management role have a responsibility to appropriately address issues of theft promptly, consistently, and appropriately to prevent further loss of profit.

Everything in the below policy is considered THEFT and will be reviewed to determine the proper discipline and/or corrective action that must be taken.

Please contact HR for the full Theft Policy with examples and disciplinary guidance.

Types of Theft

As a company, we have zero theft policy. The below types of theft will not be tolerated and may result in immediate termination.

- **Under ringing** is when an employee prepares the guest order but does not charge them in the register for what they ordered. The guest receives the item they ordered but the register does not receive the correct amount of money for that item. The employee profits the difference which is considered cash theft.
- **Discounting** is when an employee is giving a 'discount' by ringing in an item of lesser value, voiding an item, or not ringing in all the items. (See Customer Recovery Process below for exception)
- **Giving away product** is when an employee gives out an item to a guest without ringing in the item at all. (See Customer Recovery Process below for exception) In this example the register is not involved.
- **Product theft** is when an employee takes home multiple items or merchandise. This is also when an employee takes home more drinks or bakery than they are allowed. (See Employee Meal Privilege below for more information).
- **Cash theft** occurs when an employee takes cash directly from the register, safe or from another employee's personal belongings.
- **Gift card theft** is when an employee loads a gift card without putting any money into the cash register. Gift card theft can also occur when an employee scams a guest by loading a gift card and giving the guest an empty gift card. The employees will keep the loaded gift card for themselves.

Customer Recovery Process

It is important for everyone to be aware that we WANT crew to give product to customers that have a complaint. It is the proper way to diffuse a situation and express our gratitude for the guest business and encourage them to patronize our store in the future.

Procedure: The crew member should make leave a note to the manager, if they are not present, describing the guests issue and how they resolved the issue.

Failed Transactions

Different from theft, but with the result of lost sales and profitability, failed transactions that resulted in the customer still receiving product must be addressed as a cash shortage and follow our normal disciplinary process as laid out in the handbook. Employees that reduce the order to "wipe out" the lost sale are under-ringing, and the manager should follow the process for under-ringing.

Guest Recovery

Every guest deserves and expects good service. It is our satisfied guests who keep us in business. Despite every employee's best effort, there will be times when things go wrong, and a guest is unhappy. When that happens, guest recovery is critical. Complaints will happen, so expect them and be prepared. A guest complaint is an opportunity to make things right and earn a loyal, repeat guest. If additional assistance is needed, call a District Manager or Director of Operations.

Listen, Apologize, Solve, Thank.

Managers must ensure that the crew members know when it is time to get them involved in a situation.

Breaks

Breaks are provided for rest and may not be taken consecutively or used to leave work early.

The Company provides to store employees the following items at no cost to employees during their scheduled breaks: coffee beverages, donuts, and egg sandwiches.

- Only one sandwich per break.
- Sandwiches must be made to standard, no extras (meat, cheese, etc.).
- Limited time offerings are not included.
- Drinks must not be large or extra-large size.

Items NOT included are: Frozen beverages, e.g., Coolattas, smoothies, and bottled beverages such as sodas, bottled water, and bottled juices. These items may be purchased at full price, and a receipt must be taped to the drink for the remainder of the shift.

Employees will be allowed to have one (small or medium) hot/iced coffee when leaving for the day, preferably from the cup used on their shift. Again, this does not include frozen or bottled beverages.

Employees will be allowed to use one Dunkin' cup (small or medium) per day to enjoy their beverage while on break.
Please remember:

- Employees will not be paid for time spent on breaks exceeding their scheduled break time.
- Punching in late from or extending your break without permission will result in disciplinary action up to and including termination of employment.
- Employees are not allowed to sit in the dining area during their break.
- Employees may not leave the premises during paid breaks.
- Breaks must be scheduled according to the needs of the business and at the manager's discretion.

Additionally, employees may take the following home:

- ONE free small or medium hot or iced coffee or tea at the end of their shift
- CLOSERS ONLY: may take one small donut bag with donuts only. Bag may not be filled until after the store has closed and may not interfere with guest selections. Baking "extra" will not be tolerated.



All employees are entitled to an unpaid 30-minute meal break for every six (6) hours worked. During an unpaid 30-minute meal break, employees must clock in and out, are prohibited from working, are relieved of all duties, and are free to leave the premises. Employees are prohibited from continuing to work "off-the-clock" while on their unpaid 30-minute breaks.

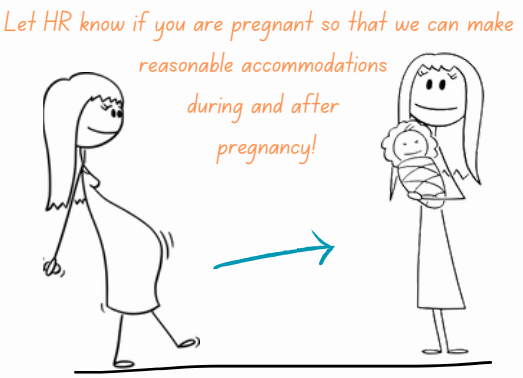
Employees have the option of waiving their unpaid 30-minute breaks by completing the electronic waiver during orientation. Once waived, employees may revoke the waiver at any time provided they do so in writing. The company will not retaliate against or otherwise subject any employee to any adverse employment action based on their decision to waive or not to waive their unpaid 30-minute meal break.

In general, although not guaranteed, those employees who waive their unpaid 30-minute break typically receive a paid 15-minute break for every four (4) hours worked. Employees receiving a paid 15-minute break should not clock out during their break and may not leave the premises.

Nursing Employees / Pregnancy Accommodations

The Company will provide a private area for the employee to express breast milk that is not a bathroom. Employees must either notify their manager or the Human Resources Department of the need to express breast milk while at work.

If employees have any questions about or would like to request a reasonable accommodation pursuant to this policy, they should contact Human Resources at 978-898-1200.



Please note: NGP Management will follow any updates to federal or state laws regarding accommodations for nursing and/or pregnancy accommodations.

Maine

An employee who is breastfeeding their child will be afforded a reasonable opportunity, generally during their break, to express breast milk for a nursing child up to three (3) years following the child's birth. The time may or may not be compensated depending on whether the employee elects to express breast milk during a paid break.

Dress Code/Hygiene Basics

Employees are to be in full uniform when conducting our business. We expect that an employee's overall appearance is neat, clean, and that all employees have good hygiene.

- Employee uniforms must be neat, clean, wrinkle-free, and in good condition.
- Only one (1) image or design of uniform is worn in the store (refer to the Dress Code & Appearance Standards brochure for specifics).
- Please refrain from wearing colognes or perfumes, as they may be offensive to customers or other employees.
- Facial hair must be kept to a minimum and must be neatly groomed.
- Hair should be neatly combed or brushed, and if long, it must be tied back.
- Team members must bathe frequently and have clean hair to help us maintain a sanitary food-handling environment.
- No facial tattoos or tattoos regarded as offensive or harassing or may present a conflict with the work environment.
- Face paint and/or costume makeup is not allowed.
- Jewelry must be limited to no more than two (2) post stud earrings per ear (no inset stones) and a plain band/wedding ring.
- No head coverings such other than company provided visors or hats, unless permission is granted for religious or cultural purposes.
- For food safety reasons, fingernails must be clean and kept not too long.
- Closed-toed, rubber-soled shoes or sneakers are required.
- The health department requires that socks must be worn.
- Chewing gum is not allowed at any time.

Dress Code Requirements

In addition to the basics listed above, the following are position specific requirements. Please also refer to the Dress Code Pamphlet for additional information.

- During the colder months, employees are permitted to wear a black jacket, sweatshirt, or sweater so long as it has no hood and no branding or markings other than the Dunkin' logo.
- Shoes must be non-slip, closed toe, closed heel, and may not have holes.
- Ear buds and headphones are not permitted.

If an employee is not properly dressed or is in violation of dress code requirements, a manager may instruct them to return home to change. This time will be unpaid. In addition, the supervisor may take other appropriate disciplinary action. Subsequent incidents of non-compliance will result in discipline, up to and including termination of employment.

Exceptions to the general apparel policies may be made on a case-by-case basis for a documented medical necessity when accompanied by a signed statement by the employee's physician. Exceptions to the general apparel policy may also be permitted on a case-by-case basis to accommodate any sincerely held religious beliefs of employees. If an employee needs to discuss an accommodation of the general apparel policies, they should contact their manager or the Human Resources Department.

Crew Member

- Shirt: solid gray, with a collar. Can be pullover or button up. Turtlenecks are acceptable under uniform shirt.
- Hat/Visor worn straight with the bill facing forward.
- Pants: dark blue jeans. May not be torn or frayed.
- Apron: half apron, clean and in good condition. May not be wrinkled.
- Name tags: worn on apron, visible to the guest and in good shape.

Shift Leaders

- Uniform must be neat, clean, wrinkle-free and in good condition.
- Shirt: solid burgundy, collar, turtleneck, or mock turtleneck acceptable. Can be pullover or button up.
- Pants: khakis, any shade of tan or beige, not green. Cannot be cargo or with painter's pockets or loops.
- Apron: worn full length, must be clean and wrinkle free.
- Name tags: worn on apron, visible to the guest and in good shape.

Attendance

The Company expects managers to conduct themselves in a professional manner during their employment. This includes practicing good attendance habits. All managers should regard coming to work on time, working their shift as scheduled, and leaving at the scheduled time as essential functions of their jobs, i.e., good attendance habits form an integral part of every manager's job description.

Absent employees adversely affect Company morale since co-workers must absorb the absent employee's workload in addition to their own. Consequently, the level of service we provide to our customers is diminished.

Our policy is to address and correct attendance patterns that are counterproductive and disruptive, while tolerating normal patterns of absences caused by occasional illness, emergencies, etc.

