



Team Member Handbook

Gulf Coast Operations, LLC - EM Operations, LLC - SFDP Operations, LLC - SWF Operations, LLC - Pine Island Operations, LLC
and any affiliated Domino's locations operated by Franchisee Erin Mullins

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THIS HANDBOOK DOES NOT IN ANY WAY ALTER THE “AT-WILL” STATUS OF THE TEAM MEMBER’S EMPLOYMENT.

The term “the Company” refers to Pine Island Operations, LLC d/b/a Domino's Pizza, and includes its parents, subsidiaries, affiliates, predecessors, successors and assigns, their (including the Company's) respective owners, directors, officers, managers (both direct and indirect), team members, vendors, and agents.

THIS HANDBOOK IS MEANT AS AN INTRODUCTION TO THE COMPANY'S POLICIES AND PROCEDURES. THIS IS NOT AN ALL INCLUSIVE BOOK. IN ADDITION TO THESE POLICIES ALL WRITTEN, POSTED COMPANY PROCEDURES ARE IN EFFECT. FROM TIME TO TIME THESE AND OTHER POLICIES AND PROCEDURES MAY CHANGE AND THIS BOOK WILL BE UPDATED ACCORDINGLY. THIS HANDBOOK IS NOT A CONTRACT. THE COMPANY RESERVES THE RIGHT TO CHANGE, ADD, AND DELETE POLICIES AND PROCEDURES AS IT DEEMS NECESSARY.

INTRODUCTION

The contents of this Handbook are not a contract of any kind, nor is it the complete statement of our policies. Instead, it is simply an explanation of the selected policies and procedures under which SWF Operations, LLC (referred to as “the Company” or “Domino’s”) operate. These materials are intended to complement existing Domino’s Pizza standards. They are not intended to override or replace existing or future Company standards. This Handbook is not a contract. The Company reserves the right to change, add, and delete policies and procedures as it deems necessary. Consult your General Manager (“GM”), Area Supervisor, or Franchise Owner if you have questions regarding any policy or procedure in this Handbook, or if you have any suggestions about this Handbook.

At Will Employment

Our employment relationship is based on free will and will continue only so long as it is agreeable to both the Company and you. Both you and the Company have the right to discontinue the employment relationship at any time, without advance notice, and with or without cause. This Team Member Handbook is not an employment contract and nothing in this Handbook creates an express or implied contract of employment. No representative of the Company has the authority to enter into any agreement contrary to the foregoing unless it is modified in writing and signed by the Company's owner/franchisee.

Employment Introductory Period

All newly hired Team Members will be employed in an Introductory Status for a mandatory period of 90 days. The introductory period provides the Company an opportunity to monitor and evaluate actual job performance and an opportunity to observe the Team Member's conduct. It also gives the Team Member an opportunity to be sure the job is right for him or her. It is necessary to use this introductory period for training, development, and evaluation and, if necessary, the termination of unsatisfactory Team Members. Completion of this period is not a guarantee of continued employment, and in no way alters the At-Will nature of your employment. However, within the first 30 days, the Company has the following performance expectations for its Team Members:

