EMPLOYEE HANDBOOK

(A Guideline for Success)

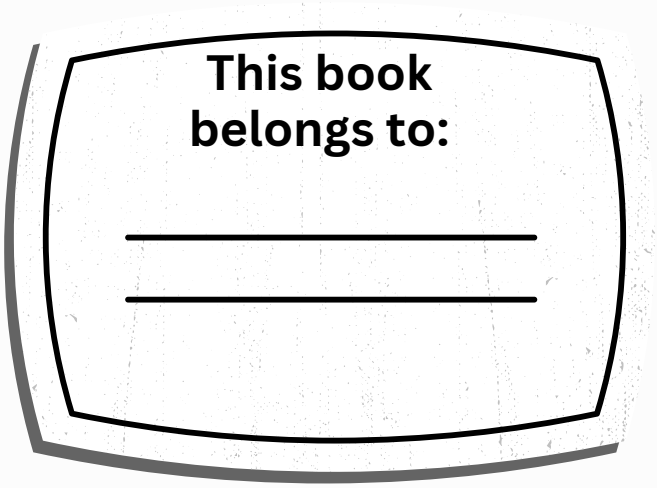
NGP MANAGEMENT

FIELD MANAGEMENT

EMPLOYEE MANUAL

APRIL 2024




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!

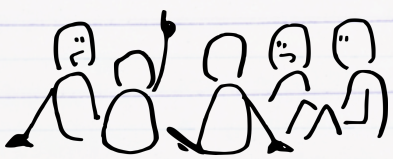
Welcome to NGP Management, our Dunkin' franchise, owned and operated by the Scrivanos Family! Since our start in 1985, we have been proud to be a part of communities throughout New England and we are glad that you have decided to join us on this journey. Our goal has always been to provide great service 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

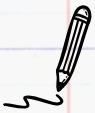
"I had a guest at one of my stores come in one day and say 'I couldn't wait to see you and tell you about the birth of my Grandson'!" - Ruben



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.

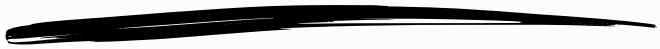


How do you see our values showing up for you?

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The Important Stuff

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



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How to make this book as useful as possible:

- ☑ Grab a highlighter to highlight the stuff you want to remember
- ☑ Use the note pages to write down your thoughts
- ☑ Mark the pages you think you'll use the most often
- ☑ Take this book with you daily to answer any questions that may arise

Employment-at-Will

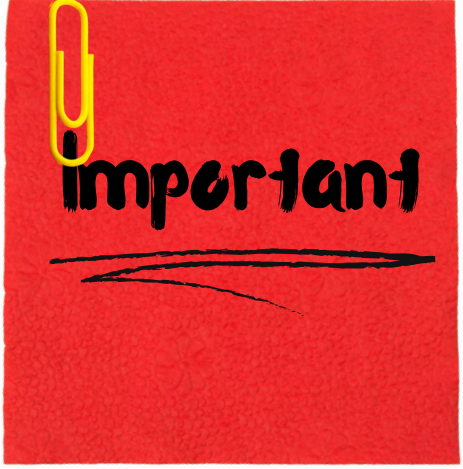
Employment at our Dunkin' Franchise (the "Company") is at-will, meaning that employment may be terminated for any reason, with or without cause or notice, at any time by the employee or employer. Nothing in this employee Handbook or in any oral or written statement shall limit the right to terminate 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

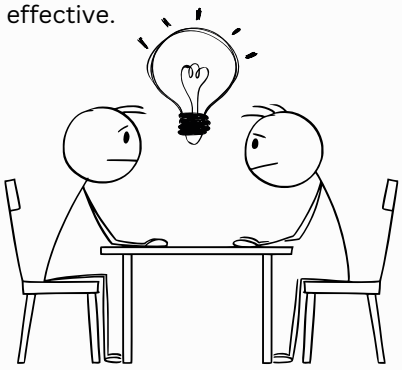
In compliance with the Immigration Reform and Control Act of 1986, every new employee, as a condition of employment, must provide information to complete the Employment Eligibility Verification (Form I-9). Every employee must also within three (3) days of the date of hire, or re-hire, present documentation 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.

Moonlighting

Outside Employment (Salary Employees)

The Company discourages salary employees from taking additional outside employment. Salary employees who wish to take on outside employment must first obtain permission from the Company President. Work requirements for the Company, including work beyond the employee's minimum required hours, must take precedence over any outside employment.

- The Company will not permit any salary employee to take an outside job with a Company in the same or related business as the Company, or which is in any way a competitor of the Company.
- If the Company permits a salary employee to take outside employment, the salary employee must report to their manager when the outside job has started. If, because of this moonlighting, the employee is unable to work when requested by the Company, or is unable to maintain a high work performance level at the Company, permission to work at the outside job may be rescinded, or the employee may be subject to dismissal.
- Salary employees are not permitted to work for any client of the Company outside of the regular working hours as described above, without the express approval of the Company President or his designee.

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.

All employees are expected to:

- Refrain from public displays of affection while on duty or in the workplace.
- Avoid involving personal relationships in decision-making, scheduling, or work responsibilities.
- Understand that if a relationship creates a disruption or perceived unfairness, the company may make staffing changes as needed.

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.

All employees are expected to:

- Avoid involving personal relationships in decision-making, scheduling, or work responsibilities.
- Understand that if a relationship creates a disruption or perceived unfairness, the company may make staffing changes as needed.

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 log into the the payroll system to make 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.

Massachusetts

Massachusetts employees will be notified within 10 days of the Company placing in their personnel file any information that is, has been, or may be, used to negatively affect the employee's qualification for employment, promotion, transfer, additional compensation, or the possibility that the employee will be subject to disciplinary action.

Upon written request to Human Resources, employees will be allowed to inspect or receive copies of their respective personnel records within five (5) business days. Such review will be permitted up to two (2) times during each calendar year, but review caused by the placing of negative information in the personnel file will not be considered one of those two (2) annually permitted reviews.

On agreement between the Company and employee, personnel file information with which the employee disagrees may be removed or corrected. Where the employee and the Company cannot reach agreement to remove or correct the disputed information, the employee may submit a written rebuttal. The employee's explanation will be maintained as part of the personnel file and will be transmitted or disclosed whenever the file or record is made available to a third party. The inclusion of any written employee statement without further comment or action by the employer does not imply or create the presumption that the Company agrees with the statement.

Maine

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.

New Hampshire

The Company will provide a reasonable opportunity for an employee or former employee to inspect their personnel file upon request. Upon further request, the Company will provide the employee a copy of their file. The Company may charge a reasonable fee for the cost of copying the employee's or former employee's file.

If an employee disagrees with any of the information contained in their file, and if the Company and employee cannot agree to remove or correct the information, the employee may submit a written statement explaining their version of the information. The employee may also submit any evidence supporting their version along with the written statement. This statement must be included in the employee's personnel file. It must be included in any transmittal of the file to a third party, and if the contested information is disclosed to any third party, the written statement must also be disclosed.

Vermont

The Company will provide a reasonable opportunity for an employee or former employee to inspect their personnel file upon request. Upon further request, the Company will provide the employee a copy of their file. The Company may charge a reasonable fee for the cost of copying the employee's or former employee's file.

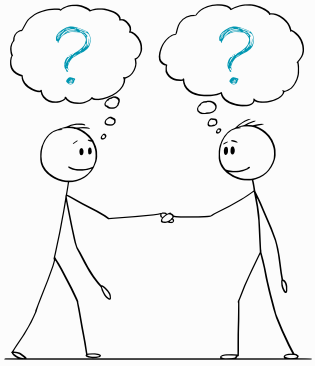
If an employee disagrees with any of the information contained in their file (and if the Company and employee cannot agree to remove or correct the information) the employee may submit a written statement explaining their version of the information. The employee may also submit any evidence supporting their version along with the written statement. This statement must be included in the employee's personnel file. It must be included in any transmittal of the file to a third party, and if the contested information is disclosed to any third party, the written statement must also be disclosed.

Introductory Periods

The first 90 days of employment is considered an introductory period. During this time, employees will become familiar with the Company and their job responsibilities.

If an employee does not meet the required performance or conduct expectations during this period, the Company will evaluate whether to continue employment. In such cases, the Company may choose not to implement progressive disciplinary action and may proceed directly with termination. Reasons for this decision can include, but are not limited to attendance issues, failure to meet job description requirements, lack of reliability, poor communication, or other performance and conduct concerns.

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.

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.

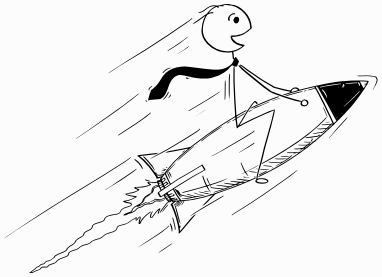
We always strive to promote from within!



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.

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.

Training

The Center is a web-based e-learning portal where employees can access a range of training resources. All employees are expected to make the most of the Company training investment and ongoing development opportunities to best serve the customers.

Even while employees are learning, an uplifting smile and initiative to act in the best interest of customer service always are expected of all employees from Day One. Take this responsibility seriously and build strong knowledge with the tools provided; "your success with the Company is determined by your performance on many fronts, which means your future is in your hands!"

As the curriculum is subject to change, please contact the Training Department for the latest course requirements and options.

To prepare employees for the management position they have been hired to do, the Company provides:

1. 50+ hours of online development courses, including topics for honing human resource knowledge and basic management skills.
2. Training to teach the technical and administrative elements of the management position.
3. Food safety training: SERVSafe certification, recertification, or review (if prior certification is still valid); Dunkin' Brands certification course.
4. A collaborative training department to support training and transition to operations, and to assist in building a good working relationship with the employee and their manager.

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 may take alternative action up to and including separating the employment of one or both employees.

EMPLOYMENT OF RELATIVES

Employment of Relatives: We recognize that family members may be employed at the same location. However, the following conditions must be met:

- Family members may not work in direct supervisory relationships with one another (e.g., a parent managing a child or a sibling managing a sibling).
- Relatives must maintain professional behavior at all times and ensure that their relationship does not interfere with workplace responsibilities, performance, or team dynamics.
- In the event of a promotion or transfer that creates a conflict, the company may reassign one or both employees to maintain compliance.

EMPLOYEE DATING POLICY

The Company firmly believes that maintaining clear boundaries between personal and professional interactions is essential to ensuring a productive and effective work environment. While this policy does not prohibit friendships or romantic relationships between employees, it does set expectations for how such relationships should be managed during work hours and within the workplace.

Employees in supervisory or managerial positions—and those with authority over others' employment terms and conditions—are held to higher standards under this policy. This is due to their role-model status, access to confidential information, and the potential influence they have over the employment of subordinates.

Procedures

- During working time and in working areas, employees are expected to conduct themselves in an appropriate workplace manner that does not interfere with others or with overall productivity.
- Employees are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate in the workplace by a reasonable person while anywhere on company premises, whether during working hours or not.
- Employees who allow personal relationships with co-workers to adversely affect the work environment will be subject to the Company's disciplinary policy. Failure to change behavior and maintain expected work responsibilities is viewed as a serious disciplinary matter.
- Employee off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. An exception to this principle, however, is romantic or sexual relationships between supervisors and subordinates.
- Romantic or sexual relationships with direct reports is prohibited. If such relationships do exist, the company will exhaust every effort to to accommodate an alternative solution for the affected employees. If a suitable solution cannot be reached, the continuation of the romantic or sexual relationship may result in termination of one or both involved parties.
- Any supervisor, manager, executive or other company official in a sensitive or influential position with the Company must disclose the existence of a romantic or sexual relationship with another co-worker. Disclosure may be made to the individual's immediate supervisor or the director of human resources (HR). The Company will review the circumstances to determine whether any conflict of interest exists.
- When a conflict-of-interest or potential risk is identified due to a company official's relationship with a co-worker, the Company will work with the parties involved to consider options for resolving the problem. The initial solution may be to make sure the parties no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions and financial transactions are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage. In some cases, other measures may be necessary, such as transfer of one or both parties to other positions or departments. If one or both parties refuse to accept a reasonable solution, such refusal will be deemed a voluntary resignation.
- Failure to disclose the existence of a relationship or cooperate with the Company to resolve a conflict or problem caused by a romantic or sexual relationship between co-workers or among managers, supervisors or others in positions of authority in a mutually agreeable fashion may be deemed insubordination and result in disciplinary action up to and including termination.
- Any concerns about the administration of this policy should be addressed to the director of HR.

All employees are expected to:

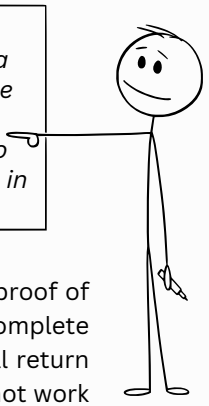
- Refrain from public displays of affection while on duty or in the workplace.
- Avoid involving personal relationships in decision-making, scheduling, or work responsibilities.
- Understand that if a relationship creates a disruption or perceived unfairness, the company may make staffing changes as needed.