Attendance
To remember:

- *Do not rely solely on texts to let your manager know you are not coming in or will be late.*
- *Be aware of your required work hours and schedule expectations per this policy.*
- *3 or more tardies or unexcused absences may result in disciplinary action, up to termination.*
- *Communication is key! Let your manager know if you have concerns about attendance!*

Employees who have suspicious patterns of absences and excessive incidents of absence may be subject to disciplinary action up to and including termination of employment.

Examples of a suspicious pattern of absenteeism would be repeatedly failing to report absences prior to shift start time, missing a day of work during the first week of employment or other occurrences of absenteeism.

Additionally, three (3) or more unexcused absences in a 90-day period is excessive and subject to disciplinary actions up to and including termination of employment.

Attendance (Continued)



Tardiness

The Company places a high value on attendance. We expect and need employees to be at work on time during their scheduled workdays. Regular attendance and punctuality are important because they affect an employee's productivity and ability to meet goals, standards, and deadlines.

Additionally, three (3) or more tardies in a 90-day period is excessive and subject to disciplinary actions up to and including termination of employment.

Absences

Under some circumstances absence may be excused, but only if proper notice is given before the shift start. The Company needs advance notice of attendance issues so that other arrangements can be made to cover the shift, if necessary. "Proper notice" means that the supervisor is called by the employee prior to the start of their shift unless a verifiable emergency makes it impossible for them to do so. It is not sufficient to call in and leave a message with a coworker or someone else that is not in a supervisory position.

Managers are always available to take calls such as these. If an employee fails to give proper notice of attendance issues in advance as explained in this policy, they may be subject to disciplinary action, up to and including termination.

If an employee is absent without notice for three (3) days in a row, they will be considered to have abandoned their job, and the Company will process the separation as a voluntary resignation.

Attendance (Continued)

Scheduling and Calling Out –Crew Expectations

- Store work schedules will be posted no later than Friday for the upcoming week (Sunday through Saturday). Please make sure to check the schedule every Friday and address any scheduling issues with the Store Manager before the new week starts.
- Employees are responsible for checking the schedule and arriving on time. Arriving late for a shift inconveniences other employees as well as customers. Tardiness and unexcused absences will result in disciplinary action, up to and including termination.
- If unable to work due to illness, the employee must notify a manager at least four (4) hours prior to the start of their shift. When calling in sick, they must also notify the manager when they expect to return to work.
- Employees, where possible, should try to find coverage for their scheduled shifts once the schedule has been posted or if calling out sick.
- Employees are not to leave a message with a co-worker.
- If the manager is not available at the time of the call out, the employee must call back to ensure their manager received the message.
- Texting is an acceptable form of communication when calling out only if the employee is unable to reach the manager by phone call. If you do not receive a text back, an additional phone call may be necessary to confirm the manager received the text.
- If an employee wants to swap a shift, they need to find a suitable replacement and notify the Store Manager before swapping the shift.
- Calling after the start of a shift, or not calling and not reporting for work will be considered an unexcused absence, a "No-call, No-show."
- Absences without notice (no-call, no-show) for three (3) consecutive scheduled shifts is considered job abandonment and the Company will process the employee's separation as a voluntary resignation.
- Though every shift will have a scheduled end time, employees must wait for the next shift to arrive, unless it is the closing shift, before punching out to leave. Employees must notify the manager on duty when they are going to clock out at the end of their shift.
- Employees must never leave a store unattended.
- Do not report to work sick.

Inclement Weather

During inclement weather, employees are expected to report to work on time, or as soon as possible. When severe weather necessitates the closing of a location, the decision must be approved by the region's Director of Operations or the Vice President. Employees will be notified about such decisions by their manager, who will contact them directly.

In the rare event that a store closes for all or part of a shift due to inclement weather, hourly employees scheduled to work when the store is closed and who arrive for their shift without prior notice from management that the store is closed may receive reporting pay if required by applicable state law.

Employees who are not able to make their scheduled shift must notify their manager as soon as possible. If an employee would like to leave early or arrive late due to severe weather conditions, they must request permission from their immediate supervisor. Employees will not be paid for such missed time. However, employees may use accrued paid time off for any hours or days which they do not work due to inclement weather.

Changes of Hours of Operations

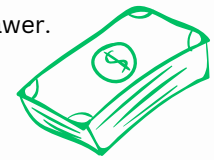
Only senior management has the authority to change the hours of operations. If an employee feels their store hours need adjusting for business needs, they should contact their Director of Operations.

Cash Handling

There should be one cashier per cash drawer, and that employee is solely responsible for the cash in that drawer. Employees must not use anyone else's register or let anyone else use their register during their shift. Employees with a cash shortage that exceeds one dollar may receive disciplinary action up to and including termination of employment.

Procedures during a shift:

- Verify the starting bank (drawer) balance of $100.00.
- Remove the drawer and cash out at end of shift.
- Do not let another employee use that drawer.
- Do not use anyone else's register.
- If an employee's cash shortage can be accounted for by the end of the business day, they will not be recorded as having a cash shortage.



Giving Away Product

Do not give food away unless handling a legitimate customer complaint. Employees may from time to time be asked by customers or friends to give away food, however, at no time should food be given away. Giving away food is a very serious offence and a breach of restaurant policy, and will lead to disciplinary action.

Employee Entrance and Exit

For the safety of all employees, the store supervisor will designate an appropriate entrance and exit, and this must be always used. Employees are not allowed to enter and exit through the back door at any time.

Parking

All employees, except employees with disabilities, are not allowed to park in the immediate perimeter of the store parking lot. Please check with a supervisor regarding the store parking guidelines.

Telephone/Cell Phone Usage

Our telephone is a business line. Phone lines must be kept open for our customers and other pertinent store business. Employees must ask a manager if they need to make a phone call. Do not ask to make calls or expect to receive calls during our busy hours unless there is an emergency.

The store phone must be answered when a person is calling. When answering, the employee should say "Thank you for calling [location], this is [name], how may I help you?"

The use of cell phones is prohibited during working hours; this includes texting and using a personal phone during work. Making or accepting personal calls during work time is unacceptable (except for emergencies). It is unacceptable for employees to have their cell phone on them during working hours. Cell phones are to be stored away during a shift. This includes the use of smart watches and ear buds.

Payment of Wages

It is the Company's policy that employee paychecks will only be given personally to that employee or mailed to their home address.

Paydays are on Friday and paychecks are distributed on Friday after 11:00 am.

In the event of a lost paycheck, the payroll department must be notified in writing as soon as possible and before a replacement check can be issued. In the event the lost paycheck is recovered, and the Company identifies the endorsement as that of the employee, the employee must remit the amount of the replacement check to the Company within 24 hours of the time it is demanded.

No salary advances will be made.



Payroll Deductions

Deductions from an employee's paycheck are those required or authorized by law or authorized in writing by the employee. As required by law, the Company withholds taxes from employee earnings, as well as social security (FICA) and Medicare taxes. Additional deductions may include IRS levies, authorized garnishments, and deductions (child support, garnishment, and assignment of wages as requested by Court Order). When an employee's check is to be garnished in accordance with a Court Order or state law, the employee will be notified, in accordance with the order, of the fact that the garnishment has been received and the effective date. To terminate a garnishment, the employee is responsible for ensuring that the appropriate paperwork is submitted to HR Payroll. The check stub identifies each deduction and should be kept as a permanent record.

Reporting Personal Information Changes

Employees must notify the Human Resources and Payroll departments whenever there is a change in their personal information on file with the Company. This includes name, address, phone number, income tax withholding information, emergency contacts and if applicable, any information which may impact their insurance coverage.

If an employee's name or marital status changes, or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the payroll department.

Timekeeping –Tracking Hours Worked

- To receive compensation for time worked on the normal Company payday schedule, employees must clock in and out using Kronos.
- Employees are not permitted to clock in/out for one another.
- In the event of a missed clock in or out, notify a manager immediately so that they can make a manual adjustment to ensure the time is recorded accurately. If a manual adjustment is made, the employee may need to initial their timecard.
- Excessive misuse of Kronos will result in disciplinary action, up to and including termination.
- Employees are expected to clock in for their shift when it is scheduled to start.
- Employees should not arrive or punch in sooner than five (5) minutes before or after the scheduled shift, unless authorized by management.
- Employees are expected to be ready and dressed for work before clocking in.

Overtime

Depending upon work needs, employees may be asked and required to work overtime. Employees must obtain approval from a manager prior to working any overtime. The Company follows State and Federal laws regarding overtime pay. Only time worked will be counted when calculating overtime. Employees will be paid for all overtime worked, regardless of whether they received prior permission to do so. However, if overtime is worked without approval, the employee will be subject to disciplinary action up to and including termination of employment.

Nonexempt employees who exceed 40 hours of work time in a workweek will be paid one and a half times their regular rate of pay for all hours worked more than 40 hours. Paid leave, such as holiday, sick or vacation pay, does not count as time worked. The workweek begins at 12:00 am on Sunday morning and ends at 11:59 pm on Saturday night.

Employees who anticipate the need for overtime to complete the week's work must notify their manager in advance and obtain approval before working hours that extend beyond their normal schedule.

Final Wages at Separation

If a Maine employee is involuntarily terminated or voluntarily resigns, the Company shall pay all wages in full on the next regular payday.



Payroll Questions

The Company intends to accurately compensate employees in compliance with all applicable state and federal laws. Employees must accurately record all time worked to ensure proper payment. Paychecks should be reviewed promptly to identify any discrepancies in pay or deduction. Employees also must not engage in off-the-clock or unrecorded work.

If an employee believes an improper deduction has been taken from their wages or that they have not been properly compensated for all hours worked, whether for regular or overtime pay, the employee should notify their manager or contact Payroll or Human Resources as soon as possible.

Tipping

The stores that accept tips are to adhere to the following tip reporting requirements:

All Tips Must Be Reported

- The Internal Revenue Service requires that tips of $20.00 or more received in any month by an employee directly or indirectly, be reported in writing to the employer for FICA purposes.
- Tips $20.00 or more received in a calendar month are required to be reported to the IRS for Federal Income Tax purposes on the employee's Tax Return, but do not need to be reported to the employer. Penalties will be assessed by the IRS to employees who fail to report tip income.
- Managers must ensure that Form 4070A is always available for the employees to track their tips monthly. Employees must maintain and retain these records to substantiate tip income to the IRS.
- Employees must return Form 4070 to the manager if tips exceed $20.00 in a month. The manager will scan the form to Payroll.