30-Day Expectations

All Team Members

1. Consistently arrives to work ready to clock in at scheduled time.
2. Men: clean-shaven; hair at collar length. Neatly groomed goatees and beards may be acceptable provided that the facial hair is clearly defined, trimmed and neat. Patchy or partially grown in beards or goatees will not be acceptable.
3. Women: hair restrained; light makeup, trimmed fingernails.
4. Consistently outfitted in complete perfect uniform. Required Domino's hat and shirt. Clean wrinkle free pants/shorts. NO denim, corduroy or cargo pants/shorts. No sewn on floppy pockets. Shirts tucked in at all times. Black belt worn at all times. Socks must fully cover the ankle. NO ankle socks Jewelry is limited to stud earrings (one per ear), a simple necklace, wedding bands and watches for non pizza makers. NO facial or tongue piercings are allowed. Shoes must cover the entire foot. No sandals, flip flops, crocs etc.
5. Has completed online training modules and passed all of the tests associated with it.
6. Consistently demonstrates a professional, positive and friendly attitude.
7. Consistently hustles both on delivery and in the store.
8. Consistently applies the Golden Rule to all customers and team members.
9. Consistently demonstrates honesty, responsibility and a solid work ethic.
10. Consistently WOWS all customers with a smile, a friendly greeting and the attitude that our customers are our top priority.
11. Consistently takes accurate orders and can cut and box all food items coming out of the oven.
12. Consistently uses all Job Aid posters.
13. Knowledge of how to pull food from the walk-in cooler and restock the soda cooler.
14. Knowledge of how to prep and date all products in the store
15. ABOVE ALL: NO DRAMA! It is our goal to provide a safe and positive workplace along with superior customer service. We cannot accomplish that if we are not respectful, professional and mindful of the diverse group of people that work in our stores. Please leave your drama at home!

Drivers

1. Knowledge of boundaries of delivery area.
2. Understands how to read map of delivery area.
3. Works toward spending less than 1 minute in the store in between deliveries.
4. Consistently has complete change for the customer at beginning of shift, including coins.
5. Consistently dispatches before every delivery.
6. 100% safe deliveries.
7. Consistently makes necessary callbacks to all security areas, new customers and suspicious orders.
8. Consistently makes drops after each delivery.
9. Maintains delivery vehicle:
 - Gets gas before shift begins
 - Autos should have fully functional lights, breaks, horn and treaded tires.
 - Interior of vehicle must be neat and clean
 - Interior and exterior of vehicle must represent a positive brand image. Acceptability of physical damage to vehicles exterior will be at management's discretion.
10. Knowledge of how to rotate and stock food from commissary deliveries.
11. Knowledge of all store cleaning procedures.
12. Knowledge of how to set up the three-compartment sink.
13. Knowledge of how to properly wash and store dishes.
14. Consistently thanks the customer at the door on every delivery, displays a genuine appreciation for their business and takes responsibility for being the representative of our company at the customer's door by providing a superior level of personalized customer service.

Insiders

1. Consistently wows the customer with a smile in their voice and by using the Golden Rule.
2. Repeats all orders back to the customer and upsells side orders and sodas before processing.
3. Complete knowledge of order taking.
4. Complete knowledge of pizza making.
5. Keeps store tidy and organized in between busy rush periods.

Policies and Procedures

Open Door Policy

When you have concerns or questions about your work environment, we encourage you to take the following steps:

1. Talk to your General Manager ("GM") with questions or concerns related to your job. Your GM should usually be given the first opportunity to resolve your issue.
2. Talk to your Supervisor. They will investigate your concerns and provide a response as soon as possible.
3. If your concerns have still not been resolved to your satisfaction, you can contact the main office and speak with the Franchise Owner.

Equal Employment Opportunity

We are an Equal Employment Opportunity employer committed to providing equal opportunity in all of our employment practices, including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. The Company prohibits discrimination, harassment, and retaliation in employment based on race; color; religion; national origin; sex (including sexual orientation and gender identity); pregnancy, childbirth, or related medical conditions; age; disability or handicap; genetic information; citizenship status; service member status; or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action, up to and including immediate termination.

Reasonable Accommodations/Modified Job Duties

To assist our Team Members who are or who become disabled, we will make reasonable accommodations as to enable such Team Members to continue performing the essential functions of their jobs or to enable them to enjoy all the benefits of employment. The specific accommodation offered will depend on the specific facts and circumstances of the Team Member's job and any limitations. Possible accommodations include but are not limited to modification of job duties to comply with medical requirements or restrictions, modification of policies and procedures, leaves of absence for a definite duration or reduced schedules for a finite duration. Transfer to a vacant position for which the Team Member is qualified also may be appropriate, depending upon specific facts and circumstances of individual situations.