Employees who engage in romantic relationships with coworkers are expected to:

- Disclose the relationship to their supervisor and/or HR if one party has or may gain supervisory authority over the other.
- Maintain professional conduct during work hours and avoid behavior that could be perceived as favoritism or conflict of interest.
- Understand that personal issues must not disrupt the workplace or team operations. Any unprofessional behavior stemming from the relationship may lead to disciplinary action.

Employment of Minors

Please note that NGP Management abides by a stricter standard than the state guidelines on the employment of minors to ensure that we are always in compliance.



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).

Maine: 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.

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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.

Massachusetts

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

- ☑ A Work Permit signed by the minor's parent or guardian is required of all minors aged 16 and 17 on the day they are onboarded.
- ☑ Minors may work during the hours of 7:00 am and 7:00 pm.
- ☑ Minors must be scheduled with an adult manager (18+) after 8:00 pm.
- ☑ Minors may not work more than 48 hours in one week or more than 9 hours in one day.
- ☑ Minors may not work more than 6 consecutive days.

New Hampshire

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

- ☑ A signed parental permission form must be on file before the minor's first day of employment.
- ☑ A state-specific Meal Break Waiver signed by the minor's parent or guardian is required on the day they are onboarded.
- ☑ Minors may work a maximum of 10 hours per day.
- ☑ Minors may not work more than 30 hours in one week while school is in session.
- ☑ Minors may not work more than 48 hours in one week during summer school vacation.
- ☑ Minors may never work more than 6 consecutive days.
- ☑ Minors who work more than 2 nights in a week past 8:00 pm or before 6:00 am shall not be permitted to work more than 8 hours in any shift during that particular week.

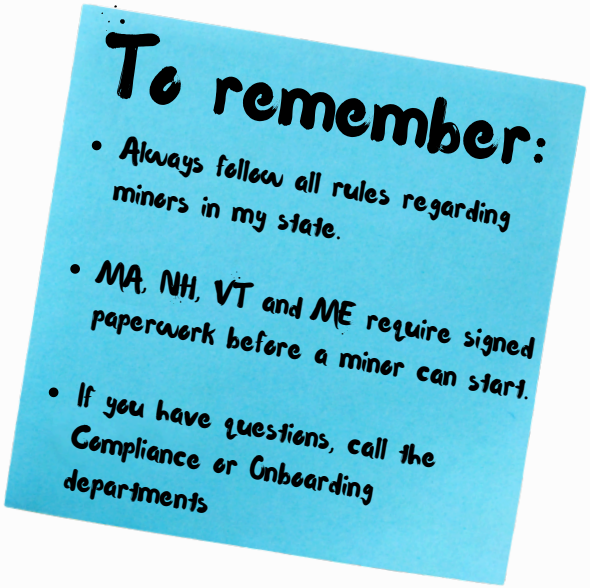
Vermont

- ☑ The Company's Vermont locations which do employ minors aged 16 and 17 must adhere to any applicable State or Federal laws concerning the employment of minors. A state-specific Meal Break Waiver signed by the minor's parent or guardian is required on the day they are onboarded.

MINOR RESTRICTIONS

To ensure the safety of minors:

- ✳ The Company does not allow minors to leave the store they are assigned to work for any reason, unless otherwise required by applicable law (such as for a required meal break).
- ✳ Managers are not allowed to transport minors from one store to another without written consent of a parent or legal guardian.
- ✳ Minors are not allowed to drive themselves to another location for any reason.



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.

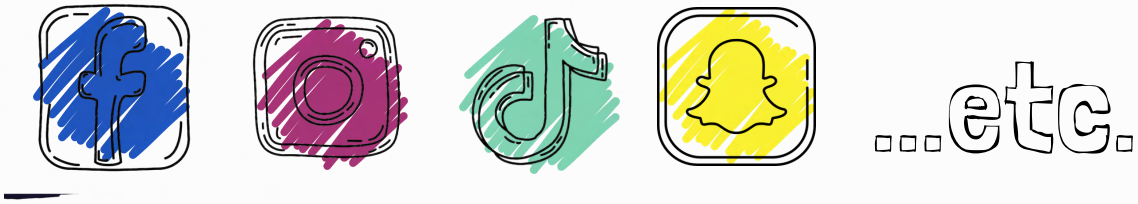
Should a concern not be satisfactorily addressed or be one that an employee would rather not discuss with their manager, the employee should contact the Human Resources Department. The Human Resources team will advise and counsel on a wide range of issues, as well as clarify and answer questions regarding 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 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).

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.

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.

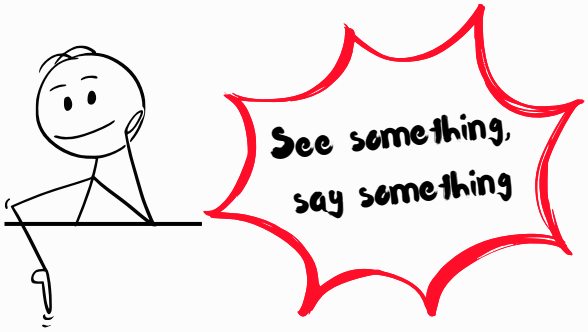
Employees also may not use any client or vendor trademarks or logos for commercial use without the client or vendor's express permission. The Company expects all employees to abide by all Copyright laws.

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.

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.

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.

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.

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.

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.

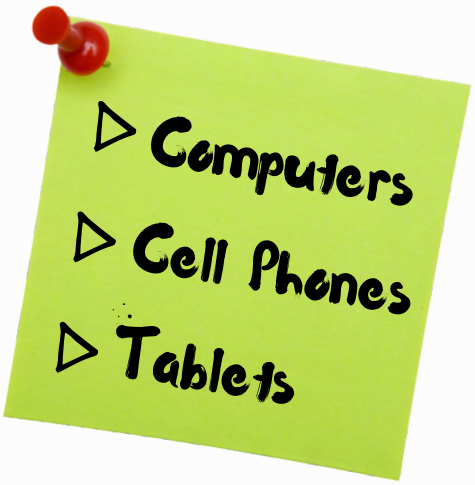
Computer Usage Guidelines

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.



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)

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.
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.

Confidentiality and Data Security

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.



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.



Vroom!

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.

No touching policy

To maintain a respectful, professional, and safe workplace environment, this policy prohibits any unwanted physical contact between employees, customers, or any other individuals in the workplace.

Unwanted physical contact of any kind will not be tolerated. This includes, but is not limited to:

- No Hugging
- No Touching Hair, Clothing, or Hats
- No Poking

Even if contact feels harmless or friendly to you, it is not acceptable without the other person's clear consent. Violating this policy may lead to immediate disciplinary action, up to and including termination of employment. If you experience or witness any unwelcome touching, report it immediately to Human Resources or your manager. You may also email crewcare@scrivanos.com or hr@scrivanos.com

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.*
- When using your cell phone, you must remove your gloves and reapply a new pair when finished.

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.

Scam Phone Calls

No employee or representative from the Company will ever call the store and request that an employee remove money from the store for any purpose.

- Asking for money to pay a utility bill or the water/electric/gas will be shut off.
- Asking for money to be sent to an owner or member of the owner’s family.
- Asking for money to receive a delivery.
- Asking for money to pay for something related to the store operations, for example, snow removal, equipment, pest removal, replacing the fire extinguishers, etc.
- Requiring money to renew the business license.

If a caller claims to be a public entity such as a police officer, fire department official, town official etc. and makes a request for money or information, hang up the phone and alert the Store Manager, District Manager, or Director. This is most likely a SCAM!

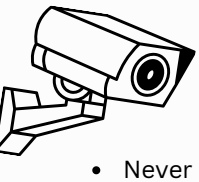
Removing money or other assets belonging to the Company from Company property will be considered theft and may result in immediate termination.

Please note that all employees are employed at will, and the Company reserves the right to impose whatever discipline it chooses, or none, in a particular instance. The Company will deal with each situation individually and nothing in our policies should be construed as a promise of specific treatment in each situation. However, the Company will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

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.
- 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.
- All trash must be removed from the building before dark, as the back door cannot be opened after dark.
- 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.



Security and Robbery Prevention (Continued)

More security precautions:

- 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.
- 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.
- Persons not employed by our Dunkin' Franchise are not allowed behind the counter area.
- Do not discuss store sales or other financial information with anyone that is not employed by the Company.
- 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.
- 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.

Camera Footage

Employees are not permitted to share store camera footage unless given written permission by Human Resources or Asset Protection. This includes, but is not limited to →

- Sharing footage with police, fire or other community partners.
- Showing footage to other employees or managers.
- Sharing footage on social media.
- Taking videos of camera footage on personal devices.

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
- ✓ Let the robber know if anyone else is in the building.
- ✓ Be observant, this will help with the description.
- ✓ Tell the truth, never lie to the robber.
- ✓ Do not startle them.

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

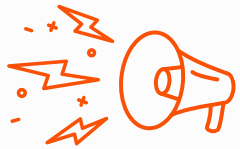
Our clients and other parties with whom we do business entrust the Company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a "need to know." If an employee questions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

Meal Privilege Policy

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

YES ✓

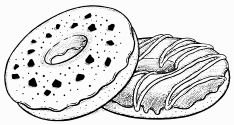
- Small or medium hot or iced coffee or tea
- 1 small or medium refresher per day
- Sandwich made to standard or one bakery item
- Meal perks are only valid while on break.

NO ✗

- Bottled beverages
- Espressos
- Energy drinks
- Frozen beverages
- No free food before your shift, only on break.
- No taking a drink home with you at the end of your 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.

This policy is monitored by your manager and Asset Protection. Failure to follow this policy may result in disciplinary action, up to termination.



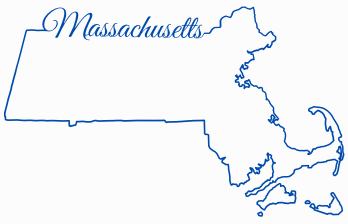
For visual cleanliness and sanitation, all food and beverages must be stowed away or in designated break areas unless you are on an approved break. Personal food or drinks should not be kept at or near workstations.

Breaks

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

- 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.

Check your state for more info...



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 an 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.



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All Vermont employees are entitled to a paid 15-minute break for each four (4) hour interval they work. Employees should not punch out when taking their 15-minute breaks. Employees should punch out for any break lasting 30 minutes or longer during which they are completely relieved of their duties.

To do:

- ☑ Ensure you and your staff get their breaks according to your state guidelines and their signed break waiver forms.
- ☑ Become familiar with your state's break policies. You are responsible for knowing this!

Nursing Employees / Pregnancy Accommodations

WHAT IS PWFA? The Pregnant Workers Fairness Act (PWFA) is a federal law that requires covered employers to provide "reasonable accommodations" to a qualified worker's known limitations related to pregnancy, childbirth, or related medical conditions, unless the accommodation will cause the employer an "undue hardship." An undue hardship is defined as causing significant difficulty or expense.

A "reasonable accommodation" means a change in the work environment or how things are usually done in order to remove work-related barriers.

WHAT OTHER FEDERAL EMPLOYMENT LAWS MAY APPLY TO PREGNANT WORKERS? Learn more at www.EEOC.gov/Pregnancy-Discrimination Other laws that apply to workers affected by pregnancy, childbirth, or related medical conditions, include:

- Title VII of the Civil Rights Act of 1964 which prohibits employment discrimination based on sex, pregnancy, or other protected categories (enforced by the U.S. Equal Employment Opportunity Commission (EEOC))
- The Americans with Disabilities Act (ADA) which prohibits employment discrimination based on disability (enforced by the EEOC)
- The Family and Medical Leave Act which provides unpaid leave for certain workers for pregnancy and to bond with a new child (enforced by the U.S. Department of Labor)
- The PUMP Act which provides nursing mothers a time and private place to pump at work (enforced by the U.S. Department of Labor)
- Learn more at www.EEOC.gov/Pregnancy-Discrimination

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. Managers must inform HR as soon as they are notified of an employee's 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 978-898-1201.

The Company will provide a reasonable accommodation for an employee's pregnancy, or any condition related to the employee's pregnancy including, but not limited to, lactation or the need to express breast milk for a nursing child if the employee requests such an accommodation; provided, however, that the Company may deny such an accommodation if the accommodation would impose an undue hardship on the Company's program, enterprise, or business. "Reasonable accommodations," may include, but are not limited to: (i) more frequent or longer paid or unpaid breaks; (ii) time off to attend to a pregnancy complication or recover from childbirth with or without pay; (iii) acquisition or modification of equipment or seating; (iv) temporary transfer to a less strenuous or hazardous position; (v) job restructuring; (vi) light duty; (vii) private non-bathroom space for expressing breast milk; (viii) assistance with manual labor; or (ix) a modified work schedule; provided, however, that the Company is not required to discharge or transfer an employee with more seniority or promote an employee who is not able to perform the essential functions of the job with or without a reasonable accommodation.