Tip Allocation Procedure

- Employees may not turn tips into cash register for larger denominations.
- Employees must present each customer with their change. Do not stall or assume that the customer will leave a tip.
- Management, including Assistant Store Managers and Expert Trainers, may not receive tip income.

Tipping (Continued)

Tips should be designated to specific employees using the following method:



- Employee 1 and employee 2 work together for one hour. The next employee arrives to begin their shift. The tips accumulated in the tip cup during that initial hour get put into a cash envelope, sealed, and the names of the two employees get printed clearly on the envelope. This procedure repeats every time an employee comes in for a shift.

Tips should be separated using the following method:

- Employee 1 is leaving at the end of their shift. The employee separates any envelopes with their name on it. Each envelope is equally divided according to the names on the envelope. The employee who separates the tips will then take their portion and place each of the remaining portions in clear plastic bags which then get placed back in the original envelope.
  - All tips earned during a shift are to be placed in the tip cup to be pooled with each employee working that shift.
  - All sales must be rung into the register at full value.
  - Tips must be counted in an area designated for tip counting, under video surveillance.

The asset protection department monitors the activity of the tip cups closely. Do not, under any circumstances, participate in fraudulent activity to increase tip amounts. This will result in immediate termination and prosecution.
The Company may change this policy at any time. Such changes will be communicated through official notices, and that revised information may supersede, modify, or eliminate existing policies.

Mileage Reimbursement

Crew Members

This mileage reimbursement policy extends the benefits of business travel compensation in the event an employee uses their personal vehicle for business use. This business use would be primarily if the employee is asked to travel via personal vehicle to another store. Personal vehicle can include cars, vans, and motorcycles if they are registered to the employee, a parent of the employee, or the vehicle of a person living with the employee with whom the employee shares the expense. This policy does not include company cars or vehicles for hire.

The following does not qualify for reimbursement:

- The normal commute to the employee's home store.
- Parking tickets.
- Speeding/traffic violations.
- Insurance claims.

- The trip must be for business purposes only.
- The request to work at another store must be at the request of the management, and not an employee volunteering to cover a shift at the direct request of another employee.
- The employee must have prior authorization by the manager before working at another store.
- The employee cannot volunteer or request to work at another store to get business mileage reimbursement.
- The employee must be on the clock to incur business miles. (Stops on the way to work or on the way from work would not be reimbursable.)
- An employee who receives a ride from a member of management would not be entitled to mileage reimbursement.

Mileage Reimbursement (continued)

FOR CURRENT REIMBURSEMENT RATES, PLEASE SEE THE CURRENT EXPENSE SHEET ON FILE ON THE SCRIVANOS INTRANET UNDER THE FINANCE TAB.

Information about submitting your mileage :

It will be necessary for the managers to keep track of the following information to properly document a request for reimbursement:

1. The date and time of each trip.
2. The total number of miles covered (odometer readings can be useful for mileage tracking).
3. The destination (another store in the franchise network). The address of the store traveled to and the official name of that store.
4. The purpose of the trip.
5. The shift covered (time and date).
6. Exact hours worked.



Auditing of the submission:

The Finance team will audit all mileage submissions quarterly. They will check for accuracy to ensure that proper miles have been recorded. Intentionally adding mileages to the report, or deliberately going to locations without proper reasons or necessity, will be deemed falsification of records and be subject to disciplinary action.

Timeline for submitting mileage

Every crew member has 14 calendar days to submit a mileage report for the prior month's mileage. The company will not accept or pay requests submitted after the 14th day of the month. For example, if an employee is submitting a mileage reimbursement request for the month of July, they will have until August 14th to submit the report. If the employee submits the claim by the 14th of the month, they will receive the reimbursement by the last check of that month. If the employee does not submit the request by the 14th day of the next month, the mileage will not be paid for that month. The employee cannot add or resubmit the mileage on to the next month. However, the employee can submit these miles at the end of the year when submitting their taxes. Their reimbursement will be a separate line item on their paycheck. The employee will not be taxed on this reimbursement

To Remember:

- ☑ Mileage must be submitted by the 14th of the the following month.
- ☑ If not submitted by the 14th of the following month, the mileage cannot be resubmitted until the end of the year on taxes.
- ☑ Mileage will be paid on paychecks as a separate line item - taxes won't be taken out.

EMPLOYEE BENEFITS

Benefits to employees are provided at the will of the Company and we reserve the right to modify or eliminate benefits without notice under conditions of law. The benefits listed herein are intended to be a general description only. Details of specific benefits are outlined in the documentation for the benefit program.

MEDICAL BENEFITS

Regular full-time employees and ACA benefit eligible employees are eligible for health benefits and can enroll after 60 calendar days of hired day. Upon receiving the benefits packet, it is the responsibility of the employee to complete the online enrollment process within the 60 days. Part time employees will be reviewed annually and may become eligible for health benefits.

The Company contributes a portion of the premium for health insurance. Information about the plans and the cost is included in the benefit packet and is available through the Human Resources Department. Plan design, contribution levels, and vendors are subject to change at the discretion of management. Employees will be informed of any changes in advance.

401(K)

The Company offers a 401k savings plan to eligible employees according to the terms of the plan. An employee's contribution is tax deferred, and the Company also matches a portion of that contribution.

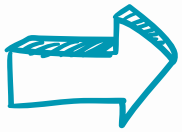
Eligibility requirements for all part time and full-time employees are:

- ☑ Upon being hired, must be 18 years of age.

Enrollment and change periods occur quarterly each year (in January, April, July, and October). Please watch the store bulletin board for enrollment information and further communication about this benefit.

Speak with the Human Resource Department for all plan details, eligibility requirements, and the Company matching program.

Plan design, contribution levels and vendors are subject to change at the discretion of management. Employees will be informed of any changes in advance.

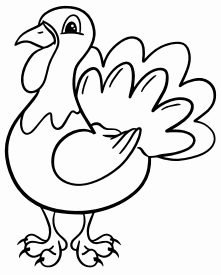


Questions or Concerns? Reach out to the Benefits Department Today!



COMPANY HOLIDAY

Some store locations may be closed on Christmas and Thanksgiving. All other holidays will be considered regular workdays, stores will be open, and employees may be scheduled to work. Employees wishing to observe ethnic or religious holidays not listed in the Holiday Schedule must obtain permission from their manager for time away from work.



Maine Earned Paid Leave

Employees in Maine who are not eligible for company vacation time are eligible for paid leave in accordance with Maine law. This policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the general company policy.

Employees can receive one (1) hour of paid leave for every 40 hours worked as of January 1, 2021. Employees can accrue up to 40 hours of paid leave in a calendar year.

Paid leave can be used for any cause:

- Emergency, illness.
- Sudden or unplanned necessity.
- A planned vacation.

Accrual and Carry Over

Accrual begins when the employee starts working, and the employee will accrue paid leave at a rate of one (1) hour for every 40 hours worked, up to a maximum accrual of 40 hours each calendar year, inclusive of any hours carried over from the prior year. The employee may carry over up to 40 hours of accrued, unused paid leave under this policy to the following year. If they carry over unused paid leave from the prior year, they will be eligible to earn only enough hours of paid leave in the following year to bring them to the 40 hour maximum, regardless of how much paid leave they used in the previous year and when it is used.

The employee may not use more than 40 hours of accrued paid leave in any year. Your accrual balances, at times, may show a balance over the maximum of 40 hours. This is in accordance with Maine PTO laws and usage guidelines allow for an employee to only take 40 hours in a given year.

Payment

The employee will receive payment for paid leave at the same base rate of pay which they receive immediately prior to taking paid leave, and will receive the same benefits as those provided under established policies of the Company pertaining to other types of paid leave. Use of paid leave is not considered hours worked for purposes of calculating overtime.

Anyone who either voluntarily or involuntarily separates employment will not be eligible for any payout of unused paid leave balance upon separation.

An employee's earned paid leave balance will be restored if they leave and return within 365 days. After 120 days of employment, an individual can start utilizing.

Usage

The employee may use accrued paid leave once they have been employed for 120 calendar days. Paid leave may be used in one-hour increments. The employee may not use more than 40 hours of accrued paid leave in any year.

Absent an emergency, illness or other sudden necessity for taking paid leave, the employee must give four (4) weeks' notice to their manager of their intent to use paid leave. Use of paid leave for reasons other than an emergency, illness or other sudden necessity must be scheduled to prevent undue hardship on the Company as reasonably determined by the Company. The employee is required to notify their manager as soon as practicable if the use of paid leave is for an emergency, illness, or sudden necessity. They may not "work through" leave and collect their regular pay and paid leave.

The Company may require a general description regarding the request for use of paid leave, i.e. illness of a child; illness of a day-care provider; transportation issue. For paid leave of more than three (3) consecutive workdays, the Company may require a medical note or other reasonable documentation.

Notice and Use of Earned Paid Leave

For the use of "planned" leave, the Company may require up to four weeks' notice. The use of "planned" leave will be followed by our current policy. If employees need to use earned paid leave for an emergency, illness, or other unanticipated need, they must notify the Company as soon as possible.

- After three (3) days, a notice will be required (same as our current policy for absences).
- In the event of an unplanned absence, the company may require a general description.