Obviously, there are limits to the accommodations which we can realistically make. For example, where an accommodation would cause an undue hardship to the Company we would be unable to make the particular accommodation. Similarly, where placing an individual in a position, with or without accommodation, would cause the Team Member to be a direct threat to the Team Member or others, we may be unable to place the Team Member in a particular position.

If you need to request a reasonable accommodation because of a disability or on-the-job injury, please contact your Regional Director. We will discuss the matter with you and attempt to reasonably accommodate you.

Religious Accommodation

It is the Company's policy to provide equal employment opportunity to team members without regard to their religious beliefs and practices (or lack thereof). The Company will make reasonable accommodations to an individual's sincerely-held religious beliefs or practices (or lack thereof) that would resolve a conflict with a work requirement, unless doing so would result in an undue hardship to the Company. If you believe that you need a reasonable accommodation, please immediately contact your general manager. Upon receipt of an accommodation request, the Company will engage in an interactive process with the team member to view possible reasonable accommodation options. Domino's prohibits any form of retaliation against team members for requesting an accommodation under this policy.

Legal Compliance

The Company is committed to compliance with all federal, state and local laws. To the extent these policies are inconsistent with any such law, the Company will comply with the law.

Nursing Mothers

The Company supports nursing mothers who choose to breastfeed their infants by furnishing reasonable break time to enable them to express breast milk for up to one year after the infant's birth. Team members will be provided a location, other than a bathroom, that is sanitary and shielded from view and free from intrusion from co-workers and the public that may be used for lactation breaks. The length and frequency of lactation breaks should be reasonable but could vary based on the needs of the team member requesting the breaks. To the extent possible, team members are asked to schedule their lactation breaks to minimize any impact on operations. Team members may use any paid breaks for lactation breaks. Team members will not be discriminated against or harassed for taking lactation breaks. Contact your general manager if you need to take advantage of this policy to ensure that appropriate arrangements can be made. If you are prevented from taking advantage of this policy or believe that a violation of this policy has occurred, you should immediately contact the franchise owner. The Company will comply with applicable federal, state or local law that provides greater protections to breastfeeding team members than those set forth in this policy.

Employment of Minors

A person under the age of 18 years is considered a minor. Minors are employed in limited capacities to be in compliance with federal, state and local laws. A minor is prohibited from driving for the Company in any capacity, including, but not limited to, making bank deposits, driving to neighboring stores to collect/buy inventory, running personal errands or driving to go couponing or door hanging. A minor may only be employed by the Company as an Insider and/or Management Trainee. Minors are required to complete a Non-Driving Agreement. The Company does not employ minors under the age of 16. See Page 21 under Leave Policies for a comprehensive list regarding Child Labor requirements

Anti-Harassment

We do not tolerate the harassment of applicants, Team Members, customers, or vendors. Any form of harassment relating to an individual's race; color; religion; national origin; sex (including sexual orientation and gender identity); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law is a violation of this policy and will be treated as a disciplinary matter.

Violation of this policy will result in disciplinary action, up to and including immediate termination.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with your immediate supervisor or one of the contacts listed below. At a minimum, the term "harassment" as used in this policy includes:

- Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual's race; color; religion; national origin; sex (including sexual orientation and gender identity); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law.
- Offensive pictures, drawings, photographs, figurines, or other graphic images, conduct, or communications, including e-mail, faxes, and copies pertaining to an individual's race; color; religion; national origin; sex (including sexual orientation and gender identity); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved.
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy. Our supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No supervisor or other member of management has the authority to suggest to any applicant or Team Member that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-Team Members are covered by this policy. We prohibit harassment, discrimination, or retaliation of our Team Members in connection with their work by non-Team Members. Immediately report any harassing or discriminating behavior by non-Team Members, including contractor or subcontractor Team Members. Any Team Member who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to one of the individuals listed below:

1. First, discuss any concern with your GM.
2. If you are not satisfied after you speak with your GM, or if you feel that you cannot speak to your Supervisor, discuss your concern with the Franchise Owner.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The Company will protect the confidentiality of Team Members reporting suspected violations of this or any other Company policy to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other Company policy are subject to discipline, up to and including termination. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

Non-Fraternization Policy

Conflicts of interests, favoritism or extended courtesies can create unwanted problems for a company and its Team Members. For this reason, the Company desires to avoid situations where there is a romantic, personal or marital relationship between a supervisor and a subordinate. The Company prohibits General Managers and other members of management from engaging in a romantic, dating, and/or sexual relationship with any individual over whom he or she has direct or indirect supervisory responsibility or control.