The need for and nature of such reasonable accommodations will be determined through a good faith interactive process. As part of this process, the Company may require documentation about the need for a reasonable accommodation from an appropriate health care or rehabilitation professional; provided, however, that the Company will not require documentation from an appropriate health care or rehabilitation professional for the following accommodations: (i) more frequent restroom, food, or water breaks; (ii) seating; (iii) limits on lifting more than 20 pounds; and (iv) private non-bathroom space for expressing breast milk. The Company also may require documentation for an extension of the accommodation beyond the originally agreed-to accommodation.



Employees will not be subjected to discrimination in relation to pregnancy. Employees who request or use such reasonable accommodations will not be subject to adverse action or denial of employment opportunities because of the request or use of such reasonable accommodations.

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

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 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.

Dress Code Requirements (Continued)

Crew Member

- Shirt: Black T shirt (Donuts or Drinks) provided upon employment.
- Hat/Visor worn straight with the bill facing forward.
- Pants: blue jeans. May not be torn or frayed.
- Shoes: Closed toe, closed heel, nonskid shoes.
- Dunkin Branded hoodie, zip up and crew necks.

Trainers

- Uniform must be neat, clean, wrinkle-free and in good condition.
- Shirt: solid burgundy with a collar. Can be pullover or button up.
- Pants: khakis only. Cannot be cargo or with painter's pockets or loops.
- Name tags: worn on shirt, visible to the guest and in good shape.

Manager Dress Code

- Uniform must be neat, clean, wrinkle-free and in good condition.
- Shirt: solid blue, collar, can be button up or pullover. Company provided, logo sweatshirt.
- Pants: khakis. Cannot be cargo or with painter's pockets or loops.
- A freshly laundered uniform is required daily.
- Employees will be provided with a name tag which must be worn and is a part of your uniform.
- Shoes: slip proof, close toed shoes in neat and clean condition.

District Manager Dress Code

- Business Casual
- Shirt: professional logo shirts purchased from a uniform vendor, must have a collar.
- Pants: dress pants or khakis
- Athletic sneakers, shorts, jeans, capris, leggings or gym clothes are **not** permitted.
- Remember when attending events DMs represent the NGP Management, LLC/Dunkin' and must present an image of professionalism.

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.

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.

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.

On Call

Managers are considered on-call and are required to be accessible if it is necessary for them to return to work. If during the on-call period unforeseen circumstances arise where the manager cannot be reached or is no longer able to respond, the manager must notify their District Manager immediately.

A manager on-call who cannot be reached or does not respond within a reasonable amount of time of being contacted may be subject to disciplinary action.

Attendance (Continued)



Workday Hours and Scheduling

The below start and end times are guidelines, and employees are required to be present for work during the workday established for them by their supervisors.

The regular schedule may vary depending on such factors as weather, staffing, business needs, etc. If a manager is unsure about the expectation, they should speak with their supervisor for clarification.
A regular work week is a minimum of five (5) days (in store) and 50 hours. This will depend on the ability of the management team to reach objectives. If a manager is not meeting operational or financial expectations, a 6th workday is expected.

Management days off must be reviewed during holiday schedules or special events. The expectation is that managers are in the store a minimum of five (5) days. Example, if an all-day meeting, or event keeps the manager from their store for a day, they are expected to adjust their schedule and work a 6th day. The needs of the business supersede time off.

Assistant Store Managers

- Assistant Store Managers are required to cover the Store Manager's shift when the Store Manager is off.
- This schedule will consist of a variety of shifts including morning, mid and closing shifts based on the needs of the business.
- Weekend and holiday shifts are required.

Store Managers

- This position is based on a 50-hour work week including five 10-hour days.
- Store Managers are required to work 5:00am to 3:00pm.
- Weekend and holiday shifts are required.

District Managers

- District Managers are required to work from 6:00 am to 4:00 pm
- One weekend day is required per week.
- Holidays shifts may be required.

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.

Quarterly Work Requirement

To maintain active employment status, all employees in student status are required to work at least once per payroll quarter. This policy ensures accurate payroll records, system access continuity, and compliance with employment guidelines.

Policy Details:
A student must record a minimum of one work shift (paid) per quarter.
Payroll quarters are defined as January 1st-March 31st, April 1st-June 30th, July 1st-September 30th, and October 1st-December 31st.
Failure to work during a quarter will result in a voluntary termination of employment.
The employee will be eligible for rehire.

Exceptions:
Requests for exceptions due to extenuating circumstances (e.g., LOA) must be submitted in writing to the HR prior to the end of the quarter.

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.

Administration Hours

The customer is our number one priority. All store personnel, including management, must be ready to always provide great service. Peak hours for our business are in the morning. During that time, all personnel must remain in position and actively impacting sales. Administrative work is important, but is not to be done during peak operation times.

- Monday – Saturday: No personnel, including managers, may be in the office prior to 10:30 am
- Sunday: No personnel, including managers, may be in the office between 7:00am and 10:30am

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!*

These are fundamental rules of our Company.
Even during the administrative hours listed above, management are expected to put customers first and work on the floor if additional help is needed.

Meetings

Regular meetings are necessary to train, inform, and exchange ideas. It is important that managers attend these appointed meetings. They should come prepared to participate and share ideas and thoughts.

Store manager meetings are held throughout the year at our corporate office. Managers will be notified of the date and time of their meeting. Attendance is required. If a manager is unable to attend due to an illness or emergency, they must contact their Director of Operations.

District Manager meetings are held every other Thursday from 1:00 pm until 4:00 pm. Attendance is required for all Directors, District Managers and Assistant District Managers. If a DM is unable to attend due to an illness or emergency, they must contact the Vice President of Operations.

If the attendance is excused, all missing persons are still responsible for the material covered during the meeting.

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.

Email Requirement

Assistant District Managers, District Managers, Director of Operations, Senior Management



It is the desire of the owner to stay in communication with his management team.

Management is required to send a minimum of five (5) emails to the owner weekly, following these guidelines:

- Each email must be sent on a different day (multiple emails within the same day do not count).
- The emails may be sent on any chosen five (5) days.
- The subject line must have the date that the email references.
- Vacation emails should be sent the day you leave or the day you come back stating only that you were on vacation. Vacation emails may be sent all in one day.
- The content of the emails must be specific in nature and chronicle the day's events by timeline.

Management is required to send a minimum of five (5) emails to the owner weekly, following these guidelines:

- Issues and problems must be highlighted with a detailed course of action or solution, etc.
- Any successes or positive ideas.
- Systems that have been implemented.
- Financial results or costs incurred (or money saved).
- Detailed status on store sales, food cost and labor cost.
- Significant changes in weather (snowstorm, heat wave, etc.).
- Personal insights or suggestions.
- Specify how time is allocated daily and the things that may impede progress.
- Any email that requires confidentiality should be specified as such.

The daily email is a critical job requirement. Failure to comply with the policy will result in disciplinary action up to and including termination. A bonus penalty of $50.00 will be deducted from each quarterly bonus for each separate violation. If an insufficient bonus was earned quarterly, a carry forward will be applied to the annual bonus.

Changes of Hours of Operations

Only senior management has the authority to change the hours of operations. If a manager 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.
- 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.
- Do not let another employee use that drawer.
- Do not use anyone else's register.



Loomis:

All managers assigned to a Loomis participating store are required to use the Loomis system for all cash deposits and follow the procedures as outlined in training and by the operations team.

Managers are expected to:

- Follow all Loomis protocols and procedures as instructed during training and by direction from their District Manager or Director and communicate accordingly to crew members.
- Ensure deposits are accurately prepared and made on time according to the daily Loomis schedule.
- Maintain proper documentation of all cash handling activities and ensure cash is always secured.
- Regularly audit deposit records and tills to confirm accuracy and compliance.

Store Managers are also responsible for training and developing their Assistants, Trainers, and Crew to count their own tills and complete the deposit process accurately and independently by the store's deadline and standard. Failure to follow Loomis procedures or to maintain proper cash handling practices may result in disciplinary action up to and/or including termination.

Cash Exposure Limits

To limit our cash exposure during a robbery, we have set limits on the amount of cash stored in the registers. The following should take place:

- ✓ During the hours that the store is closed, register drawers must be left open and the tills are to be removed.
- ✓ During hours of operation, it is the responsibility of the register operators to limit the amount of cash that is stored in the register to under $500.00.
- ✓ When the register funds exceed $500.00, all excess cash must be stripped from the register and dropped in the safe.
- ✓ Excess cash must be stripped from the register and sealed in a clear Tracer bag. On the Tracer bag, record the date, time of the strip and the register that the cash is being removed from, and the employee that is completing the strip.
- ✓ The Tracer bag must then be sealed, and the numbered receipt removed from the bag. The receipt should be placed into the register drawer.
- ✓ All strips must be completed at register. After the Tracer bag is sealed, drop in safe.
- ✓ When the drawer is balanced at the end of the shift, all Tracer bags corresponding to that register must be removed from the safe and counted with the cash in the register.

Daily Cash Deposit

A bank deposit needs to be completed for all cash remaining after the daily balance has been completed. A bank deposit slip must be prepared.

The total amount of cash should be recorded on the bank deposit slip. The deposit slip and the cash should be placed into a zippered money bag. This deposit must be delivered to the designated bank branch immediately. (Contact the District Manager for the store's designated bank branch.)

- Only authorized managers are permitted to handle these deposits. The manager must drive straight to the authorized bank, DO NOT make any stops en route.
- The deposit must be verified by a bank teller and a deposit receipt must be obtained.
- Authorized managers must drive themselves to the bank in their personal vehicle. They must not be accompanied by anyone who is not an employee of the Company or an unauthorized employee.
- The date the deposit was counted for, the name of the store, and the deposit amount should be recorded on the deposit receipt.
- All bank receipts should then be scanned in using the deposit scanner on the office computer desktop within two business days.
- This deposit receipt should be submitted with the daily cash report.

Till/Shift Balance Procedure

At the end of each shift, the register till must be counted by the crew member signed into the POS terminal.

- At the completion of each shift, an “end of shift” reading must be generated. The “end of shift” reading is generated from the register.
  - Press the ‘Local’ button on the left side of the screen.
  - Press ‘D-Local Item 3’ button.
  - Press ‘Exact dollar’ button –cash drawer will open, remove till, collect receipt from printer.
  - Press ‘Other Funct.’ on the right side of the screen.
  - Press ‘Sign out’ on the top left of the screen.

- The till must be removed from the register and taken to a designated area for counting. This area has been designated for the safety and security of the employee and the cash.

- Remove all cash from the drawer except for a “register start fund” of $100.00.

After counting the till, it should be returned to the register that it was removed from or given to the manager on duty. The following information must be recorded on the bag:

- ✓ Date / Day of Week
- ✓ Dollar Amount in Bag
- ✓ Signed credit card receipts for all transactions of $25.00 or more
- ✓ Total Number of Over-rings
- ✓ Shift / Hours worked
- ✓ Signature of Crew Member Counting Till, and then place into the safe.

Paid Outs

The Company does not allow any paid outs. Doing so may lead to disciplinary action up to and including termination.

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.

Cash Verification Process



Two cash audits are complete at random each month for each store by the District manager or Director.

- ✳ Verify petty cash fund. Count all petty cash. This amount includes the rolled coin, the cash box, and the starting balance for each till.
- ✳ Verify deposits pending delivery to bank. Verify each deposit that has already been prepared but not yet delivered to the bank by counting the cash and verifying it against the deposit slip total.
- ✳ Verify cash on hand. (Sales) Complete a daily cash balance.
- ✳ Verify deposit slips from current week. (Previous week if available.) Ensure that a bank deposit slip exists for each day.

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.

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.

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.

ID Badge Policy



Applicable to New Hampshire State Airport Store Employees.
An airport identification badge with the employee's name, photo and company name will be issued to them within 7-10 days of their first day of work. Without this badge, the employee will be unable to report to work, as the ID badge is what allows them access to the airport and restaurant during the duration of their employment. The ability to be issued an ID badge and/or to pass airport security standards are conditions of employment. All employees who work at a Company airport location will be required to wear an ID badge in plain view while working.

Failure by the employee to wear their ID badge may lead to disciplinary action. Tampering with the ID badge, sharing the ID badge, or loaning the ID badge to an unauthorized person will not be tolerated and will result in disciplinary action, up to and including immediate termination.

The company will bear the initial cost of the ID badge for all its employees who work at the airport. However, the ID badge is company and/or airport property and employees will be expected to take good care of it and return it to their manager upon separation from employment or upon a permanent/long-term change in store assignment.
If the identification badge is lost or stolen, it must be reported immediately to the District Manager and direct supervisor. If the badge was stolen, a police report will be required.