Payment of Earned Paid Leave

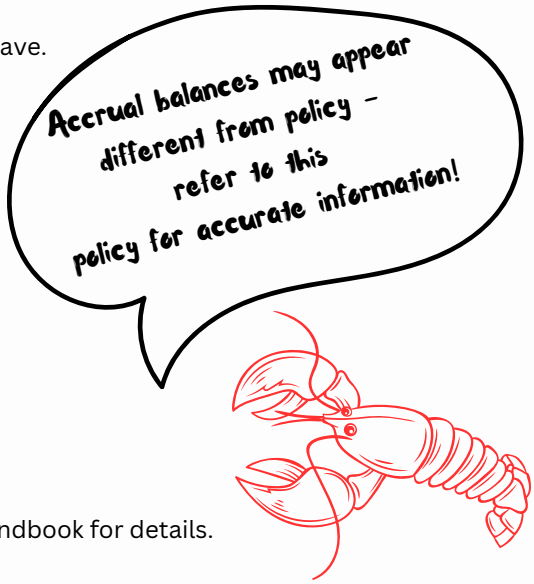
- Employees will be paid for leave at the same base rate as they are currently paid for work. For example, if an employee earns $12.15 per hour, their earned paid leave will be paid at the same rate.
- Tips will not be factored when calculating earned paid leave.
- Salary Managers will be paid their hourly rate equivalent.

Maine Earned Paid Leave (Continued)

Receiving Your Earned Paid Leave

The following are the steps the employee must take to receive their earned paid leave:

- Call the District Manager to confirm the earned paid leave time that the employee has accrued.
- Inform the manager that the employee will be using their earned paid leave.
- Complete a Time off Request Form and submit the form to Payroll.
  - Readily available at the store in the office.
  - Fill out the "Paid Time" portion of the form.
  - Submit to Payroll.



Earned Paid Leave versus Current Paid Time Off

Store Managers

- Existing Sick Policy will not change. Please refer to Field Management Handbook for details.
- Earned paid leave will be accrued separately from managers' vacation policy. These weeks will be listed as separate balances.
  - Within one calendar year/by calendar year, 40 hours paid out in increments of at least one (1) hour.
  - One additional (1) week (40 hours) of vacation will be granted on the vacation grant date and on each anniversary date thereafter as employment continues.
  - Five (5) years of employment = An additional one (1) week will be granted on the vacation grant date and on each vacation grant date thereafter as employment continues for a total of two (2) weeks within a 52-week period.
  - 10 years of employment – An additional one (1) week will be granted on the vacation grant date and on each vacation grant date thereafter as employment continues for a total of three (3) weeks within a 52-week period.
- May carry 40 hours of earned paid leave into the next year and continue earning.

Assistant Managers

- Earned paid leave will be accrued separately from assistant managers' vacation policy. These weeks will be listed as separate balances.
  - For every 40 hours worked, one (1) hour is earned.
  - 50 hours paid out in 1-hour increments within one calendar year/by calendar year (equivalent of allowing one week of paid time off to be used for sick time).
  - One (1) additional week paid out at a lump sum anniversary after one (1) year of employment.
  - Five (5) years of service = 2 weeks paid out in a lump sum on the anniversary date.
- May carryover 50 hours into the next year and continue earning.

Crew

- Accrual/grant information for Crew is listed below:
  - Earned paid leave may be taken after 120 days of employment.
  - After five (5) years, one (1) week would be earned through the Maine PTO policy and one (1) week would be granted on their anniversary date. Vacation grants will be calculated off the average number of hours worked per week for the previous 12 months, not to exceed 40 hours.
- Earned paid leave can be used for any reason.
- 1 hour for every 40 hours worked.
- May carryover 40 hours of earned paid leave into the next year and continue earning.

Maine Earned Paid Leave (Continued)

40 Hour Rollover – All Positions

- Each employee can carry over up to 40 hours of unused time.
- The employee can only carry over 40 hours from one year to the next.
- The employee cannot have more than 80 hours in one calendar year.
  - (Example: If an employee rolled over 40 hours from the previous year, they will have 80 hours)
  - (Example: If an employee has 80 hours of paid time off from the previous year, they can only rollover 40 hours)

Payout of Accrued Unused Vacation Upon Separation

The payout of granted vacation time at separation does not include Maine Earned Paid Leave time.

Sick Time

Earned Paid Leave (Please also refer to Paid Time Off Policy)

In accordance with the Maine Department of Labor, for the purposes of this policy, employees in the state of Maine will earn paid leave. An employer that employs more than ten (10) employees in the usual and regular course of business for more than 120 days in any calendar year shall permit each employee to earn paid leave based on the employee's base pay. An employee is entitled to earn one (1) hour of paid leave from a single employer for every 40 hours worked, up to 40 hours in one year of employment. Accrual of leave begins at the start of the leave before the employee has been employed by that employer for 120 days during a one-year period.

Full and Part Time Crew and All Managers

- Earned Paid Leave
- For every 40 hours worked, one (1) hour of Earned Paid Leave will be granted up to 40 hours within one calendar year. May carry up to 40 hours into the next calendar year and continue earning.

Leave of Absence

Family Medical Leave Act

Under the Family and Medical Leave Act of 1993, as amended (FMLA), employees may be eligible for a period of job-protected unpaid leave for certain family and medical reasons as described below. The provisions below provide an overview of employees' rights and responsibilities under the FMLA as well as the Company's own policies regarding FMLA Leave.

General Eligibility

To be eligible for FMLA Leave under this Policy, an employee must have worked at the Company for at least 12 months and must have worked at least 1,250 hours during the 12-month period prior to the commencement date of any leave requested under this Policy. Eligibility will be determined as of the date the leave commences. Employees who work at a site at which fewer than 50 employees are employed within a 75-mile radius are not eligible for leave under this policy. When a request for FMLA is made, the Company will advise of the employee's eligibility and the employee's rights and responsibilities.

Types and Duration of Leaves

The types of FMLA Leave are: Bonding Leave; Serious Health Condition Leave; Leave to care for a family member with a serious health condition; Active-Duty Leave.

An employee may be eligible for up to 12 weeks of unpaid leave during a rolling 12-month period (measured backward from the date an employee uses FMLA leave) for the following reasons:

- For the birth of the employee's child and to bond with the child; or for placement through adoption or foster care and to bond with the newly placed child. Such leave must be concluded no later than 12 months after the birth or placement of the child with the employee.
- To care for an immediate family member (spouse, child under 18 years old or a child 18 and over who is incapable of self-care because of a disability, or parent) with a serious health condition.
- Due to a serious health condition which renders the employee unable to perform the functions of their job; or
- Due to any qualifying exigency arising out of the fact that an employee's spouse, child (of any age), or parent, who is serving in any branch of the military (including the National Guard or Reserves), has been deployed or called to active duty in a foreign country ("Active-Duty Leave").

Leave of Absence (Continued)

Military Caregiver Leave

An employee also may be eligible for Military Caregiver Leave under the FMLA to care for a spouse, child (of any age), parent, or next of kin who is: (a) a current member of the Armed Forces, including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness, which is incurred in the line of duty (or for a pre-existing injury or illness which is aggravated in the line of duty) and that renders the service member medically unfit to perform the duties of their office, grade, rank or rating, or (b) a veteran who was a member of any branch of the Armed Forces, including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness that occurred in the line of duty (or for a pre-existing injury or illness which was aggravated in the line of duty) at any time within five (5) years preceding the treatment, recuperation or therapy.

A covered veteran incurs a serious illness or injury for purposes of this paragraph when one of the following occurs:

- The injury or illness makes them medically unfit to perform the duties of their office, grade, rank, or rating.
- It causes the service member to have a Department of Veterans Affairs ("VA") Service Disability Rating at 50% or greater.
- It is a mental or physical condition that substantially impairs their ability to obtain gainful employment. The VA enrolls the employee in the Department of Veteran Affairs Program of Comprehensive Assistance for Family Caregivers.

Eligible employees are entitled to a total of 26 weeks of unpaid Military Caregiver Leave during a single 12-month period. This single 12-month period begins on the first day an eligible employee takes Military Caregiver Leave (as long as it is within five (5) years of the covered service member's active duty) and ends 12 months after that date. Military Caregiver Leave applies on a per-covered service member, per-injury basis, so that an employee may be eligible to take more than one 26-week period of Military Caregiver Leave, but no more than 26 weeks of leave may be taken during any one 12-month period.

An eligible employee is entitled to a combined total of 26 work weeks of leave for all FMLA qualifying reasons during the single 12-month period described above. For example, if an employee takes 10 weeks of FMLA leave due to their own serious health condition, the employee may take only 16 weeks of Military Caregiver Leave during that same 12-month period.

When Spouses Work Together

If both spouses are employed by the Company and are eligible for leave under this policy, they are eligible for a combined total of 12 weeks of leave within the applicable 12-month period when the leave is due to the birth or placement of a child or to care for a parent who has a serious health condition, or a combined total of 26 weeks within the applicable 12-month period when the leave is to care for a child or parent under the Military Caregiver Leave. However, in no event shall the spouses take more than a combined total of 12 weeks of leave within the applicable 12-month period for the birth or placement of a child or to care for a parent who has a serious health condition.

Notice of Need for FMLA Leave

An employee who wants to take FMLA leave must follow normal call-in policies and notify their manager as soon as they are aware of the need for leave. Failure to adhere to normal company call-in procedures can result in discipline, as with any other type of leave.

Upon notifying a manager, the employee will be required, thereafter, to contact Human Resources to complete a request for leave and other applicable paperwork.

To avoid a delay in FMLA protection, the employee must give notice as soon as possible and practicable under the circumstances to advise the person receiving the request that FMLA may apply. If an employee fails to give the required notice with no reasonable excuse, FMLA coverage may be delayed. This can result in discipline for absences taken prior to FMLA coverage commencing.

Employees should make every reasonable effort to schedule foreseeable medical treatments so as not to disrupt the ongoing operations of the Company.

As soon as you are aware that you will need a leave, let HR know!

Substitution of Paid Leave for Unpaid FMLA Leave

Employees must concurrently exhaust any short-term disability benefits, workers compensation benefits, accrued vacation time, or any other form of applicable paid leave for FMLA leave. All substituted paid leave that is being concurrently exhausted will be counted against an eligible employee's FMLA leave entitlement.