Team Members with, or who develop, such relationships must immediately notify and disclosure all relevant circumstances to their Regional Director or the Owner/Franchisee. We reserve the right to take appropriate action, on a case by case basis, which can include transferring one of the Team Members to another store. Any failure to disclose the nature of the relationship as contemplated in this policy may result in disciplinary action including termination.

Drug and Alcohol Policy

All Team Members are expected to be drug free. The use, possession, ingestion, trafficking, being under the influence of, or testing positive for drugs or alcohol (other than the proper and safe use of prescribed medication) is prohibited while in the store, on Company premises and in Company uniform whether on or off duty. No alcohol will be permitted in vehicles while on duty and no alcohol is to be purchased in Company uniform whether on or off duty.

This also applies to illegal, prescription or over-the-counter drugs that affect one's ability to work. This franchise reserves the right at all times to have a Team Member or job applicant tested for the presence of controlled substances or other illegal drugs. Upon reasonable suspicion, Team Members may be required to submit to alcohol and/or drug testing.

Any Team Member who has knowledge of the above and does not reveal this knowledge is subject to suspension or termination

The Company reserves the right to search, without notice, all Company premises. A Company representative may request to search your personal vehicle for such items if you use your vehicle for Company business. Additionally, all personal items brought onto Company property are subject to search at any time, without notice. Refusal to grant permission for the search may result in disciplinary action.

Firearms and Weapons Policy

No Team Member will carry on their person, in their vehicle, or have in the store, on Company premises or while in Company uniform whether on or off duty, a firearm (loaded or unloaded) or other weapon, except as permitted by law. Weapons include, but are not limited to, knives, clubs or other bludgeons, guns, bullets, chemical sprays, tools or baseball bats. Violation of this policy will result in termination.

Violence-Free Workplace Policy

No violence of any sort will be permitted in the store, on Company premises and while in Company uniform whether on or off duty. Violence includes, but is not limited to, screaming obscenities, pushing, kicking, hitting or any other sort of physical abuse by one Team Member to another.

Cash Handling Policy

1. Drivers must never carry more than \$20 including personal money.
2. All Team Members who handle cash transactions are responsible for accuracy, and mishandling of cash will lead to disciplinary action.
3. Drivers must make drops after each delivery.
4. Managers must never put \$20 bills in the front till. All \$20 bills must be dropped into the safe.
5. Managers must skim the front till from time to time so that it never exceeds \$150.
6. Carryout customer's money must be taken before an order is processed.

Safe Work Rules Policy

1. Accidents, no matter how slight, must be reported to the manager in charge immediately. A First Report of Injury form must always be completed.
2. Absolutely no horseplay will be tolerated at any time.
3. Protective devices provided for heavy maintenance cleaning will be worn at all times.
4. The consumption of alcoholic beverages or the use of drugs on the premises, during a work shift or in Company uniform is prohibited.
5. Team Members expecting to take medication that could interfere with their work performance will inform the General Manager before the schedule is complete for the following week.
6. Any lifting of heavy objects will be in a safe manner, using legs not back. Do not lift any objects without assistance that could be unsafe.
7. Aisles, passageways and stairways must be free from obstruction.
8. Smoking is prohibited in the store, on Company premises, in delivery vehicles and while in Company uniform whether on or off duty.
9. Drivers must use caution and discretion in hustling during adverse weather conditions.
10. Drivers must obey all traffic laws.
11. Drivers must drive with headlights on at all times.
12. Drivers must wear seat belts at all times.
13. Drivers must reduce speed during inclement weather.