The Manchester Airport Administration mandates that there is a fee for replacement badges. This means that if an employee loses their ID badge, or the badge is stolen, they will be responsible for the cost of replacing it.

In addition, upon termination, employees are required to return ID badges to their supervisor. The airport charges $200.00 for each unreturned badge. Employees who fail to return their ID badges upon separation of employment will be responsible for this fee.

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. Please note in New Hampshire we cannot mail paychecks unless the employee has requested us to do so.
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.

Timekeeping –Tracking Hours Worked

- To receive compensation for time worked on the normal Company payday schedule, employees must clock in and out using the timeclock.
- 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 UKG 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.

Reporting Personal Information Changes

Employees must update their information in the payroll system 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.

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.

Biometrics: Biometric Timekeeping and Clock-In Policy

To maintain accurate timekeeping and compliance with labor laws, all employees are required to use the company's biometric timeclock system to record their work hours.

Policy Guidelines:

- All employees must clock in and out for each shift at the end of their workday using the biometric time clock system.
- Biometric data (such as a fingerprint scan) is used solely for timekeeping and identification purposes. This data is securely stored and handled in accordance with applicable privacy and data protection laws.
- Employees must not clock in or out for others under any circumstances. Doing so is considered time fraud and may result in disciplinary action up to and/or including termination.
- If an employee is unable to enroll in the biometric system or experiences issues with clocking in, this must be reported to Human Resources to ensure time is recorded and monitored correctly.
- Any missed punches or errors should be reported to a manager as soon as possible for correction.
- Accurate timekeeping is essential for payroll, scheduling, and legal compliance. Repeated failure to properly use the system may lead to disciplinary action.

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.

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.

Tipping (continued)

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.

Bonus

In addition to the Company's existing competitive compensation package, we offer a bonus award program for our management team (store manager and above).

The bonus will be discretionary in nature and only paid to employees who are active at the time of payout.

- Employees shall not earn or be entitled to any bonus, a prorated share of any bonus or any portion thereof unless the employee remains employed by the Company through the applicable period and remains employed with/by the Company on the date of payment.

- Bonuses are based on financial results and will not be paid until the financial statements are completed and reviewed for the specific time.

- Annual Bonus Payments shall be made as soon as practicable after the financial statements for the relevant period are prepared, reviewed, and audited by the Company's independent accountants and approved by the President.
  The bonus plan depends on the Company meeting the predetermined financial objectives for the specific time period. Management reserves the right to discontinue the bonus plan at any time, with or without notice, at the discretion of the President.

Details of any specific bonus plan eligibility can be obtained from a supervisor.

Reporting Pay

Massachusetts Stores

If an employee arrives for a scheduled shift intended to last for more than three (3) hours and the Company is unable to furnish the employee with at least three (3) hours of work, the Company will compensate the employee for all hours worked at the employee's regular hourly rate of pay and for the balance of time up to three (3) hours that the employee did not work.

New Hampshire Stores

When an employee arrives for their shift, but the Company is unable to furnish them with at least two (2) hours of work, the Company will pay the employee for at least two (2) hours of work at the employee's regular rate of pay. If the Company notifies the employee prior to their shift that they should not report for work, or otherwise makes a reasonable effort to notify the employee prior to their shift, the Company will not pay the employee Reporting Pay under this policy.

Direct Deposit

By request, an employee may have their paycheck directly deposited at a financial institution. The direct deposit settles in their account on Friday. Employees can sign up for direct deposit through UKG. Direct deposits can establish with most banks and credit unions and may take up to 3 pay periods to process.. Employees may want to check with their bank or credit union regarding forms that may be require to establish a direct deposit plan. On Fridays a pay advice containing all earnings and deductions will be available in place of a live check.

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.

Final Wages at Separation

Massachusetts Stores

If a Massachusetts employee is involuntarily terminated, the Company shall pay all wages in full on their final day of work. If an employee voluntarily resigns, the Company shall make payment of their final paycheck on the next regular payday.

Vermont Stores

If a Vermont employee is involuntarily terminated, the Company will pay all wages in full within 72 hours of their last day of work. If an employee voluntarily resigns, the Company shall pay all wages in full on the next regular payday.

Maine Stores

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

New Hampshire Stores

If a New Hampshire employee is involuntarily terminated, the Company will pay all wages in full within 72 hours of their last day of work. If an employee voluntarily resigns the Company shall pay all wages in full on the next regular payday. However, if the employee gives at least one (1) pay period's notice the Company shall pay all wages in full within 72 hours of their last day of work.

Reimbursement of Expenses

NGP Management, LLC allows for necessary work-related expenses. This policy will serve as a guide as to what you can purchase and how to record it for accounting and reimbursement purposes.

Eligibility

All employees who use company credit cards or submit expense claims for reimbursement are subject to this policy.

Covered Expenses

In the course of your duties as an employee of NGP Management, LLC, you may be required to pay for goods/services that allow you to do your job. Any eligible expenses that you incur on behalf of NGP Management, LLC will be reimbursed. If the card is misused (i.e., used other than in accordance with the instructions given to you in this agreement or related policies) or if you fail to reconcile your expenditures within the prescribed procedures and timeframe, you authorize the Company to recover the funds through payroll deductions for any amounts incorrectly claimed or for reconciliation that is one month in arrears of the statement date.

Meal Guidelines by Position



DIRECTORS

Are permitted to take the District Managers to lunch once a quarter to recognize a milestone/celebration or holiday. The price range of the restaurant selected should be reasonable and not excessive.

DISTRICT MANAGERS

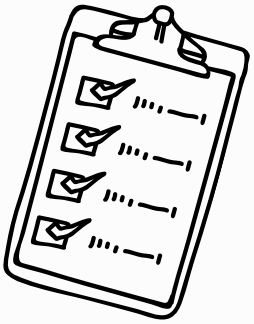
Are permitted to take the managers to lunch twice a year to recognize a milestone/celebration or holiday. The price range of the restaurant selected should be reasonable and not excessive.

ALL POSITIONS

Are permitted to purchase lunch for the Store Managers and the Crew:

- If the cost of the lunch comes within a reasonable budget, such as pizza or sandwiches; buying lunch for Store Manager meetings is permissible.
- It is acceptable to purchase food or refreshments for the crew from a store to reward them for challenging work, achieving a goal, or intention of motivating them overall.

Meal Procedures



It is a **requirement** to include the following information when submitting a reimbursement request:

- Purpose of the meeting.
- Who attended: the first and last names of everyone in attendance.
- Itemized charges on the restaurant receipt.
- No alcohol can be submitted for reimbursement.

Unacceptable meal expenses for all positions and departments:

- It is not recommended to have a one-on-one lunch with a direct report. If there is a significant value to the business, the manager might occasionally allow this lunch with permission.
- Individual meals are never approved except for travel beyond the usual course of business.
- Discussions of annual performance reviews are not permitted over lunch. To conduct this essential conversation, a location should be chosen that is as private and quiet as possible.
- It is not recommended or reimbursed to go out for after-work drinks and food at a nearby restaurant where no work or business will be conducted.

Tools and Equipment Guidelines

The equipment and tools needed for the store:

- If the cost of the item exceeds $50.00 and it is not an anticipated and recurring expense, it should be reviewed with and approved by the Director of Operations.
- Store-bought tools and equipment may not be taken home.
- Tools and equipment that have been bought for multiple stores must be kept in one location and notice of the location of the item must be given to each store. The items should not be kept in a personal vehicle.
- Before making a purchase, management should check the best prices for each item.



Guidelines for Uniform Purchases

The employee is responsible for paying for their own uniforms. We have a policy of not providing crew members uniforms. The manager may buy a shirt for a crew member or manager in an emergency or in circumstances of severe hardship. Sweatshirts and outer layers are not allowed to be purchased for crew members.

District Managers, Directors of Operations, and Senior Training Managers may pay the expenses of logo apparel. The annual cost per person cannot be more than $250.00. The amount cannot be transferred, shared, or used to purchase items for other people.

Maintenance

In an emergency, a vendor may need to be contacted to obtain a service to keep a store open and operating. This should be discussed and approved with the Director. We also want to guarantee that all the vendors we use have been approved and thoroughly investigated. In certain circumstances, the bill for service may need to be paid with a credit card; this is a valid expense.

Office Supplies

Purchases for office supplies should be made using our WB Mason account. There should be no need to expense office supplies.

Guest Recovery

Oftentimes providing a gift card is required for guest recovery. The expense report or credit card statement should include a receipt with the customer feedback identifier number.

Subscriptions and Dues

Subscriptions and dues for professional organizations or licenses are considered an authorized item if they have the prior approval of the Director and if the necessary paperwork and invoices are attached to the expense or credit card report.

Mystery Shopping

District Managers and Directors of Operations are allowed to charge a reload to a Dunkin' gift card or app in order to monitor the product build and availability in their stores. This is a training aid and ought to be utilized in that capacity. New window or product months could result in higher utilization. The approved monthly amount for Directors of Operations is $100.00 and District Managers are permitted to $50.00 each month. Optimize usage in order to have more available on the card for busier product months.

Reward & Incentives

Directors and District Managers are permitted to charge some expenses for contest prizes, motivational incentives, and other expenses such as incentives and rewards for employees who perform exceptionally well. Decorations, gifts, plaques, and certifications, among other things, can serve as examples of this. Gift cards from retailers for Visa, Vanilla, etc., gas cards, etc., cannot be bought with this. The contest information must be on the receipts for these purchases, as well as the winning employee's name.

Expenses NOT Covered and NOT Approved

- Personal expenses.
- Cash withdrawals.
- Gift cards.
- Uber or Lyft rides (unless for emergency reasons).
- Alcohol (including at meals).
- Tobacco.
- Traffic violations or other penalties and fees.

Mileage Reimbursement

Store Managers, Assistant Store Managers, Trainers

This policy is a mileage reimbursement policy that extends the benefits of business travel compensation to employees using their personal vehicles for business use. This business use would include the daily trip to the bank for deposits, travel to another store for product, or travel to a location for a meeting or training. 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. The banking institution that is closest in proximity to the store should always be the one selected for deposits. (If the store's bank is TD Bank, the deposit must go to the closest TD Bank.)

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.
- Business errands must not be combined with personal trips to make them reimbursable.
- 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.)

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.

Payroll Procedures

The workweek runs from 12:00 am Sunday to 11:59 pm Saturday. Paychecks are issued the following Friday. Store Managers are responsible for the following:

Weekly Procedures

- ✓ Post schedules by the Friday prior to the start of each work week. Schedules must be made in Kronos.
- ✓ Review timecards daily. Check schedules against actual punches daily.
- ✓ Verify employees' time and correct any missed or edited punches by noon on Monday following the end of the work week.
- ✓ Scan and email Kronos Exception Coversheets to Payroll by noon on Monday.
- ✓ By the end of the day Monday, run and save the Time Detail Reports and Timecard Audit Trail Reports to a Payroll Folder on your desktop computer.
- ✓ If any changes are made due to missed or edited punches, re-run Time Detail Report and Timecard Audit Trail Report for the affected employee(s) and save to Payroll Folder.
- ✓ NH stores only – By the end of the day Monday, print out the Time Detail Reports and Timecard Audit Trail Reports. Scan or Fax signed Timecard Audit Trail Report by Thursday to: Compliance Manager, at 978-898-1561.
- ✓ Obtain employee initials next to any missed or edited punches made to their time on the Audit Trail Report as soon an employee works their next scheduled shift.

Note: Employees that encounter Kronos issues, i.e., Kronos not accepting a punch, or it reads not a valid employee, should notify the IT Department. Employees that do not utilize the Kronos clock and consistently miss punches will be subject to disciplinary action up to and including termination.

Managers who fail to enforce these policies may be disciplined.

END OF MONTH PROCEDURES FOR NH STORES

Send all hard copy reports to: Compliance Manager, in the Payroll Bag, including the following:

- ✳ Schedules.
- ✳ Time Detail Report.
- ✳ Signed Timecard Audit Trail Report.
- ✳ Kronos Exception Sheet.
- ✳ All signed Tip Reports (Form 4070), if applicable.

END OF MONTH PROCEDURES FOR MA, VT, AND ME STORES

Save the reports below and keep in a Payroll Folder on your computer's desktop organized by week:

- ✳ Schedules.
- ✳ Time Detail Report.
- ✳ Signed Timecard Audit Trail Report.
- ✳ Kronos Exception Sheet.
- ✳ All signed Tip Reports (Form 4070), if applicable.

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.

Failure to complete the Coordination of benefit(COB) form could result in the subscriber and/or their dependent being liable for the full amount plus any legal costs incurred by NGP Management, LLC.

Group Life Insurance

The company offers eligible full-time employees, who have been employed by the Company for 60 days, employer-paid basic group term Life and Accidental Death and Dismemberment insurance. Eligible employees are enrolled as of the first day of the calendar month following their 61st day of employment, and coverage terminates on the last day of employment.