Leave of Absence (Continued)

Intermittent FMLA Leave

Intermittent or reduced schedule leave is leave at varying times for the same qualifying condition. Intermittent leave or reduced schedule leave may be available if the need for leave is due to an employee's serious health condition or an employee's immediate family member's serious health condition and when the need for intermittent or reduced schedule leave is certified by a health care provider. Intermittent or reduced schedule leave is not available for the birth or placement of a child for adoption or foster care unless the Company agrees. Military Caregiver Leave may be taken intermittently or on a reduced leave schedule when medically necessary. Active-Duty Leave may also be taken on an intermittent or reduced leave schedule.
The Company may require employees taking foreseeable intermittent or reduced schedule leaves to transfer temporarily to an alternative position for which the employee is qualified and which better accommodates the employee's leave schedule. Pay and shifts would not be affected by a change to an alternate position. Time worked in the alternate position would not count towards the employee's FMLA leave entitlement.

Documentation Supporting FMLA Leave

An employee requesting leave for a serious health condition must provide a completed FMLA Certification of Health Care Provider Form supporting the need for the leave. A request for reasonable documentation of family relationship verifying the legitimacy of a request for FMLA leave may also be required.

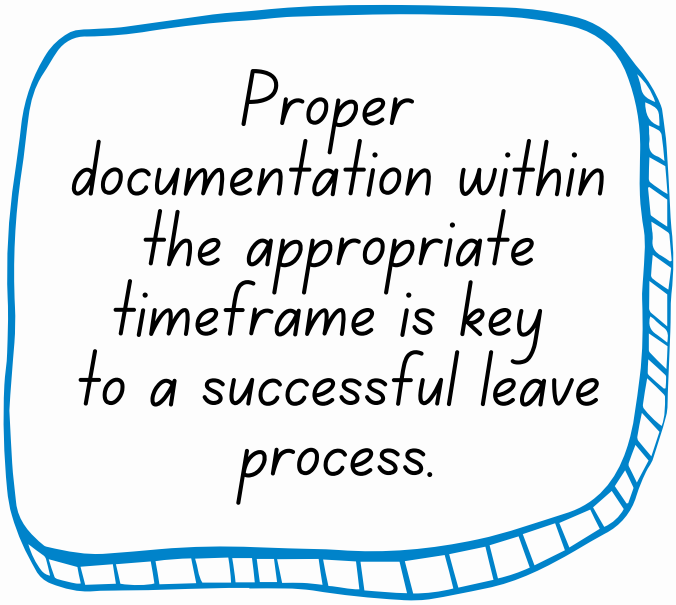
The employee will have 15 days in which to return a completed Certification form following the Company's request for the certification. If the employee fails to provide timely certification after being required to do so, covered leave may be delayed moving forward until the certification form is finally submitted. Absences counted against the employee for a late certification will not be reversed absent exceptional circumstances. If an employee never returns the completed form, the FMLA leave will be denied, and the absences will be unprotected. If the Certification form is incomplete or insufficient, an employee will be given written notification of the information needed and will be given a period of seven (7) days to provide the necessary information.

In some circumstances, a second opinion, at the expense of the Company, related to the health condition may be required. If the original certification and the second opinion differ, a third opinion, at the expense of the Company, may be required. The opinion of the third health care provider, which the Company and the employee jointly select, will be the final and binding decision.

A request for Active-Duty Leave must be supported by the Certification of Qualifying Exigency for Military Family Leave form as well as appropriate documentation, including the covered military member's active-duty orders.

A request for Military Caregiver Leave must be supported by the Certification for Serious Injury or Illness of Covered Servicemember form or Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave form as well as any necessary supporting documentation.

Once the Company has received a complete and sufficient certification form from the employee, the Company will advise the employee whether they have been approved or denied FMLA leave and, if possible, will advise how much FMLA leave will be used.



Recertification

In the following circumstances, the Company may, in its sole discretion, require recertification of the qualifying reason for FMLA: (a) where the employee needs more leave than the original certification justified; (b) where circumstances and facts cast doubt on the employee's need for FMLA; or (c) when the need for FMLA extends beyond six (6) calendar months. In these situations, the employee will have 15 days in which to provide a completed Recertification form.

Leave of Absence (Continued)

Restoration to Position and Benefits

Healthcare benefits, to the extent an employee is receiving them prior to taking leave, will be maintained while an employee is on FMLA, subject to the payment of premiums explained in this paragraph. For all other benefits, they will be maintained similarly to others on similar forms of leave (paid/unpaid). Employees on paid FMLA (because they may be concurrently exhausting a paid leave benefit) will continue to have their premium payments deducted from their paycheck as if they were on non-FMLA paid leave. Employees on an unpaid FMLA leave (for which no paid leave is substituted or after all paid leave has been exhausted) will need to maintain the benefits they accrued prior to commencement of the leave by making premium payments. If the payment is not received on the due date or thereafter, the Company will provide the employee written notice of non-payment and provide 15 days to make the payment. If the payment is not made within the 15-day window, and at least 30 days have passed from the due date, then coverage under the benefit plan will lapse, retroactively to the original due date.

Employees are permitted to return to whatever position they would have held had they not taken FMLA leave. Generally, this means employees returning from FMLA leave within 12 weeks will be returned to the job position that they held when they went on leave, or a substantially similar one. If the employee would have lost their position even if they had not taken the leave, then there exists no reinstatement right. For example, if the employee's position is eliminated because of a reduction in force, then no reinstatement right exists.

If an eligible employee fails to pay their portion of the required premium payments for benefit coverage, and the Company elects to pay the employee's portion of premium payments to keep benefit coverage in effect during a period of paid or unpaid FMLA leave for medical and dental benefits, and/or a period of unpaid FMLA leave for other benefits, the Company may recover the amount of the premium payment from the employee regardless of whether the employee returns to work. The Company may recover its own share of the premiums paid for maintaining an employee's medical and dental benefit coverage during any period of unpaid FMLA leave if the employee fails to return from leave after entitlement has expired, provided the employee's failure to return to work is due to a reason other than the continuation, recurrence, or onset of a serious health condition related to the qualifying reason the employee took FMLA leave.

Return to Work

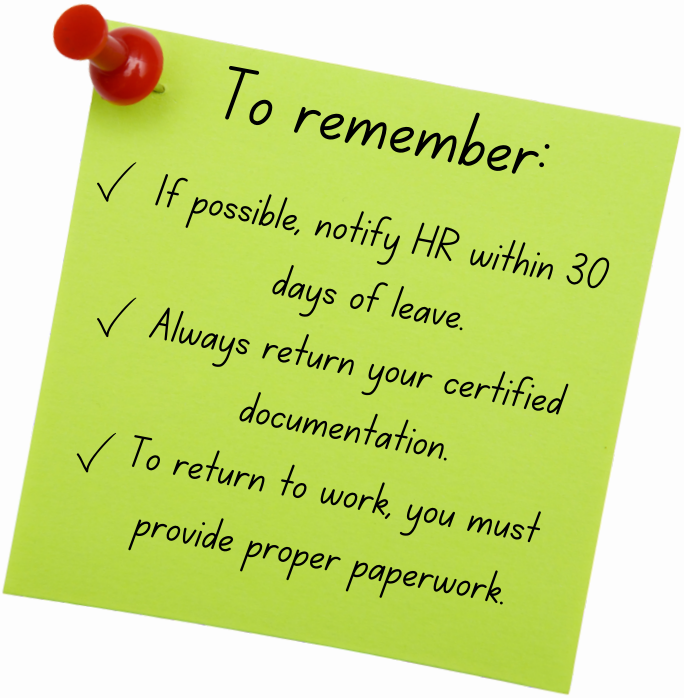
Employees on FMLA leave must periodically inform the Human Resources Department of their status and intent to return to work while on FMLA leave. Employees returning from FMLA leave must be able to assume all the essential functions of their jobs upon return. The Company will provide time for the employee to learn of any changes or new technology implementations. As a condition to restoring an employee whose leave was based on the employee's own serious health condition, the employee must provide certification from the employee's health care provider stating that the employee is able to resume work. This return-to-work statement is required for all serious health conditions unless the employee has previously provided one for that condition within the past year. If safety issues exist, the Company may require a return-to-work statement every thirty days.

Failure to Return from Leave

Unless required otherwise by law an employee granted a leave of absence under these provisions who fails to return to work upon expiration of the leave will no longer have protected absences. Further absences would count against the attendance policy.

Interaction with State Leave Laws

Certain states require employers to provide greater or different job-protected leave. When applicable, the Company complies with all such leave laws. When leave provided under one of these laws is covered under the federal FMLA, it also shall count toward the employee's federal FMLA entitlement and as FMLA Leave under this Policy. These leave laws vary by state. See your location's state-specific policies for additional information.



Leave of Absence (Continued)

Active-Duty Military Leave –USERRA

Employees may be entitled to certain rights and benefits, and may have certain obligations, related to service in the uniformed services pursuant to the Uniformed Services Employment and Reemployment Rights Act of 1994 ("USERRA") or related state laws. It is the Company's intent to comply with the requirements in USERRA and similar state laws with respect to leaves of absence, continuation of health coverage, reemployment, disabilities incurred or aggravated during uniformed service, non-discrimination and non-retaliation, and other covered matters. Specifically, the Company will not deny employment, reemployment, retention in employment, promotion, or any benefit of employment to an individual due to uniformed service, and will not tolerate discrimination or retaliation due to uniformed service.

Employees should notify their store manager or Human Resources of any need for leave to perform service in the uniformed services as far in advance as possible, preferably at least 30 days in advance and in writing where feasible. Employees are asked to provide a copy of applicable orders, training calendar, and/or similar documentation, if possible, in time to ensure continued business operations during absences. Employees will be granted unpaid leaves of absence for qualifying periods of uniformed service; however, employees may elect to use any applicable accrued but unused paid time off during such absences.

Barring any exception outlined in USERRA, employees will be eligible for reemployment after uniformed service if they return to work or apply for reinstatement within the following timeframes:

- For service of less than 31 days, at the beginning of the next regularly scheduled work period after release and subject to an eight (8) hour rest period.
- For service of more than 30 days but less than 181 days, within 14 days of release; or
- For service of more than 180 days, within 90 days of release.