Uniform Standards

1. Shirt

- A uniform shirt approved by Domino's Pizza LLC must be worn by Team Members as part of the uniform. Your shirt must be tucked in at all times. The shirt is a registered trademark of Domino's Pizza LLC.

2. Standard Pants/Shorts/Skirt

- The regulation uniform pants/shorts will match the Domino's Pizza approved black color. Permanent press or cotton material, patch or slash rear pockets, zipper fly front and straight leg. They need to be properly hemmed with regulation or elastic waistband, no decorative stitching or rivets and slash or set-in front pockets.
- All pants MUST cover the entire leg.
- Shorts are to have a minimum inseam of 6 inches and/or be no longer than 2 inches below the knee.
- The pants/shorts/skirt must be clean, pressed and without rips, tears or frayed edges at the bottom of the pant legs.
- Cargo pants with poofy pockets are not allowed.
- Sewn on pockets are not allowed
- Pants or shorts must be well fitted and of the proper size for the individual. They must look neat and professional, not baggy and unkempt.

3. Hats

- The uniform cap is a Domino's Pizza baseball style cap or visor.
- Alternative hats include logood wool caps for delivery personnel only and incentive hats approved by Domino's Pizza LLC.

4. Shoes/Socks

- All shoes must have nonslip soles and be in good condition. If the shoe has laces, the laces must be tied. Shoes must cover the entire foot and socks must be worn to cover the entire ankle. Ankle socks that tend to slip below the ankle are not allowed. Shoes or sneakers must be predominantly one color, nothing flashy and must be reasonably clean.

5. Belts

- A belt in a solid color of black must be worn in combination with pants that have belt loops. No decorative belt buckles may be worn. Studded belts are not acceptable. Suspenders are not permitted as part of the uniform.

6. Apron

- The apron should be black with a blue trim. Aprons must be laundered before each shift. A bib-type apron is used to protect and distinguish food preparation Team Members. Aprons must be worn full length, with a strap around the neck, and be tied. The apron should not be worn outside the store (i.e., when making deliveries).

7. Proper use of Undershirts

- Shirts that are visible under the uniform shirt must be white or black, including V-neck, crew neck or turtleneck; be of knit-type structure with no print, other colors or decorations visible. The shirt must be clean, unwrinkled and free of rips and tears and tucked in. Undershirt sleeves may be of any length and must be cuffed and hemmed.

Appearance Standards

8. Hair

- Hair must not be unkempt or ragged.
- Hair must be neatly groomed and reasonably trimmed at the back of the neck.
- Team members must be clean shaven every day. Neatly groomed goatees may be acceptable provided that the facial hair is clearly defined, trimmed and neat. Patchy or partially grown in beards or goatees will not be acceptable.
- Hair longer than the top of the uniform collar must be secured under the cap or have hair suitably restrained (i.e., hairnet, rubber band, barrette, etc.)

9. Jewelry

- No visible body piercing is permitted.
- Only wedding bands, stud earrings (one per ear) and simple necklaces are permitted.

Team Member Cell Phone Policy

It is our company policy that in the stores, cell phone use is not allowed, except as outlined in the second paragraph below. In today's technological environment, we recognize that cell phones are an everyday part of life. However, that does not apply to the work place. Cell phone use leads to poor customer service and a lack of attention to the job at hand. A cell phone is basically a personal computer and phone in one. Please think in terms of is it reasonable to bring in your personal desktop computer and surf the internet every day at work, or to make personal phone calls all day long whenever you want at work. Obviously the answer to those questions are no, it is not acceptable. A cell phone is not different inside the store. Please make sure that all families know the store phone number and are able to contact you in case of emergency.

We also recognize that our delivery experts have a legitimate need to use their cell phones in the course of business. Customers need to be called back before deliveries, customers need to be called when they do not answer the door and sometimes the store needs to be called to handle concerns that may come up at the customers door. For our delivery experts, cell phone use is permitted for job related issues but please understand that the same restrictions apply when in the store. No cell phones for personal use. Delivery experts should not use cell phones or any other electronic device when the car is in drive.