Flexible Spending Accounts

The company offers eligible full-time employees, who have been employed by the Company for 60 days, participation in a Flexible Benefits Plan. This plan is an employee-funded Health Flexible Spending Account (FSA) and Dependent Care Account (DCA). Eligible employees may elect an annual amount of pre-tax dollars to cover eligible health care and dependent care expenses, including medical or dental insurance deductibles, copayments, and out-of-pocket costs for vision care and other types of care.

Long-Term Disability Insurance

The Company offers eligible full-time employees, who have been employed by the Company for 60 days, employer-paid Long-Term Disability (LTD) insurance. This noncontributory base plan provides for monthly LTD benefits of 60% of basic monthly earnings to a maximum benefit of $6,000 per month, less any other offsets. Eligible employees are automatically enrolled as of the first day of the calendar month following their 61st day of eligibility, and coverage terminates on the last day of employment.

Falsification of Documents

Any employee found to have submitted falsified, altered or inaccurate leave, benefit or medical documentation may be subject to disciplinary action up to and including termination.

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.

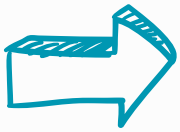
Eligibility requirements for all part time and full-time employees are:

- ☑ 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.

Vacation

The Company provides paid time off from work for rest and relaxation. Full-time and part-time employees who have been employed consistently for 12 months are eligible for vacation. For the purposes of discussing vacation eligibility, the term “vacation grant date” as used below, refers to the date on which an employee started working with the company.

To be considered for paid vacation time, the employee must be employed with us for one year and on the date of their anniversary. They will be granted 1-week paid vacation based on average hours worked in a week over the 52-week period, and will be based on position held at the time of the vacation grant date.

Your vacation grant is based on the position title you hold when the grant is given.

See Vacation Grants by Position to for more information.

Requesting Vacation Time Off

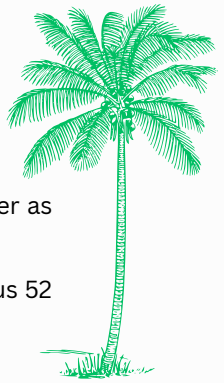
All requests for vacation time must be submitted in the payroll system. Vacation requests must be submitted into the payroll system by 12pm on Sunday. Please provide advance notice of a vacation request. The Company reserves the right to deny requests based on business needs.

Manager Responsibility

Managers must follow-up with their employees for vacation requests in a timely manner.

Managers must check with the payroll department to confirm amount of time available, and when approved, submit the Request for Vacation form to Payroll at least one week prior to the vacation time.

Vacation Grants by Position (Excludes Maine)



Crew/ Shift Leaders and Trainers

Vacation after one (1) year of continuous service.

- One (1) week of vacation will be granted on the vacation grant date and on each anniversary date thereafter as employment continues.
- Vacation grants will be calculated off the average number of hours worked in a payroll week for the previous 52 weeks, not to exceed 40 hours.

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  - Example A: if 42 hours per week were averaged, 40 hours will be granted.
  - Example B: if 36 hours per week were averaged, 36 hours will be granted.
  - Example C: if 8 hours per week were averaged, 8 hours will be granted.

Vacation after Five (5) years of continuous service.

- An additional one (1) week vacation 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.
- Vacation grants will be calculated off twice the average number of hours worked in a payroll week within a 52-week period, not to exceed 80 hours.

  - Example A: if 42 hours per week were averaged, 80 hours will be granted.
  - Example B: if 36 hours per week were averaged, 72 hours will be granted.
  - Example C: if 8 hours per week were averaged, 16 hours will be granted.

Vacation Grants by Position (Continued)
Excludes Maine

Assistant Store Managers

Vacation after one (1) year of continuous service.

- Two (2) weeks of vacation will be granted on the anniversary date and on each vacation grant date thereafter as employment continues.
- Vacation grants will be calculated off the average number of hours worked per week for the previous 12 months, not to exceed 50 hours.
  - Example A: if 42 hours per week were averaged, 80 hours will be granted.
  - Example B: if 36 hours per week were averaged, 72 hours will be granted.
  - Example C: if 25 hours per week were averaged, 50 hours will be granted.

Vacation after Ten (10) years of continuous service

- An additional one (1) week vacation 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.
- Vacation grants will be calculated off the average number of hours worked per week for the previous 12 months, not to exceed 40 hours.
  - Example A: if 42 hours per week were averaged, 120 hours will be granted.
  - Example B: if 36 hours per week were averaged, 108 hours will be granted.

Store Manager/District Manager/Regional Directors

Vacation after one (1) year of continuous service.

- Two (2) weeks of vacation will be granted on the anniversary date and on each vacation grant date thereafter as employment continues.

Vacation after Five (5) years of continuous service.

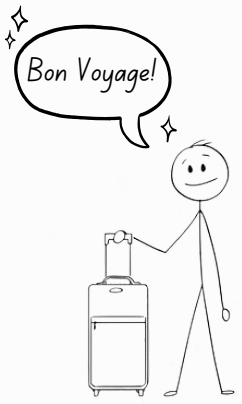
- An additional one (1) week vacation will be granted on the vacation grant date and on each vacation grant date thereafter as employment continues for a total of three (3) weeks within a 52-week period.

Vacation after Ten (10) years of continuous service

- An additional one (1) week vacation will be granted on the vacation grant date and on each vacation grant date thereafter as employment continues for a total of four (4) weeks within a 52-week period.

Your annual vacation grant will be prorated based on the number of weeks you actively worked and received pay from NGP Management.

Vacation Carryover



- Vacation must be taken in the next 12 months timeframe after it is earned. No carryover is allowed.
- Employees may only take one (1) week of vacation at a time unless approved by senior management.
- Employees may take only vacation time that they have earned. If they wish to take additional time off, it must be unpaid and approved by senior management.
- Vacation hours do not count when computing overtime.
- Employees may not receive vacation pay in lieu of vacation time.
- Unused vacation will NOT be paid upon termination unless required by law. See Payout of Accrued Unused Vacation Upon Separation for additional information.
- This benefit is subject to change at the sole discretion of management. If the policy should change, employees will be notified in advance.

Maine Earned Paid Leave

Employees in Maine who are not eligible for the vacation time described above 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.
- 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:
  - Instead of a year, Maine Earned Paid Leave may be used 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

Massachusetts

If a Massachusetts employee separates from the company, involuntarily or voluntarily, and they have been granted their vacation grant and have been unable to use their vacation grant, they will be paid out the unused portion of their vacation grant at their current hourly rate on their final paycheck.

Maine Only

If a Maine employee separates from the company voluntarily or involuntarily, accrued but unused vacation time and/or Maine Earned Paid Leave time will not be paid out in their final paycheck.

New Hampshire and Vermont

Vacation time is an employee benefit, and therefore if a New Hampshire or Vermont employee separates from the company, involuntarily or voluntarily, and they have accrued but unused vacation, that time will not be paid out in their final paycheck.

Sick Time

Store Managers, Assistant District Managers, District Managers and Regional Directors in Massachusetts, Maine and New Hampshire will earn Sick Time in accordance with the Massachusetts policy.

Massachusetts Store Policy

All Massachusetts employees will be eligible to earn and use up to 40 hours of paid sick time per calendar year. The law applies to exempt, non-exempt, full-time, part-time, and temporary employees.

Purpose:

- To care for the employee's child, spouse, parent, or parent of a spouse, who is suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care.
- To care for the employee's own physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care.
- To attend a routine medical appointment or a routine medical appointment for the employee's child, spouse, parent, or parent of spouse.
- To address the psychological, physical, or legal effects of domestic violence; or
- To travel to and from an appointment, a pharmacy, or other location related to the purpose for which the time was taken.

Sick Time (Continued)

Sick time will begin accruing on the first date of work at the rate of one (1) hour for every 30 hours worked including overtime. Employees may begin to use any accrued earned sick time 90 days following their first date of actual work, regardless of the number of days worked during the 90-day period.

Employees exempt from overtime shall be assumed to work 40 hours in each work week for purposes of earned sick time accrual unless their jobs specify a lower number of hours per week, such as salaried part-time employees. In such cases, earned sick time shall accrue based on that specified number of hours per week.

Employees will accrue earned sick time only on hours worked, not on hours paid when not working such as vacation, sick leave, leaves of absence, etc.

Once employees have accrued 40 hours of earned sick time during the benefit year (benefit year is the same as calendar year January 1- December 31), they do not continue to accrue more hours of earned sick time regardless of the additional hours they work. At the end of the benefit year, an employee may rollover up to 40 hours of unused earned sick time to the next benefit year. However, the maximum accrued hours an employee can use in any benefit year is 40 hours.

The smallest amount of sick time an employee can use is one (1) hour, but sick time can be paid in increments of .25 of an hour following the first hour used. Employees may use up to 40 hours of earned sick time per benefit year. Earned paid sick time for hourly employees is paid at the employee's regular hourly rate. The company does not pay employees for sick time earned and unused either during or at the end of employment. Notice required for unforeseeable absences is what is reasonable under the circumstances. Employees must notify their manager by telephone as much in advance as possible if they are unable to report to work for any reason.

An employee may not use earned sick time if the employee is not scheduled to be at work during the period of use. Earned sick time may not be used as an excuse to be late for work without an authorized purpose. An employee may not accept specific shifts with the intention of calling out sick for all or part of that shift. A seven (7) day notice is required for any foreseeable pre-scheduled use of accrued sick time (doctor appointments, medical testing etc.). The employee must notify their manager of their intent to use accrued sick time in the event of a qualifying absence. The employee must provide signed documentation using the form provided by their manager to verify that they have used earned sick time.

The company requires certification of the need for sick time if an employee uses sick time for more than 24 consecutively scheduled work hours; exceeds three (3) consecutive days on which the employee was scheduled to work; occurs within two (2) weeks prior to an employee's final scheduled day of work before termination of employment, except in the case of temporary employees (i.e. "temp workers"); occurs after four (4) unforeseeable and undocumented absences within a three (3)-month period; or for employees aged 17 and under, occurs after three (3) unforeseeable and undocumented absences within a three (3)-month period.

If an employee fails to comply without reasonable justification with the documentation requirements as described in 940 CMR 33.06, the company will recoup the sum paid for earned sick time from future pay, as an overpayment.
The company may require an employee to provide a fitness-for-duty certification, a work release, or other documentation from a medical provider before an employee returns to work after an absence during which earned sick time was used.
If an employee abuses the sick time policy by engaging in an activity that is not consistent with allowable purposes for earned sick time, the Company may discipline the employee for misuse of this sick leave policy.

Requesting Sick Time

The Company will not use your earned sick time without your authorization. If you call out for a scheduled shift and want to use your available sick time to be compensated for that time, you must notify your manager by Saturday midnight, which is the end of the payroll period.

How to indicate you want to use your earned sick time:
- You can sign into the UKG App on your phone.
- You can sign into UKG online and submit a request through the web portal.
- You can indicate this from the time clock

All employees are expected to submit sick and vacation time requests through UKG. Verbal or handwritten requests will not be accepted.
- Planned time off should be submitted to UKG with proper notice to allow for proper scheduling.
- It is the employee's responsibility to confirm that their request is properly submitted and approved in the system.

Failure to follow the time-off request process may result in the time being unapproved and subject to attendance policy guidelines.

Sick Time (Continued)

Vermont Store Policy

All Vermont employees will be eligible to earn, and use paid sick time according to rules set forth below.

To keep the business and each department running smoothly and efficiently, it is important that every employee be on the job and on time. For this reason, careful attention is given to promptness, absence record, and overall dependability.

The Company recognizes, however, that an employee may occasionally be disabled by injury or illness or need time off to care for a family member. As a result, the sick policy is designed to provide protection to eligible employees against loss of income during such periods.

Sick time may be used for the following reasons:

- ✓ The employee is ill or injured.
- ✓ The employee obtains professional diagnostic, preventive, routine, or therapeutic health care.
- ✓ The employee cares for a sick or injured parent, grandparent, spouse, child, sibling, parent-in-law, grandchild, or foster child, including helping that individual obtain diagnostic, preventive, routine, or therapeutic health treatment, or accompanying the employee's parent, grandparent, spouse, or parent-in-law to an appointment related to their long-term care.
- ✓ The employee is arranging for social or legal services or obtaining medical care or counseling for the employee or for the employee's parent, grandparent, spouse, child, sibling, parent-in-law, grandchild, or foster child, who is a victim of domestic violence, sexual assault, or stalking or who is relocating as the result of domestic violence, sexual assault, or stalking. As used in this section, "domestic violence," "sexual assault," and "stalking" shall have the same meanings as in 15 V.S.A. § 1151. (5) The employee cares for a parent, grandparent, spouse, child, sibling, parent-in-law, grandchild, or foster child, because the school or business where that individual is normally located during the employee's workday is closed for public health or safety reasons.