To retain reinstatement rights, employees must provide appropriate advance notice and must not have been separated from uniformed service with a disqualifying discharge or under other than honorable conditions. Reinstatement rights are not guaranteed for any absence beyond five (5) years unless an exception stated in USERRA applies.

If employees meet these requirements, depending upon their length of service, employees will be reemployed in the position they would have had if continuously employed (i.e., the "escalator position"), the job they had upon commencement of uniformed service, a position comparable to the escalator or pre-service position, or the nearest approximation to the escalator position. Consistent with USERRA's "escalator principle," employees will be compensated upon reinstatement at the rate of pay they would have obtained with reasonable certainty if such employment had not been interrupted due to uniformed service. Likewise, employees will receive a reasonable amount of time to complete any training that they may have missed during uniformed service leave necessary to perform their job. In addition, health care coverage will begin immediately upon request at reemployment without a waiting period. Absent unusual circumstances (such as an extended period of uniformed service leave) or with respect to periods of service less than 31 days, reemployment will occur as soon as practical under the circumstances, typically within two (2) weeks of an employee's application.

Personal Leave of Absence

Your manager and Human Resources must approve all leaves of absence. At the sole discretion of the Company, an unpaid leave of absence may be granted depending on business needs and circumstances. Requesting a leave will not guarantee that it will be granted, and each case will be reviewed individually.

Employees who are absent on an unapproved leave will be subject to disciplinary action up to and including termination of employment.

When on an unpaid leave of absence, you may continue your health insurance benefits by providing the cost of the monthly premium to the Human Resources Department no later than the first of each month. Failure to pay the premium will result in loss of medical insurance benefits.

Personal leaves may not exceed 30 days in length.

If a Personal leave exceeds 30 days, is unexcused, or unapproved, then it will be considered job abandonment and a voluntary termination will be processed. The employee will have the opportunity to reapply for a position at a future date.
If you have questions, you may either contact your manager or the Human Resources Department for assistance.

Leave of Absence (Continued)

Bereavement Leave

Our Company offers bereavement leave to provide time for mourning after the loss of an immediate family member. The use of Bereavement Leave is authorized by the employee's manager. An employee may take up to three (3) days' unpaid leave for a death in the immediate family. The immediate family includes spouse, child, mother, mother-in-law, father, father-in-law, sibling, stepfather, stepmother, stepchildren, grandparent or grandchild, or spouse's grandparent or grandchild. The Company may require certification of the need for bereavement time. If additional time is needed, vacation or unpaid leave may be taken with the employee's manager's prior approval. Employees who are found to be misusing this policy will be subject to disciplinary action up to and including termination of employment.

Jury Duty Leave

Employees will be granted time off to serve on a jury without pay, unless mandated by state law. No employee will suffer any adverse action, discrimination, or retaliation for taking time to serve on a jury. Employees must provide a copy of their jury summons to Human Resources and return to work when their service is completed.



Maine State Specific Leaves

Maine Family Medical Leave Act

Employees who have worked for the Company for 12 consecutive months, prior to the start of the requested leave, and who are not otherwise eligible for leave under the federal FMLA, may be eligible for up to 10 weeks of unpaid leave in any two-year period under the Maine Family Medical Leave Act. The Maine FMLA permits family and medical leave to be taken for the following reasons, some of which differ than those reasons provided for under the federal FMLA:

- The employee's own serious health condition.
- Birth of a child of the employee or a child of the employee's domestic partner.
- Placement of a child under 16 years of age into the employee's family by adoption or by a foster care arrangement.
- To care for the employee's child, domestic partner's child, parent, domestic partner, or spouse who has a serious health condition.
- For the death or serious health condition of the employee's spouse, domestic partner, parent, or child, if the spouse, domestic partner, parent, or child, as a member of the state military forces, or of the United States Armed Services, including the national Guard and Reserves, dies or incurs a serious health condition while on active duty.
- Inability of the employee to perform the functions of the employee's position due to a serious health condition.
- The donation of an organ by the employee.

Where an employee qualifies for Maine FMLA leave, the Company will follow the same time off request procedures and return to work provisions as set forth under the federal FMLA leave policy above. Employees taking Maine FMLA will be required to exhaust available paid time off before being allowed to continue their Maine FMLA as unpaid. Where an employee's leave of absence qualifies under both the federal and state FMLA, the employee's protected leave under both statutes will run concurrently.

Maine Family Military Leave

In accordance with Maine law, employees who have worked for the Company for at least 12 months and at least 1,250 hours during the prior 12 months and who are the spouse, domestic partner or parent of a person who is a resident of Maine and is deployed for military service for a period lasting longer than 180 days are entitled to up to 15 days of family military leave per deployment, if requested in accordance with the notice provisions set forth below. Family military leave may be taken only during one or more of the following time periods:

- The 15 days immediately prior to the deployment.
- During deployment if the military member is granted leave; or
- The 15 days immediately following the deployment.

Family military leave will consist of unpaid leave. Employees are deemed to include independent contractors for the purposes of this Maine leave law only.

Leave of Absence (Continued)

Maine Family Military Leave (Continued)

In order to be eligible for family military leave, employees must comply with the following notice and certification requirements: An employee must give at least 14 days' notice of the intended date upon which the leave will commence if leave will consist of five (5) or more consecutive work days; an employee taking family military leave for fewer than five (5) consecutive work days must provide such advance notice as is practicable; an employee must provide certification from the proper military authority to verify eligibility for the leave, and the employee shall consult with their manager to schedule leave so as to not unduly disrupt the operations of the Company.

During family military leaves of absence, the Company will continue to pay its portion of health insurance premiums, if the employee is currently receiving health insurance through the Company, and the employee must continue to pay their share of the premium. Taking family military leave will not result in the loss of any benefits accrued before the date on which the leave commences.
Any employee who exercises the right to family military leave is entitled to be restored to the position held when the leave commenced or to a position with equivalent seniority status, benefits, pay and other terms and conditions of employment, unless the Company is unable to restore the employee to the same or equivalent position because of conditions unrelated to the employee's exercise of family military leave rights.

Employees taking family military leave will be required to exhaust all available paid time off before they will be allowed to continue the remainder of their leave as unpaid. Where an employee's leave of absence qualifies under both the federal FMLA and Maine Family Military leave, the employee's protected leave under both statutes will run concurrently.

Maine Domestic Violence Leave

An employee who is a victim of domestic violence will be allowed unpaid time off from work to prepare for and attend court proceedings; receive medical treatment; or obtain necessary services to remedy a crisis caused by domestic violence, sexual assault, or stalking. The employee must request the time off. Leave will also be allowed if the employee's child, parent, or spouse is the victim of domestic violence. Employees will be required to exhaust any applicable paid time off while taking domestic violence leave before they are allowed to continue their leave as unpaid.

Maine Public Health Emergency Leave

Employee may take unpaid leave to be treated, or if the employee is under investigation as part of a public health emergency, or to care for a spouse, domestic partner, parent, or child due to their emergency illness. An "extreme public health emergency" means the occurrence or imminent threat of widespread exposure to a highly infectious or toxic agent that poses an imminent threat of substantial harm to the population.
The Company shall grant reasonable and necessary leave from work, with or without pay, for an employee for the following reasons related to an extreme public health emergency:

- The employee is unable to work because the employee is under individual public health investigation, supervision or treatment related to an extreme public health emergency.
- The employee is unable to work because the employee is acting in accordance with an extreme public health emergency order.
- The employee is unable to work because the employee is in quarantine or isolation or is subject to a control measure in accordance with extreme public health emergency information or directions issued to the public, a part of the public, or one or more individuals.
- The employee is unable to work because of a direction given by the employee's employer in response to a concern of the employer that the employee may expose other individuals in the workplace to the extreme public health emergency threat; or
- The employee is unable to work because the employee is needed to provide care or assistance to one or more of the following individuals: the employee's spouse or domestic partner; the employee's parent; or the employee's child or child for whom the employee is the legal guardian.

Depending on the circumstances, employees may be required to exhaust any accrued paid leave applicable to the reason for the leave before being allowed to continue their leave as unpaid.

Leave of Absence (Continued)

Maine National Guard and Reserve Active-Duty Leave

An employee who is a member of the Maine National Guard or Reserves for any of the U.S. Armed Forces called into active service due to federal or state orders shall be entitled to a military leave of absence provided the employee provides reasonable notice of the need for leave given the circumstances and provides written confirmation from the Adjutant General or applicable reserve component headquarters of the anticipated military duty. The allowable period of leave shall be:

- For periods of military service of three (3) days or less, until the completion of the period of service and the expiration of 24 hours after a period allowing for the safe transportation of the person from the place of that service to the person's residence.
- For periods of military service of more than three (3) days but not more than 15 days, until the completion of the period of service and the expiration of 48 hours after a period allowing for the safe transportation of the person from the place of that service to the person's residence.
- For periods of military service of more than 15 days but not more than 30 days, until the completion of the period of service and the expiration of 72 hours after a period allowing for the safe transportation of the person from the place of that service to the person's residence.
- For periods of military service of more than 30 days but not more than 180 days, until the completion of the period of service and the expiration of 14 days after a period allowing for the safe transportation of the person from the place of that service to the person's residence; or
- For periods of military service of more than 180 days, until the completion of the period of service and the expiration of 90 days after a period allowing for the safe transportation of the person from the place of that service to the person's residence

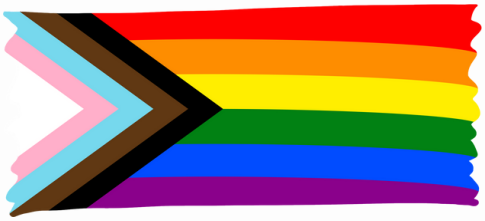
This leave shall be unpaid. Employees may use applicable unpaid time off while taking leave. Qualified employees will be reinstated at the same pay, seniority, benefits, and status and receive any other incidences or advantages of employment as if the person had remained continuously employed. Should an employee qualify for leave under this policy and the USERRA policy, the policy with the greater leave protection will control.