For our team members working inside, please leave your cell phones outside of the workplace or in a secure place inside the store. If you are seen using your cell phone you will be asked to put it in the safe for safe keeping and it will be given back to you at the end of the shift. Repeated violations will lead to the same corrective actions up to and including termination.

Insurance Standards

All Drivers are required to maintain liability insurance on their vehicles at all times meeting the state minimum requirements as a condition of employment. It is each driver's responsibility to ensure that they meet the requirements of their insurance company to use their vehicle for pizza delivery. Full insurance coverage for collision and comprehensive to cover any potential vehicle damage is at the driver's discretion. It is each driver's responsibility to ensure they are meeting all driving laws and regulations. Damage to any driver's vehicle, personal property in the vehicle, claims arising from accidents or infractions or claims of any kind in the course of delivery duties will not be the responsibility of this company.

Vehicle Standards

Delivery vehicles are to be in good physical condition, represent a positive brand image and in safe working order. This includes but is not limited to properly functioning brakes, headlights, taillights, turn signals, speedometer and all safety features. The company also requires that all drivers equip their vehicle with a company provided car top sign featuring the Domino's graphics and logo. This sign must be used while on all deliveries and must be plugged in and illuminated at all times.

Personal Business Solicitation

It is against Company policy for ANY Team Member to solicit business for their personal, private or other business while in Company uniform, on Company premises and/or on Company time.

No Access Policy

Individuals who are not employed by the Company are not allowed in work areas unless accompanied by a Team Member after receiving prior approval from the General Manager. Off duty Team Members are prohibited from entering or accessing any interior work areas. This prohibition does not prevent a Team Member from entering the customer service area of a store to purchase pizza or related products or remaining in a store to complete such purchases.

Report any strangers or suspicious individuals who enter or attempt to enter secured areas of the work site to your General Manager and/or local law enforcement immediately. Team Members must not badge in or hold the door open or otherwise bypass physical controls for another individual.

Professionalism and Customer Service

It is our goal to provide a positive environment for all of our team members and to provide a consistently high level of customer service. To that end, it is critical that all team members conduct themselves in a manner consistent with portraying the business, personnel and attitudes towards our customers in a positive manner. Personal conversations, singing, comments, behavior and demeanor are all important in the eyes of our customers and may be interpreted in a negative manner. Our customers are not interested in our personal conversations when they are in the store. It is detrimental to the business for a customer to hear conversations in which other customers are being discussed in a negative manner. Conversations in customer view and hearing range must be courteous and professional. It should be the goal of all Team Members to engage our customers in friendly and courteous conversation when they are present in the store. Our customers would rather we treat them with respect and interest than act as if they are not present.

Conduct

We are committed to providing a work environment that encourages mutual respect among Team Members. You are expected to be responsible and reasonable, and conduct yourself in a business-like manner, by being honest, ethical and safe. Listed below are some examples of unacceptable behavior. The following is a partial list of acts that are considered misconduct and may result in disciplinary action up and termination, even for a first offense:

- Violations of any policies, practices, procedures, and/or regulations, as well as any local, state, and/or federal laws
- Failure to perform your job duties to the best of your ability and to the standards as set forth in the job description or as otherwise established
- Insubordination and/or refusal to do assigned work
- Failure to treat customers, suppliers and visitors with courtesy and respect
- Failure to behave in an honest and ethical manner at all times
- Falsification, manipulation or misrepresentation of Company documents and/or records, reports or documents
- Failure to comply with the Image Standards established for your work site
- Verbal or physical altercations, physically intimidating behavior, threats of violence or any other sort of violent conduct
- Unauthorized use of Company equipment, supplies, food, funds, or time
- Knowingly or maliciously making false or fraudulent statements about the Company, customers, suppliers or visitors
- Failure to open a store for business at the designated opening time and/or closing a store for business before designated closing time (without the approval of your Supervisor or Franchisee)
- Unauthorized removal of Company property or funds
- Solicitation of tips
- Sleeping on the job
- Customer complaints

Neither this or any other policy is not intended to interfere with, restrict or otherwise infringe upon team members' rights under applicable federal, state or local law, including any and all rights under Section 7 of the National Labor Relations Act to engage in concerted activities for collective bargaining or other mutual aid or protection.