This Sick Policy only applies to employees whose primary place of work is in Vermont. It does not apply to employees who are younger than 18 years of age. Employers are not legally obligated to provide paid sick time to people who are younger than 18 or who typically work less than 18 hours per week.

Sick time will begin accruing on the first date of work at the rate of one (1) hour for every 52 hours worked including overtime. Employees may begin to use any accrued earned sick time one (1) year following their first date of actual work.

Employees exempt from overtime shall be assumed to work 40 hours in each work week for purposes of earned sick time accrual unless their jobs specify a lower number of hours per week, such as salaried part-time employees. In such cases, earned sick time shall accrue based on that specified number of hours per week.

Employees will accrue earned sick time only on hours worked, not on hours paid when not working such as vacation, sick leave, leaves of absence etc. Employees may carry over up to 40 hours between years. The maximum accrued hours an employee can use in one year is 40 hours.

The smallest amount of sick time an employee can use is one (1) hour, but sick time can be paid in increments of .25 of an hour. Earned paid sick time for hourly employees is paid at the employee's regular hourly rate.

The Company does not pay employees for sick time earned and unused either during or at the end of employment.

Notice required for unforeseeable absences is what is reasonable under the circumstances. Employees must notify their manager by telephone as much in advance as possible if they are unable to report to work for any reason.

An employee may not use earned sick time if the employee is not scheduled to be at work during the period of use. Earned sick time may not be used as an excuse to be late for work without an authorized purpose. An employee may not accept specific shifts with the intention of calling out sick for all or part of that shift. A seven (7)-day notice is required for any foreseeable pre-scheduled use of accrued sick time (doctor appointments, medical testing etc.). The employee must notify their manager of their intent to use their accrued sick time in the event of a qualifying absence. The employee must provide signed documentation using the form provided by their manager to verify that they have used earned sick time.

The Company requires certification of the need for sick time if an employee uses sick time for more than 24 consecutively scheduled work hours; exceeds three (3) consecutive days on which the employee was scheduled to work; occurs within two (2) weeks prior to an employee's final scheduled day of work before termination of employment, except in the case of temporary employees (i.e. "temp workers"); occurs after four (4) unforeseeable and undocumented absences within a three (3)-month period. Under Vermont Law, the Company reserves the right to request reasonable proof after any use of sick time.

Sick Time (Continued)

Vermont Store Policy (continued)

The Company may require an employee to provide a fitness-for-duty certification, a work release, or other documentation from a medical provider before an employee returns to work after an absence during which earned sick time was used.
An employee who is discharged or voluntarily separates from the Company after they have completed a waiting period and is subsequently rehired shall begin to accrue and may use earned sick time without a waiting period.
If an employee abuses the sick time policy by engaging in an activity that is not consistent with allowable purposes for earned sick time, the Company may discipline the employee for misuse of this sick leave policy.

Requesting Sick Time (All states)

All requests for sick time must be made through UKG. Employees can request to use their sick time via the UKG app or a computer dashboard. The employee must notify their manager of their intent to use accrued sick time by the close of the pay period on Saturday at 11:59pm. Managers must approve sick time in UKG by Sunday at 12pm.

Employees are responsible for monitoring their own sick time balance and not requesting the use of time that they have not yet accrued.

If an employee fails to report their sick time by the end of the pay period, sick time will not be paid out on the corresponding check. Requested sick time will be paid, retroactively, in the next pay period.

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.



- Time during which you are out on leave and not receiving pay will not count toward your vacation grant calculation.
- Any unpaid time taken during your leave will reduce your vacation grant proportionately.

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.

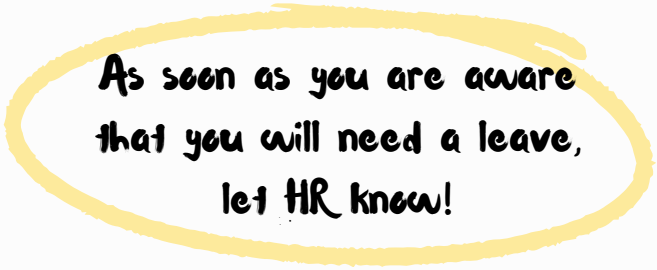
Notice of Need for FMLA Leave

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.



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.

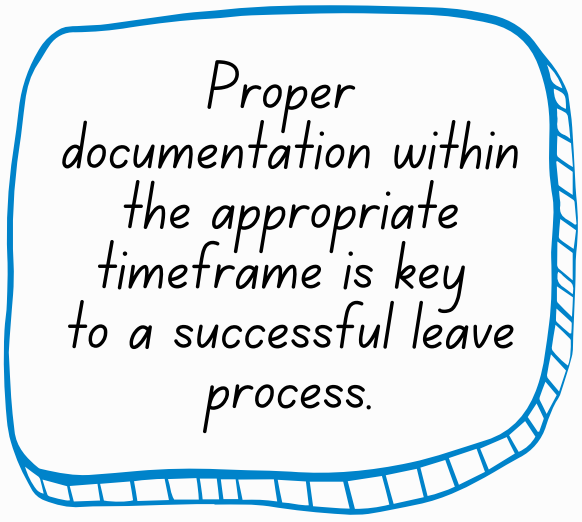
The employee will have 15 days in which to return a completed Certification form following the Company's request for the certification. If the employee fails to provide timely certification after being required to do so, covered leave may be delayed moving forward until the certification form is finally 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.



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.

Each leave of absence may vary depending on the reason and circumstances. If you wish to use any available vacation or sick time during your leave, you must specifically request to do so at the time of submitting your leave request. These time-off requests are subject to approval and must be submitted through the appropriate system (e.g., UKG) as part of the leave process.

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.

Bereavement Leave –Crew

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.

Massachusetts Stores

Massachusetts employees who are obligated to appear for jury service will be compensated for their missed hours at their regular rate of pay for the first three (3) days of jury service if such service is necessary. Employees needing to take leave for jury duty will be asked to provide appropriate documentation and must inform their manager as soon as they are aware of their dates of their service.

Bereavement Leave –Field Management

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' paid leave for a death of 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. An employee may take up to one (1) day's paid leave for a death of an extended family member. The extended family includes brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle or other relative.

An employee may take up to four (4) hours of unpaid leave to attend a funeral.

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.



Massachusetts State Specific Leaves

Massachusetts Paid Family and Medical Leave ("PFMLA")

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

General Eligibility

All employees working in Massachusetts are eligible for paid family and medical leave under the Massachusetts Paid Family and Medical Leave Act ("PFMLA"), provided they have received wages that are equal to or greater than 30 times the weekly benefit amount available to them under 458 CMR 2.12 and not less than $4,700 over the last two quarters. This includes wages received from other employers during the past two quarters. Former employees may also be eligible for paid benefits, to the extent they have been separated from the Company for not more than 26 weeks at the start of their leave and have not found subsequent employment at the time their leave begins.

Entitlement

Eligible employees may take up to 26 weeks of job-protected PFMLA leave for certain family and medical reasons during a benefit year. The benefit year is calculated prospectively looking at the 52-week period beginning on the Sunday immediately preceding the first day of job-protected leave for the employee.

Leave of Absence (Continued)

Entitlement (Continued)

PFMLA leave may be taken for any one, or for a combination of, the following reasons:

- ✓ Up to 12 weeks of family leave: (a) to bond with a child during the first 12 months after the child's birth, adoption, or foster care placement; (b) for a qualifying exigency arising out of the fact that a family member is on active duty or has been notified of an impending call to active duty in the Armed Forces; or (c) to care for a covered family member who has a serious health condition.

- ✓ Up to 26 weeks of family leave to care for a family member who is a covered service member with a serious health condition.

- ✓ Up to 20 weeks of medical leave for their own serious health condition that makes them unable to perform one or more of the essential functions of their job.

A covered family member includes the employee's spouse, domestic partner, child, parent, parent of a spouse or domestic partner, a person who stood in loco parentis when the employee was a minor child, grandchild, grandparent, or sibling.

A serious health condition is an illness, injury, impairment or physical or mental condition that involves: (a) inpatient care in a hospital, hospice, or residential medical facility; or (b) continuing treatment by a health care provider.

Qualifying exigencies may include caring for a military member's child or other family member of the military member on covered active duty, making financial or legal arrangements for the military member, attending counseling, attending military events or ceremonies, spending time with the military member during a rest and recuperation leave or following return from deployment, or planning following the death of the military member.

A covered servicemember is either: (a) a member of the Armed Forces, including a member of the National Guard or Reserves, who is: undergoing medical treatment, recuperation or therapy; otherwise in outpatient status; or is otherwise on the temporary disability retired list for a serious injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces, or a serious injury or illness that existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces; or (b) a former member of the Armed Forces, including a former member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy for a serious injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces, or a serious injury or illness that existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces and manifested before or after the member was discharged or released from service.

Administration

Leave and benefits are administered by the Massachusetts Department of Family and Medical Leave (the "Department"). Although the Company provides wage income verification to the Department, all benefits determinations are made exclusively by the Department. The Department calculates weekly benefits as follows: (a) the portion of an employee's average weekly wage that is equal to or less than 50% of the state average weekly wage shall be replaced at a rate of 80%; and (b) the portion of an employee's average weekly wage that is more than 50% of the state average weekly wage shall be replaced at a rate of 50%, up to the applicable weekly benefit limits.

The first seven (7) calendar days of leave are unpaid by the Department, except for medical leave during a pregnancy or recovery from childbirth if supported by documentation by a health care provider that is immediately followed by family leave, in which case the seven-day waiting period for family leave will not be required. During any unpaid waiting period, employees may elect to use PTO to replace their regular income. Typically, employees will start receiving benefits from the Department not less than 14 days after the Department approves the leave and receipt of benefits, unless the Department approves benefits more than 14 days before the onset of eligibility to take leave.

Substitution of Department Benefits with Company Benefits

Employees may choose to use accrued PTO instead of the state paid benefit. If employees elect to make such a substitution, they shall not receive any benefits from the Department. Receipt of such benefits does not extent PFMLA leave entitlements, which will run concurrently with any Company-provided benefits.

Leave of Absence (Continued)

Use of Leave

PFMLA leave is usually taken for a period of consecutive days, weeks, or months. However, employees also are entitled to take PFMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or family member. Qualifying exigencies leave also may be taken on an intermittent basis. Please note that the Department will not pay PFMLA benefits in increments of less than 15 minutes. In addition, the Department only permits employees to apply for payment of benefits associated with intermittent leave once they have eight (8) hours of accumulated leave time, except where more than 30 calendar days has lapsed since the employee initially took such leave.

The employee is required to work with the Company to create an agreed-upon intermittent or reduced leave schedule. Failure to comply with the agreed-upon schedule may result in discipline.

The use of intermittent leave will result in the proportional reduction of an employee's available allotment of leave. For example, if an employee normally works 40 hours per week and takes intermittent leave for 20 hours each week, then it will be counted as ½ a week of leave to be counted against the employee's leave entitlement.

Employee Notice to the Company

To trigger PFMLA leave protections, employees must inform Human Resources of the need for leave and the anticipated timing and duration of the leave, if known. The employee notice must state:

- The anticipated start date of the leave,
- The anticipated length of the leave, and
- The individual's expected return date.

Employees must provide the Company at least 30 days' advance notice of the need to take PFMLA leave when the need is foreseeable. Such notice must be provided before employees apply to the Department. When 30 days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide the Company notice of the need for leave as soon as practicable.

When planning medical treatment, the employee must consult with the Company and make a reasonable effort to schedule treatment so as not to unduly disrupt the Company's operations. The employee must consult with the Company prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both the Company and the employee.

The Department may deny, or delay leave and benefits for employees who fail to give the Company at least 30 days' notice for foreseeable leave without a reasonable excuse for the delay, who apply to the Department before notifying their employer, or who otherwise fail to satisfy PFMLA notice obligations.

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

Employee Application to the Department

After providing notice to the Company (unless the need for leave is unforeseeable), employees should apply directly to the Department for leave and benefits. Employees are required to use the forms provided by the Department, and their application for benefits may not be processed unless the application for benefits includes all information necessary for the Department's review and processing. The Department requires the following information:

- Identifying information, such as Social Security Number or Individual Taxpayer Identification Number.
- The nature of the leave, whether family leave or medical leave.
- The starting date and expected duration of the leave.
- Whether the leave will be continuous or intermittent.
- The employer's name and identification number.
- Evidence that notice was provided to the employer in advance of the application for benefits, including the date notice was provided to the employer.
- Any denied, granted, or pending requests for leave for a qualifying reason from the employer during the last 12 months.
- An attestation regarding the family relationship in the form specified by the Department if the leave involves an application for family leave benefits; and
- A completed certification based on the type of leave in the form specific by the Department.