Equal Employment Opportunity Policy

It is a fundamental policy of the Company not to discriminate based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, handicap or disability, genetic information, citizenship, veteran or military status, or any other protected classification under state law with respect to recruitment, hiring, training, promotion and other terms and conditions of employment. It is the policy of the Company to base employment decisions solely upon an individual's qualifications relating to the requirements of the position for which the individual is being considered.

It is also the policy of the Company to recruit, hire, and promote the best qualified persons for all jobs without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, handicap or disability, genetic information, citizenship, veteran or military status, or any other protected classification under state law. It is the policy of the Company to ensure that all personnel actions such as compensation, benefits, transfers, layoffs, Company-sponsored training, promotions, terminations, and disciplinary actions are applied equally.

In addition to those categories protected under federal law (race, color, religion, sex, national origin, age, handicap or disability, genetic information, citizenship, veteran, or military status), the Company also does not engage in wrongful discrimination under Maine law due to an employee's sexual orientation or an employee having a mental or physical disability. Maine's definition of "disability" includes any physical or mental impairment that "significantly impairs physical or mental health" or "requires special education, vocational rehabilitation or related service."



Cultural Diversity and Identity

The Company is committed to creating and preserving a culture of diversity and inclusion. Our employees and the guests that we serve are members of a multicultural, multifaceted community that includes every gender, age, culture, sexual orientation, race, religion, and socioeconomic status. We embrace the diversity of backgrounds and perspectives of our employees and appreciate their talent, innovation, creativity, and contributions.

We do not discriminate based on gender identity or expression. We believe that providing a work environment based on respect, trust, and collaboration creates an exceptional employee experience where employees can bring their whole selves to work and thrive in their careers. Transgender is a broad umbrella term for people whose gender identity, expression or behavior is different from that typically associated with their assigned sex at birth. This includes people who socially and medically transition. The Company has certain best practices in place to support employees who are transitioning or who plan to transition, and education, training and support available for their managers and coworkers. If an employee is transitioning or planning to transition, or if a manager is aware of an employee who is transitioning or planning to transition, inform the Human Resources department as soon as possible.

All employees have a responsibility to treat coworkers and guests with dignity and respect and are expected to engage in conduct in the workplace that reflects this commitment to inclusion. If an employee believes that they are the subject of discrimination, they should reach out to Human Resources immediately. Employees who are found to have engaged in inappropriate conduct or behavior as it relates to this policy are subject to disciplinary action, up to and including termination.

Harassment and Notice of Non-Discrimination

The Company encourages a workplace free of discrimination, harassment, and/or inappropriate treatment of any employee, vendor or guest because of any person's race, sex (including pregnancy, sexual orientation, or gender identity), color, creed, religion, age, national origin, veteran or military status, disability, or any other category protected under federal, state, or local law. To be unlawful, conduct must be sufficiently serious that it unreasonably interferes with an employee's ability to work. The Company does not, however, condone or tolerate any inappropriate conduct, whether by employees or non-employees, based on a person's race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, handicap or disability, genetic information, citizenship, veteran or military status, or any other protected classification under state law.

Harassing conduct may include, but is not limited to:

- Ethnic, racial, religious, age, disability or sex-related jokes, epithets, stereotypes, or slurs.
- Foul or abusive language.
- Offensive graffiti, cartoons, or posters.
- Insulting or derogatory nicknames.
- Deliberately misgendering someone or deliberately using a name or pronouns that do not correspond with the person’s gender identity.
- Mimicking another.
- Starting or spreading rumors.
- Teasing about religious or cultural observances, retirement, age, ability to learn, or absenteeism.
- Threatening or offensive mail, email, voicemail, or messages.
- Sharing yours or other's inappropriate videos, social media posts, memes, etc.

The Company also recognizes the fundamental importance of the open and free exchange of ideas and opinion. It recognizes that conflicts may arise between individuals' desire to express their opinions and the right of individuals to be free from harassment. We also recognize that every act that might be offensive to an individual or a group is not necessarily a violation of the law or of this policy.

Sexual Harassment

The company prohibits any form of sexual harassment or discrimination based on sex and implementing regulations through employee guidelines. The company is committed to providing employees and guests an environment and workplace free of inappropriate comments or conduct of a sexual nature. Prohibited sexual harassment may include, but is not limited to:

- Unsolicited and unwelcome comments or conduct of a sexual nature or that is demeaning to anyone as part of a group (for example, offensive or vulgar jokes, name-calling, comments about one's body or sex life, or stereotyping based on a person's sex).
- Unwelcome and unwanted sexual jokes, language, gestures, epithets, innuendoes, advances, or propositions; sexually oriented "kidding," "teasing" or "practical jokes."
- Unsolicited and unwelcome demands or requests, implicit or explicit, for sexual favors or sexual encounters.
- Sexually oriented propositions, slurs, suggestions, or questions.
- Stalking.
- Persistent, unsolicited, and unwelcome demands or requests, implicit or explicit, for social encounters.
- Written or verbal abuse of a sexual nature, including, for example, using sexually degrading or vulgar words to describe an individual.
- The display of sexually suggestive or revealing objects, other material or offensive pictures, electronic communications, or photographs.
- Unwelcome and unsolicited information about another's sexual prowess, activities, deficiencies, or sexual orientation.
- Asking questions or commenting about another's sexual activity or making unwelcome sexual advances or expressed or implied requests for sexual activity.
- Offensive or inappropriate behavior targeted at only one sex, even if the content of the conduct or comments is not sexual.
- Unwelcome physical contact, such as patting, pinching, touching, leering, ogling, whistling, indecent exposure, brushing against the body, or suggestive, insulting, or obscene comments or physical gestures.

Complaint Procedures

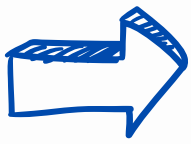
If an employee experiences any job-related harassment or have a related complaint, they should promptly report the matter to their manager or the Human Resources Department. The Company will undertake an investigation ensuring confidentiality to the greatest possible extent.

The Company expressly prohibits any form of retaliatory action against any employee availing themselves of the benefits of this procedure. Retaliation in the workplace may be expressed in a variety of ways. It is in general defined as any kind of negative action against a current or former employee that takes the form of punishment, and creates a hostile, threatening or uncomfortable environment because of their reported complaint. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of a good faith bringing or assisting in the investigation of sexual or other unlawful harassment.

If any of our employees believes that they have been subjected to harassment, the employee has the right to file a formal complaint. This may be done in writing or orally. If an employee would like to file a complaint, they may do so by contacting a manager, or the Human Resources Department at: 3 Pluff Avenue, North Reading, MA 01864: (978) 898-1201.

In addition to the above, if an employee believe they have been subjected to harassment, they may file a formal complaint with the government agencies set forth below. Using the Company complaint process does not prohibit them from filing a complaint with these agencies. The agencies have a short time period for filing a claim (usually 300 days).

The following agencies are charged with investigating claims of unlawful discrimination, harassment, and retaliation in Maine. In addition to the reporting procedure provided in the Handbook, employees may also contact the following directly:



The United States Equal Employment Opportunity Commission ("EEOC")
1 Congress Street - 10th Floor
Boston, MA 02114
(617) 565-3200

Maine Human Rights Commission
51 State House Station
Augusta, ME 04333-0051
Phone (207) 624-6050
TTY/TTD (207) 624-6064
Fax (207) 624-6063

Complaint Procedures (Continued)

Remedial Action

The Company will promptly and thoroughly investigate any complaint as it arises and will take appropriate action. Disciplinary action, up to and including termination of employment, will be taken against any employee engaging in any act in violation of this policy.

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

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Act 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 accommodations 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) and counterpart state agencies. Furthermore, it is our Company policy not to discriminate against qualified individuals with disabilities regarding 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 Resource Department with any questions or requests for accommodation.

Request for a Reasonable Accommodation

Employees with a disability, who believe they need a reasonable accommodation to perform the essential functions of their job, should contact the Human Resource Department. The Company encourages individuals with disabilities to come forward and request reasonable accommodation.



Procedure for Requesting an Accommodation

On receipt of an accommodation request, a member of the Human Resources Department and the employee's manager will meet with the employee to discuss and identify the precise limitations resulting from the disability and the potential accommodation that the Company might make to help overcome those limitations.

The Company will determine the feasibility of the requested accommodation considering various factors, including, but not limited to, the nature and cost of the accommodation, including its impact on the ability of other employees to perform their duties and on our ability to conduct business.

An employee or job applicant who has questions regarding this policy or believes that they have been discriminated against based on a disability should notify the Human Resources Department. All such inquiries or complaints will be treated as confidential to the extent permissible by law.

Based Upon a Physical or Mental Impairment

If an employee requires an accommodation due to a physical or mental impairment, please contact the Human Resources Department. The Company will work with the employee to help assess whether the impairment can be reasonably accommodated, considering the Company's business needs, resources, the job description, and other relevant factors.

The goal is trying to identify a reasonable accommodation that will enable all employees to perform the essential functions of their job or those of an available, vacant position for which the employee qualifies, without imposing an undue hardship on the Company. Therefore, the Company may ask for additional, supporting medical information or documentation from the employee's health care provider to assess an accommodation request.

Based Upon Sincerely Held Religious Beliefs

If an employee requires an accommodation for a sincerely held religious practice, please contact the Human Resources Department. The Company will work with the employee to help assess whether the request can be reasonably accommodated, considering the Company's business needs, resources, job description, and the other relevant factors. If the request imposes an undue hardship on the Company, the request for accommodation may not be provided.

Cooperation

Regardless of whether an employee's accommodation request is based upon an impairment or religious practice, they have an obligation to assist the Company in assessing the reasonableness of their request. Failure to provide requested information or documents requested by the Company to assess their request may lead to that request for an accommodation being delayed or denied.