New Team Member Wages and Other Compensation

Wages

- Wages are hourly and based on job versatility and experience. To be determined by the General Manager (GM) with Franchisee approval. Paychecks are received biweekly and are received by 2pm on Saturday of the pay week.

Tipped Team Member Acknowledgment

- As a tipped Team Member, you are hereby advised that we may pay you a wage less than the federal minimum wage and use your tips received by you to make up the difference as permitted by federal and/or state law. Under Florida law, we must pay you a minimum of \$6.98 per hour.
- As a Team Member of a delivery food and beverage establishment, the tip income you receive, whether cash or included in a charge, is TAXABLE INCOME. As income, these tips are subject to federal income tax, Social Security and Medicare taxes, and may be subject to state income tax as well. The Internal Revenue Service (IRS) has put greater emphasis on reporting tip income over the past few years because a significant number of taxpayers are not reporting ALL tip earnings as income. For all Team Members, under federal law, the IRS requires that you report ALL of your tip income to us for any month during which you receive at least \$30 in tips.
- It is our policy to have you report tips received to us daily to aid you in meeting your obligation to report them. Each day at check out, you will be asked for the amount you received in tips that day. It is your obligation to tell us the proper amount. You will be asked to sign a record of the amount you reported to us on a regular basis. Misrepresenting or falsifying documentation related to your tips will subject you to discipline, up to and including termination, even for your first offense.
- The Company believes that the amount of tips declared by a Team Member is accurate. Therefore, a low (or zero) tip declaration will be taken as an indication that the Team Member is earning low (or zero) tips and can be interpreted as an indication of poor customer service and subject the Team Member to disciplinary action. A Team Member who consistently received low tips will cause the manager to assume two things: (1) customers have been consistently unhappy with the individual's service and/or (2) the Team Member may also be unhappy, because he or she is not earning tips at the same rates as other drivers.

Wage raises

- **Raises are based on position and skill level. Each position has it's own level of pay from base rate to maximum rate and are adjusted accordingly per federal minimum laws. See your General Manager for the level roadmap corresponding with your position to understand the skills, tasks and learning involved to advance through each level. Raises are at the Managers discretion and must be approved by and above store Leadership Team Member. All raises regardless of when the evaluation is passed will commence on the first day of the next pay period.**

Incentives

- Based on goals and contests to be established periodically by the GM and the company.
Will be received in cash and/or prizes upon achieving goal or at end of contest.
Based on both individual and overall store performance.

Meal discounts

All Team Members are eligible to receive a discount on all company products. Discounts are for Team Members ONLY. Friends and family do not receive your discount.

Vacation

- **All Team Members are eligible to receive one weeks paid vacation and one paid personal day after their first 6 months of employment. They will receive two weeks paid vacation and three paid personal days after 18 months of employment. Vacation and personal days do not accrue nor can they be cashed out.**

Sick days

- There is no allowance for sick days. Your attendance is mandatory unless a doctor provides a letter requiring you to stay home or you have GM approval otherwise.

Bonuses

- The Company reserves the right to offer Bonuses at their sole discretion. In order to qualify for any of the Company's Bonuses, and at the sole discretion of the Company, you must be actively employed in good standing at the time payment is due.

Workers compensation insurance

- All Team Members will receive workers compensation insurance at company expense.