Employees may be required to provide additional specific information requested by the Department where reasonably necessary to review and process an application for benefits including, but not limited to, whether the employee will be receiving any other wage replacement. It is the employee's responsibility to provide the Department with timely, complete, and sufficient information, certifications or other documents supporting the need for leave.

Leave of Absence (Continued)

Amendment or Extension of Leave Period and Paid Leave Benefits

If there is a change in relevant circumstances that would justify an extension, reduction, or other modification of the period of leave, the employee and Company must notify the Department within seven (7) calendar days of said change using the forms required by the Department. For extensions, specifically, the employee must make a request for extension at least 14 calendar days prior to the expiration of the original approved leave. The Department may consider late filed requests upon a showing of good cause by the employee. The request for extension must include:

- the reason for the extension.
- the requested duration of the extended leave.
- the date on which the covered individual provided notice for the request for extension to the employer; and
- a newly completed or updated health care certification supporting the need for leave.

Job Benefits & Protection

During PFMLA leave, the Company will maintain health coverage under any employment-related health insurance on the same terms and conditions as if the employee had continued to work. If Company-provided benefits are used as a substitute to the Department's benefits, the Company will deduct the employee's portion of any applicable health plan premium as a regular payroll deduction. If the employee is not receiving any Company-provided benefits during the leave, the employee must plan with Human Resources prior to taking leave to pay their portion of any applicable health insurance premiums each month.

Unless otherwise provided by applicable law, upon return from PFMLA leave, employees will be restored to their original or equivalent positions with equivalent status, pay, benefits, length-of-service credit, and seniority as of the date of the leave. The use of PFMLA leave will not result in the loss of any employment benefits that accrued prior to the start of an employee's leave.

Return to Work/Fitness for Duty Medical Certifications

Unless notified otherwise, an employee returning to work from PFMLA leaves taken for their own serious health conditions must provide the Company with a medical certification confirming they are able to return to work and to perform the essential functions of their position, with or without reasonable accommodation. The Company may delay and/or deny job restoration until the employee provides return to work/fitness for duty certifications.

Interaction with Other Leave Policies

Leave taken pursuant to PFMLA will run concurrently with leave taken under other applicable state and federal leave laws, including without limitation the Massachusetts Parental Leave Act and the federal Family and Medical Leave Act of 1993, when the leave is for a qualified reason under those laws.

Questions and/or Complaints about PFMLA Leave

If you have questions regarding this PFMLA policy, please contact Human Resources. For questions about determinations by the Department on leave eligibility, entitlement, and/or benefits, please contact the Department directly. The Company is committed to complying with the PFMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the PFMLA.

The PFMLA makes it unlawful for employers to retaliate, threaten to retaliate, or interfere with the exercise of any right provided under G.L. c. 175M. In addition, employers may not retaliate or threaten to retaliate against any person who has filed a complaint, has caused a complaint to be filed, has or will participate or testify in proceeding relating to a violation of G.L. c. 175M, or has given or is about to give information connected to a proceeding relating to a violation of G.L. c. 175M. If employees believe their PFMLA rights have been violated, they should contact Human Resources immediately. The Company will investigate any PFMLA complaints and take prompt and appropriate remedial action to address and/or remedy any PFMLA violation. Employees also may file PFMLA complaints with the Department alleging PFMLA violations.

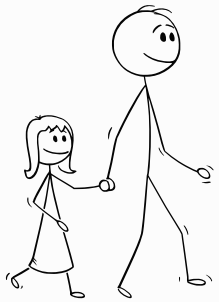
Right to an Appeal

An employee who is denied leave pursuant to the PFMLA may submit an appeal to the Department. The appeal must be filed within ten (10) calendar days of receipt of the denial. The deadline may be extended by the Department upon a showing of circumstances beyond the employee's control. In addition, the employee is required to provide a complete copy of the request for appeal to the Company. Employees may request a hearing with the Department and a final decision will be issued by the Department affirming, modifying, or revoking the initial determination made by the Company.

An employee aggrieved by the Department's final decision may further appeal by filing a complaint in district court for the county in the Commonwealth where the individual resides or was last employed. The complaint must be filed within 30 calendar days of the date the Department's final decision is received by the individual.



Leave of Absence (Continued)



Massachusetts Parental Leave

Massachusetts employees who are not eligible for Family or Medical Leave under the FMLA or PFMLA may be eligible for a leave of absence for childbirth, adoption, or for the placement of a child pursuant to a court order under the Massachusetts Parental Leave Act (MPLA). Where an employee qualifies for leave under the MPLA and the FMLA and/or PFMLA, leave under these statutes will run concurrently.

Eligible employees are full-time employees who have been employed for at least three (3) months. Employees are eligible for up to eight (8) weeks of unpaid leave for (a) giving birth, (b) caring for a newly placed child under the age of 18 or under the age of 23 if the child is mentally or physically disabled, or (c) for an intended or actual adoption.

The Parental Leave Act also provides that if any two employees of the same employer are the parents to the same child, those employees are only entitled to one aggregate period of eight (8) weeks of leave between them.

The employee who takes leave is generally entitled to be restored to their previous or similar position with the same status, pay, and seniority as when the leave period began. These protections apply only to leaves of up to eight (8) weeks. According to the MPLA, the law does not require that an employee be reinstated to a position when employees in similar positions with similar lengths of service and status have been laid off due to economic or other operating conditions. In these circumstances, the employee on leave is to be afforded the same preferential treatment in consideration for another position as they would have had at the time that their leave period began.

Leave under MPLA is unpaid, though employees may use applicable accrued paid time off while on leave.
To obtain a Leave of Absence Medical Certification Form, contact the Human Resources Department pursuant to the notification procedures under the federal FMLA provisions.

Massachusetts Small Necessities Leave

Massachusetts employees may take a total of up to 24 hours of Small Necessities Leave ("SNL") during any 12-month period (measured backwards from the effective date of the leave) to allow them to participate in certain family obligations. To be eligible, an employee must (a) have worked for the Company for at least 12 months and (b) have worked 1,250 hours or more in the preceding 12-month period.

An eligible employee may take SNL to: (a) participate in school activities directly related to the educational advancement of their child; (b) accompany their child to routine medical or dental appointments; or (c) to accompany an elderly relative (defined by Massachusetts law as an individual related by blood or marriage who is at least 60 years of age) to routine medical or dental appointments, or for other professional services related to the elderly relative's care.

SNL is unpaid, except to the extent that an employee has accrued but unused sick time or vacation time available, in which case such time shall be applied to the leave. SNL may be taken all at once, intermittently (in increments of an hour or greater), or through a reduced work schedule. An employee's absence from work for SNL shall be no greater than that necessary to accomplish the relevant task necessitating the leave.

An employee seeking SNL must provide at least seven (7) days' notice before taking SNL, if the need for leave is foreseeable; if the need for leave is not foreseeable, then the employee must provide as much notice as is practicable. The Company, in its discretion, may require from the employee certification of the need for any SNL.

Massachusetts State National Guard and Reserve Duty Leave

Employees who are members of the U.S. Armed Forces reserves or an organized unit of any state's National Guard may take up to 17 days of unpaid leave per year for military drills, training, or other temporary duty under military authority. Provided the employee provides their manager or the Human Resources Department with reasonable advance notice of their departing and return dates, they're entitled to reinstatement to the same position they had prior to taking leave with the same status, pay, and seniority, including seniority that accrued during the period of absence. In addition, any employee absent for military training or state active duty will be entitled to the same reinstatement rights as provided under federal law (USERRA) as explained more fully above.

Active-Duty Leave is unpaid, but employees may use applicable accrued paid time off while on leave. An employee should notify their manager or the Human Resources Department as soon as they are aware of the need for Active-Duty Leave. The Company may require written documentation of the employee's military obligations.

Leave of Absence (Continued)

Massachusetts Domestic Violence Leave

The Company is committed to the health and safety of our employees and their families. Should an employee or an employee's family member be a victim of domestic violence or abusive behavior, they are encouraged to communicate with the Human Resources Department about the situation. Employees are immediately eligible for this leave upon beginning employment.
An employee may take up to a maximum of 15 days of unpaid leave in a 12-month period, if either the employee or "covered family members" are the victim of abusive behaviors or must attend medical treatment, counseling, victim/legal services, child custody services etc.
For purposes of this policy, a family member includes not only legally married spouses but also:

- Persons "in a substantive dating or engagement relationship" AND who reside together.
- Persons having a child in common regardless of whether they have ever married or resided together.
- A parent, stepparent, child, stepchild, sibling, grandparent, or grandchild; or
- Persons in a guardianship relationship.

Employees are to use sick leave or vacation time to remain on paid status during a covered leave under this policy, and use of such vacation time will run concurrently with leave under this policy. If no vacation time is available, leave under this policy will be unpaid.
The Company requests that employees provide appropriate advance notice of this leave (as required by the current leave policy), unless there is an imminent danger to their immediate health and safety (in which case notification must be received within three (3) workdays, that the leave was taken or is being taken for reasons covered by this policy). If an employee takes this leave, they must provide documentation evidencing that they or a family member have been a victim of domestic violence or abusive behavior within 30 days (reasonable amount of time) of the leave request. Such forms of documentation may include:

- A court issued protective order.
- An official document from a court, provider, or public agency.
- A police report or statement of a victim or witness provided to the police.
- Official legal documentation attesting to perpetrator's guilt.
- Medical documentation of treatment for the abusive behavior.
- A sworn statement from the employee attesting to being a victim of abusive behavior.
- A sworn statement from a professional who has assisted the employee or the employee's family, for example, a counselor, a social worker, or a member of the clergy.

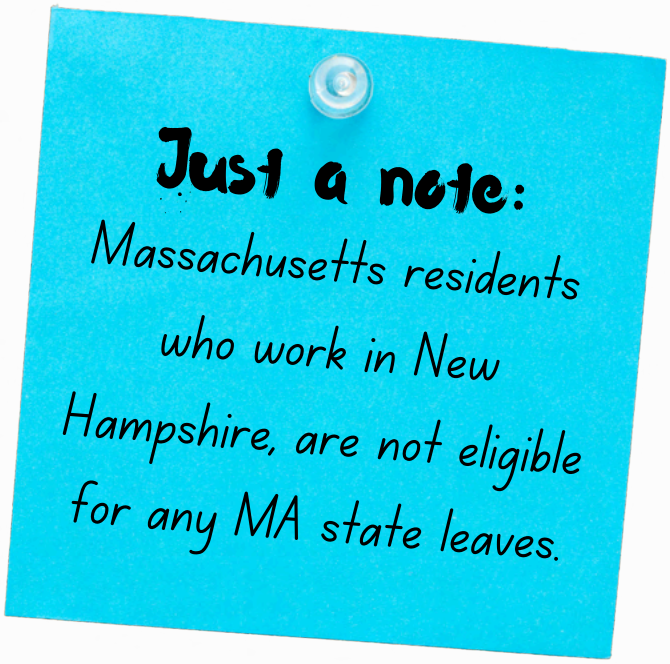
Alleged perpetrators of domestic violence are not entitled to leave under this statute.
A form will be completed to document and keep track of the use of this leave. Employees with questions at any time as to how this policy applies to them should not hesitate to contact the Human Resources Department.

Massachusetts Veterans and Memorial Day Leave

Any employee who is a veteran as defined under Massachusetts law may take a reasonable period of unpaid leave when scheduled to work on Memorial Day or Veterans Day to attend applicable remembrance exercises, parades, or services in the community where the employee resides. A veteran desiring time off shall notify their manager as soon as possible.

Massachusetts Voting Leave

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, the employee may take off enough working time to vote. This time should be taken at the beginning or end of the regular work schedule. Where possible, your manager should be notified at least two (2) days prior to the voting day.



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.

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.

Leave of Absence (Continued)

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.

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.

New Hampshire State Specific Leaves

New Hampshire National Guard and Reserves Active-Duty Leave

The Company will not discriminate or retaliate against any employee who is a member of the U.S. Armed Forces reserves or an organized unit of a state's National Guard who is required to take a leave of absence to due mandatory military training or active service, whether in service of the federal or a state government. Provided the employee provides their manager or the Human Resources Department with reasonable advance notice of the need for leave, they shall be entitled to the same reinstatement rights as provided for under USERRA policy.

Active-Duty Leave is unpaid, but employees may use applicable accrued paid time off while on leave. An employee should notify their manager or the Human Resources Department as soon as they are aware of the need for Active-Duty Leave. The Company may require written documentation of the employee's military obligations.

New Hampshire Veterans Day Leave

Any veteran who has received an honorable discharge from the United States Armed Forces and who prefers not to work on Veterans' Day shall inform their manager in advance, and in a manner consistent with the Company's established policies and procedures for requesting time off, of their desire not to work on Veterans' Day. If a veteran chooses not to work on Veterans' Day, the Company is not obligated to pay them for the day off. The Company will not discriminate, or tolerate discrimination, against any veteran who takes Veterans' Day off pursuant to this policy.