Progressive Discipline Process

The Company's progressive discipline policy and procedures are designed to provide a structured corrective action process to address the remedy of the situations where an employee demonstrates unacceptable conduct and/or performance.
Outlined below are the steps of the progressive discipline policy and procedures. The Company reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling, or training; the employee's work record; and the impact the conduct and performance issues have on the organization. Each incident which may require disciplinary action will be examined carefully to ensure verification of facts and consistent application of corrective measures.

Further, whenever reasonably feasible, an effort will be made to make certain the employee understands the rule that is involved, why the behavior is inappropriate or unacceptable, and specific changes which must be made to bring the employee's conduct or performance to an acceptable level. The progressive discipline process allows the employee to see the results of their actions if the problem persists, and encourages the employee to develop good self-discipline habits to make further imposed discipline unnecessary.

Progressive discipline is not applicable in every instance where disciplinary action is warranted, and whether or not progressive discipline is utilized is within management's discretion. For example, if an employee's violation of work rules or policies involves gross misconduct (such as actions which involve the violation of state or federal laws, actions involving workplace violence, public intoxication and/or disorderly conduct, etc.), the employee may not be eligible for progressive discipline and instead will be subject to more serious disciplinary action, up to and including immediate termination.

Actions requiring discipline and the progression of disciplinary steps which will be followed may vary at the sole discretion of the Company and will not necessarily be limited to those actions listed in this Handbook. The Company will normally adhere to the following progressive disciplinary process:

PROGRESSIVE DISCIPLINE PROCESS (CONTINUED)

Performance Improvement Plan

The Performance Improvement Plan (PIP) is designed to facilitate constructive discussion between a staff member and their manager and to clarify the work performance to be improved.

It is implemented, at the discretion of the manager, when it becomes necessary to help an employee improve their performance. The manager, with input from the affected employee, develops an improvement plan; the purpose of the activities outlined is to help the employee to attain the desired level of performance.

The expectation of the PIP is to enable the manager and employee to communicate with a higher degree of clarity about specific expectations. In general, people who are performing their jobs effectively, and meeting the expectations, will not need a PIP.
In all cases, it is recommended that the manager's supervisor and the Human Resources department review the plan. This will ensure consistent and fair treatment of employees across the Company. The manager will monitor and provide feedback to the employee regarding their performance on the PIP and may take additional disciplinary action, if warranted, through the organization's Progressive Discipline Process.

The manager should review the following items with the employee:

- Provide specific examples of the performance which needs to be improved.
- Set the performance expectation and the level in which it is to be performed on a consistent basis.
- Identify and specify the support and resources they will provide to assist the employee.
- Communicate the plan for providing feedback to the employee. Specify meeting times, with whom and how often.
- Specify the measurements that will be considered in the evaluating progress.
- Specify possible consequences if performance standards are not met.
- Provide sources of additional information such as the Employee Handbook.

Verbal Warnings

An employee will be given a verbal warning when they engage in problematic behavior. As the first step in the progressive discipline process, a verbal warning is meant to alert the employee that a problem may exist or that one has been identified which must be addressed.

Written Warnings

Written warnings are more serious than a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. If the unacceptable behavior continues, the progressive disciplinary steps will take place.

Suspension

A suspension without pay is more serious than a written warning. An employee will be suspended when they engage in conduct that justifies a suspension, when the employee engages in unacceptable behavior, or when the employee is the subject of an ongoing investigation.

Termination

An employee will be terminated when they engage in conduct that justifies termination or when they do not correct the matter that resulted in less severe discipline. Employees of the Company are employed on an at-will basis, and the Company retains the right to terminate an employee at any time.

Again, while the Company will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in each situation.

Resignation

When an employee decides to leave for any reason, their manager would like the opportunity to discuss the resignation before final action is taken. If, however, after full consideration the employee decides to leave, it is requested that the employee provide the Company with a written two (2) week advance notice period (vacation days may not be included in the notice period).

Dismissal

Every employee has the status of "employee-at-will," meaning that no one has a contract for employment. The Company may terminate an employee's employment, or an employee may terminate their employment, without cause, and with or without notice, at any time for any reason.

In the event of dismissal for misconduct, all benefits end immediately. COBRA may not be available to someone dismissed from the Company for gross misconduct.

Job Abandonment

Employees who fail to report to work or contact their manager for three (3) consecutive scheduled shifts shall be considered to have abandoned their job without notice, effective at the end of their normal shift on the third day. The manager shall notify the Human Resources department and Payroll department at the expiration of the third workday and initiate the process to terminate the employee. Employees who are separated due to job abandonment may be ineligible for rehire.

Return of Company Property

Human Resources may schedule an exit interview with a terminated employee. Employees must return any Company property including:

- Company Laptop.
- Company Cell Phone.
- Picture Identification Card.
- Office keys.
- Company-Issued Credit Cards.
- Company Manuals.
- Any additional Company-owned or issued property.

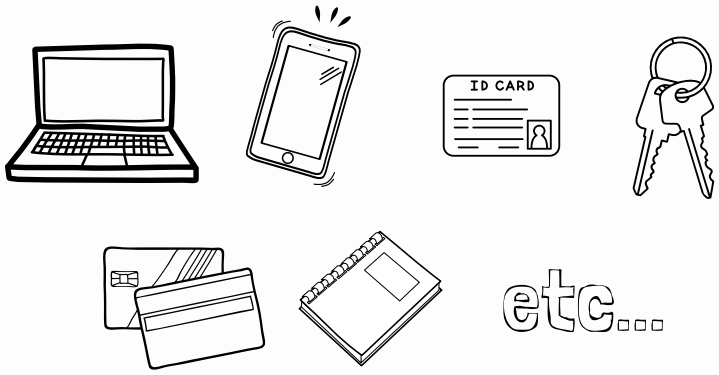
Termination Guidelines

An employee can be terminated if they continue to engage in behavior that has not been corrected through the disciplinary warning process. Disciplinary warnings give the employee a chance to better their status before letting them go. Employees of the company are hired on an "at-will" basis, meaning they can be terminated at any time. Dismissal should be the result of a well-documented disciplinary process. Documentation is essential. It aids in the success of unemployment claims, protects the employer from complaints about unfair termination practices, and creates a positive working atmosphere where employees are treated fairly and consistently. We only need one official HR file, which should be stored at the office, therefore warnings must not be kept in the managers' office.

Human Resources must be contacted for approval on terminations, even if the manager has already gathered the appropriate information and held the necessary discussions. An employee can only be terminated on the spot if they have committed theft.

1. If the termination is Voluntary, the manager should discuss the resignation with the employee before taking any final action. The manager should request a written two-week notice from the employee or have them fill out the Resignation Form. The notice must be sent to Human Resources and Payroll (vacation days may not be included in the notice period).

2. If the termination is Involuntary, the manager must obtain HR approval before terminating an employee due to the employee's job performance, such as absences, insubordination, dishonesty, horseplay, and so on. The manager must also ensure that they have all documented warnings that led to the termination. All documentation must be sent to Payroll for termination completion once they have their supporting documents, HR permission, and a Termination Status Sheet. Employees must return any Company property (laptop, cell phone, office keys, credit cards.)



Payout Process

If a Maine employee is terminated or voluntarily resigns, the Company is required to pay all wages on the next regularly scheduled paycheck.

Rehire

Involuntarily terminated employees may not be eligible for re-hire. Employees who leave voluntarily may be eligible for re-hire if they meet the same conditions listed under the Internal Transfers section of this handbook.

Former employees who are rehired and return to work more than three (3) months after their termination will be rehired only as new employees and must complete a new orientation period.

They will be considered new employees for all benefits. As a rule, the Company will not rehire former employees who:

- ✗ Were dismissed by the Company.
- ✗ Committed an act of theft.
- ✗ Resigned without giving two (2) weeks' notice.
- ✗ Were dismissed for inability to perform job duties.
- ✗ Had a poor attendance record or a below-average evaluation.
- ✗ Violated work rules or safety rules.

COBRA Continuation of Benefits

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Company's health plan when a "qualifying event" would normally result in the loss of eligibility.

If an employee loses health care benefits because of a resignation, termination, or other qualifying event (except for gross misconduct) from the Company's employment, they and eligible dependents have the option to continue health benefits coverage in accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA) regulations.

The Company's Third-Party Administrator will provide each eligible employee with a written notice describing rights granted under COBRA when a qualifying event occurs. The notice contains important information about the rights and obligations of the employee and/or beneficiary(ies). Failure to timely comply with the notice may result in a loss of insurance coverage. It is imperative that each employee report to the Company any changes in their marital status and age of dependents.

If you have any questions regarding the policies contained in this book, give HR a call. We are here to help!

RECEIPT OF SEXUAL HARASSMENT POLICY

It is the policy of The Scrivanos Network to prohibit harassment of any employee by any supervisor, manager, employee, customer, or vendor based on sex or gender. The purpose of this policy is not to regulate personal morality within the Company, it is to ensure that at the Company all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars, or posters, sending sexually explicit emails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of their gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If the employee feels that they have been subjected to conduct which violates this policy, the employee should immediately report the matter to any member of management. If unable for any reason to contact this person, or if the employee has not received a satisfactory response after reporting any incident of perceived harassment, the employee should contact the Human Resources Department at: 3 Pluff Avenue, North Reading, MA 01864: (978) 898-1201.

If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in their reporting hierarchy. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If an employee feels that they have been subjected to any such retaliation, the employee should report it in the same manner in which a claim of perceived harassment would be reported under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

I have read and I understand The Scrivanos Network’s Sexual Harassment Policy.

_____

Employee's Printed Name Position

_____

Employee's Signature Date

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

This Employee handbook is an important document intended to help you become acquainted with The Scrivanos Network. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Company's operations may change, the contents of this handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee handbook.

- **I have received and read a copy of The Scrivanos Network's Employee handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of the Company at any time.**
- **I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.**
- **I understand that no representative of The Scrivanos Network other than the owner of the company may alter "at will" status and any such modification must be in a signed writing.**
- **I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Company's Employee handbook.**

Employee's Printed Name Position

Employee's Signature Date

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.