New Hampshire Emergency Personnel Leave

An employee who is a member of a fire department, rescue squad, or emergency medical services agency, will be provided time off without pay when called to respond to events declared by the governor or the general court to be an emergency. Employees may elect to use accrued vacation or other accrued leave during time off under this policy but are not required to do so.

The Company will not discriminate, or tolerate discrimination, against any employee who takes time off under this policy.

New Hampshire Victim of, or Family Member of a Victim of, Crime Leave

In accordance with New Hampshire law, the Company will grant an employee unpaid time off from work to attend court or other legal or investigative proceedings associated with the prosecution of a crime in which the employee was a victim. For purposes of this policy, a "victim" is any person who suffers direct or threatened physical, emotional, psychological, or financial harm because of the commission or attempted commission of a crime.

An employee may also qualify for leave under this policy if they are part of the immediate family of a homicide victim or part of the immediate family of a child under the age of 18 or an incompetent adult who is the victim of a crime. For purposes of this policy, "immediate family" means the father, mother, stepparent, child, stepchild, sibling, spouse/civil union partner, grandparent, or legal guardian of the victim, or a person who is otherwise in an intimate relationship with and residing in the same household as the victim.

An employee needing time off under this policy should notify their manager as soon as possible. The employee must submit copies of the notices of each scheduled hearing, conference, or meeting that is provided to the employee by the court or agency involved in the prosecution of the crime to document the need for leave and the amount of time required. Failure to do so may result in denial of the leave of absence. The Company will maintain any such notices or records in confidence and will disclose them only on a need-to-know basis.

Employees must use any accrued paid time off during leave under this policy, and then may take any remaining time as unpaid. The employee will be notified as soon as practicable whether the leave request is granted or denied. Requests falling within the definitions of this policy will typically be granted unless the leave of absence would cause an undue hardship on our business. An "undue hardship" for purposes of this policy means significant difficulty and expense. Leave requests that are granted will be only for the period required for court or other legal or investigative proceedings, including necessary travel time.
Employees must report to work during their normal work hours at those times when their presence is not needed in court or for other legal or investigative proceedings. The Company will not discharge, threaten, or discriminate against an employee for taking leave under this policy, and employees taking leave under this policy will not lose any seniority during the leave of absence.

Leave of Absence (Continued)

New Hampshire Pregnancy Disability Leave

Employees may take an unpaid leave of absence for the period of their own temporary physical disability resulting from pregnancy, childbirth, or related medical conditions. A pregnancy disability leave begins when an employee is medically determined to be disabled and ends when they are medically determined to be able to return to work.

Employees will be required to take FMLA leave, if they are eligible for such leave, prior to taking any additional pregnancy disability leave under this policy. Employees are also required to exhaust any unused accrued vacation hours before taking any unpaid leave under this policy. Any paid leave, including use of vacation hours, runs concurrently with pregnancy disability leave, and any remaining pregnancy disability leave will be unpaid.

Continuation of Insurance Benefits

During an approved pregnancy disability leave, the Company will maintain an employee's health insurance benefits under the same terms and conditions applicable to employees not on leave, provided that the employee continues regular employee contributions to these plans on a timely basis. An employee on pregnancy disability leave who is not eligible for FMLA leave or who has exhausted their FMLA available leave weeks will be responsible for paying in advance each month their portion of the premiums of their insurance coverage(s) and that of any dependents. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier(s) to allow coverage to be reinstated.

New Hampshire Other Employee Benefits

Vacation time does not continue to accrue during any unpaid leave of absence and employees are not eligible for other employment-related benefits, such as holiday, bereavement, jury duty, or other pay, during the leave.

An employee who returns to work following an approved unpaid leave of absence will be considered as having had continuous employment for purposes of seniority and other benefits based upon years of service.

New Hampshire Requesting Leave

Requests for pregnancy disability leave must be submitted in writing and approved in advance by the employee's supervisor. An employee who requires pregnancy disability leave for a period of more than six (6) weeks must provide the Company with certification from a physician that they are disabled from working.

New Hampshire No Work While on Leave

The taking of another job while on an unpaid leave of absence may lead to disciplinary action, up to and including termination of employment.

New Hampshire Returning/Not Returning from Leave

The Company does not guarantee either that an employee's job will remain available or that a comparable position will exist when return from an unpaid leave of absence is sought.

When an employee on an approved pregnancy disability leave is physically able to return to work, their original job or a comparable position will be made available to them, unless business necessity makes this impossible or unreasonable. If the employee fails to return to work on the first working day following the expiration of the leave, they will be considered to have voluntarily quit their job, unless the Company has approved an extension of the leave, or the employee's failure to report for work is approved by the Company.

NH Leave Reminders

✓ All leaves are unpaid.

✓ You must exhaust all sick and vacation time you have accrued before going out on a leave.

Vermont State Specific Leaves

Vermont Parental Leave

Employees who have been employed by the Company continuously for at least one (1) year and who average at least 30 hours of work per week are eligible for up to a total of 12 weeks of parental and/or family leave in a 12-month period. Parental and family leaves are unpaid. However, an employee may elect to use up to six (6) weeks of accrued sick leave and/or accrued vacation during a parental or family leave.

Parental leave may be taken for pregnancy, after the birth of a child, or within one (1) year after the initial placement of a child in the home after adoption. Family leave may be taken to care for a serious illness of the employee, or the employee's child, stepchild, ward who resides with the employee, foster child, parent, spouse, or parent of a spouse.

Leave of Absence (Continued)

Vermont Parental Leave (Continued)

An employee will be permitted to continue employment benefits during the leave at the same level and under the same conditions that coverage would have been provided had the employee continued in employment rather than taken a leave. Employees will be required to continue to pay their portion of the cost of benefits during the leave.
Employees must give 30 days' advance notice of their intention to take leave under this policy. The notice must include the date the leave is expected to begin and the estimated duration of the leave. In addition, the Company may require certification from a physician when leave is taken due to the serious illness of the employee or a covered family member. Reasonable notice must be provided if an employee needs to extend the length of a leave.

Leave taken under this policy will run concurrently with leave taken under the federal Family and Medical Leave Act where applicable. Please consult the Crewmember Handbook for information regarding leave under the federal FMLA.

Vermont Short-Term Family Leave

Eligible employees may take up to four (4) hours of short-term family leave in any 30-day period, not to exceed 24 hours in any 12-month period. Leave may be taken under this policy for any of the following reasons:

- To participate in preschool or school activities directly related to the academic educational advancement of the employee's child, stepchild (including the child of a civil union partner), foster child or ward who lives with the employee (e.g., parent-teacher conferences).
- To attend or accompany the employee's child, stepchild, foster child or ward who lives with the employee, or the employee's parent, spouse (including same-sex spouse), civil union partner, or parent-in-law to routine medical or dental appointments.
- To accompany the employee's parent, spouse (including same-sex spouse), civil union partner, or parent-in-law to other appointments for professional services related to their care and well-being.
- To respond to a medical emergency involving the employee's child, stepchild, foster child or ward who lives with the employee, or the employee's parent, spouse (including same-sex spouse), civil union partner, or parent-in-law.

Employees must request leave under this policy as early as possible. Except in cases of emergency, the Company may deny requests for short-time family leave that are made less than seven (7) days before the leave is to be taken. For purposes of this policy, "emergency" means circumstances where the required seven-day notice period could have a significant adverse impact on the employee's family member.

Leave taken under this policy is unpaid except that employee may elect to use accrued paid time off.

Vermont State National Guard and Reserve Duty Leave

Employees who are members of the U.S. Armed Forces reserves, an organized unit of a state's National Guard, or members of the ready reserves may take up to 15 days of unpaid leave per year for military drills, training, or other temporary duty under military authority. Upon completion of the military drill, training, or other temporary duty under military authority, the employee shall be reinstated to the same position they had prior to taking leave with the same status, pay, and seniority, including seniority that accrued during the period of absence. In addition, any employee absent for military training or state active duty will be entitled to the same reinstatement rights as provided under USERRA policy.

Active-Duty Leave is unpaid, but employees may use applicable accrued paid time off while on leave. An employee should notify their manager or the Human Resources Department as soon as they are aware of the need for Active-Duty Leave. The Company may require written documentation of the employee's military obligations.

Vermont Health Insurance for State National Guard Members

An employee who is a member of the Vermont National Guard, is currently receiving health insurance through the Company and is ordered to state active duty by the governor for up to 30 days may, at the employee's option, continue their Company health insurance under the same terms and conditions as were in effect for the month preceding the employee's call to state active duty, including a continuation of the same levels of employer and employee contributions toward premiums and cost-sharing. If the employee is called to state active duty for more than 30 days, however, the Company at its discretion may choose not to continue regular contributions towards premiums and cost-sharing during the period of active duty more than 30 days. Should the Company discontinue such payments, the state of Vermont will be responsible for paying the Company's share of the premiums and cost-sharing.

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.

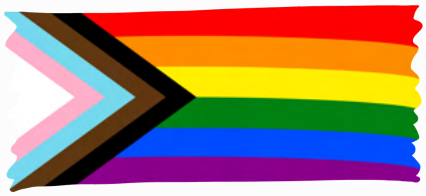
It is also the policy of the Company to recruit, hire, and promote the best qualified persons for all jobs without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, handicap or disability, genetic information, citizenship, veteran 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.

Massachusetts

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 Massachusetts law due to an employee's sexual orientation, marital status, gender identity or arrest record.

New Hampshire

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 New Hampshire law due to an employee's sexual orientation or marital status.



Maine

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."

Vermont

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 Vermont law due to an employee's sexual orientation, marital status, minor children, receipt of public assistance, HIV status, place of birth, or being over 18 years of age.

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).

Massachusetts

The following agencies are charged with investigating claims of unlawful discrimination, harassment, and retaliation in Massachusetts. 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

The Massachusetts Commission Against Discrimination (MCAD)
Boston Office:
One Ashburton Place - Rm. 601
Boston, MA 02108
(617) 727-3990

Springfield Office:
424 Dwight Street, Rm. 220
Springfield, MA 01103
(413) 739-2145

Equal Employment Opportunity Commission
John F. Kennedy Federal Building
475 Government Center
Boston, MA 02203
(800) 669-4000



New Hampshire

The following agencies are charged with investigating claims of unlawful discrimination, harassment, and retaliation in New Hampshire. 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
NH Commission for Human Rights. Intake Department
2 Industrial Park Drive
Concord, NH 03301
(603) 271-2767
Email: humanrights@nh.gov

Maine

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)

Vermont

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

Vermont Attorney General's Office, Civil Rights Unit
109 State Street, Montpelier, VT 05609
(888) 745-9195.

The United States Equal Employment Opportunity Commission ("EEOC")
33 Whitehall Street, 5th Floor, New York, NY 10004
(800) 669-4000.

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.

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.

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.

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.

Documented 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.

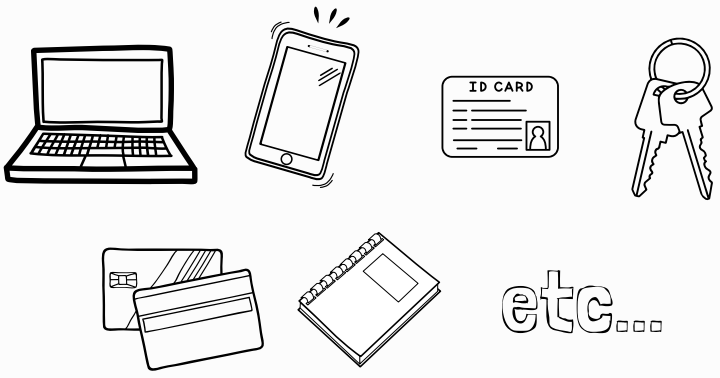
Termination Guidelines

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

Massachusetts

If a Massachusetts employee is terminated involuntarily, the Company is required to pay all wages in full on the employee's last day of work. The Company will pay an employee's final paycheck on the next regular payday if they voluntarily resign.

Maine

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

Vermont

If a Vermont employee is involuntarily terminated, the Company will pay them all their wages within 72 hours of their last day of work. The Company will pay all wages in full on the next regular paycheck if an employee voluntarily resigns.

New Hampshire

If a New Hampshire employee is involuntarily terminated, the Company will pay all wages in full within 72 hours of their last day of work. The Company will pay all wages in full on the next regular payday if an employee voluntarily resigns. If the employee gives at least one (1) pay period's notice, the Company will pay all wages in full within 72 hours of the employee's last day of work. If an employee is terminated for “cause” which includes theft, we pay them the next regular payday.

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:

- ✗ Committed an act of theft.
- ✗ Is dismissed or has violated the violence and bullying policy.
- ✗ is dismissed or has violated the Company’s harassment policy.

The Company reserves the right not to rehire an employee for any reason.

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.

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