Driver Mileage Reimbursement

Mileage and Other Expenses

Delivery Drivers:

- For each delivery you make while working for us, we will reimburse you for expenses involved in using your personal vehicle. We refer to this reimbursement as "Mileage." You will be provided more information about mileage by your General Manager.
- If you feel that you have not been properly reimbursed, please let your General Manager know immediately and we will review your calculation and rectify any errors. Likewise, if we ever pay you more Mileage than you are entitled to receive, it is your obligation to promptly let us know and repay the excess amount to us.
- *The Company reserves the right to revise and edit this and all policies at any time, with or without notice, and that regardless of the date of hire, all Team Members are subject to these updates.*

Company Business Additional Mileage and Other Business Expenses:

- Team Members are reimbursed for mileage and other expenses they incur, including mileage related to Company business runs, such as to your store's designated bank for making deposits, your nearest neighboring store for food inventory purchases, and other runs as designated by the Company for company use.
- Team members must have all other business expenses approved in advance and in writing by the General Manager. Team members who have incurred business expenses for which they believe they should be reimbursed must submit a written request to the General Manager with supporting receipts, a detailed explanation and other documentation within 60 days of the expense being incurred. Business-related calls made by delivery drivers to customers will be reimbursed if the delivery driver submits a copy of the bill with business-related calls highlighted and the cost associated with such calls to the General Manager within sixty (60) days. The Company will reimburse approved business-related expenses that are incurred by our team members if they are timely submitted to the General Manager.

Attendance Policy

To ensure the fairness and equality to all team members and customers, this is the attendance policy. All previous policies are replaced by this.

Schedule Requests

Should be made to the General Manager no later ***the close of business on Tuesday*** before. All requests made on time will be honored when possible.

Should you need time off and you did not request it on time, it will be up to you to find your own replacement. The person who replaces you must be of the same or like position. They also cannot be scheduled already at the same time you are, as they are only 1 person.

All schedule changes must be approved by a member of management, with the approving manager's initials by the changes on the schedule.

Blackout Days

These are days (generally holidays) where many people request off but our business is still open. On these days, no requests are guaranteed. ***You may make a "request" with the GM but we will schedule what is needed to serve our customers.***

These days include (but are not limited to) New Year's Eve, New Year's Day, Super Bowl Sunday, Easter Sunday, July 4th, Labor Day Memorial Day, Halloween, Thanksgiving, Christmas Eve, and Christmas Day.

There a few weeks each year we have to limit "requests" for special promotional weeks.

Time IN/OUT

Times IN are exact, Times OUT vary depending on the days business needs. You cannot clock in more than 5 minutes early without need. We will do everything possible to get you out at your scheduled time, however we cannot predict when customers will order and can only go by trends to make the schedule.

Some stores do use R(Rush), LR(Late Rush) and CL(Close) these are also estimated Times OUT.

Typically a Rush Shift will end between 6pm-9pm - A Late Rush shift between 9pm-Closing Time - A Closing shift after the store is closed and cleaned up

Rainy Days

Most stores require team members to come in 30 minutes early on rainy days. Please check with your General Manager for details

Call-ins

If you cannot make it to work, you should notify the store as soon as possible. In the event of an emergency, you do not need to find a replacement. An emergency would be a serious injury or death to an immediate family member. In a non-emergency (all other situations), it is up to you to find a replacement. **Notification should be made by phone call to the store.**

Tardiness

The schedule is made according to store needs and to make sure we are giving our customers the very best service. If you are late, you are shorting yourself, your fellow team members and our customers. It's not fair to your fellow team members to have to delivery or deal with upset customers because of tardiness. Being 5 minutes late may not sound like a big deal but 5 minutes can throw off the whole night and effect drivers tips.

On time means, being in proper full uniform and ready to work before your scheduled shift begins. Coming in at your scheduled time and then having to change into your uniform is not considered being on time.

Three Strikes

In the event you miss work without finding a replacement (especially if you didn't even try) or you are more than 5 minutes late you may be issued a "strike". This may be in the form of a verbal warning. The 1st strike will be a written warning, 2nd strike a written warning/suspension , 3rd strike will be termination of employment.

NO CALL NO SHOW IS AUTOMATIC TERMINATION (except in the case of an extreme emergency situation)

Email, Voicemail, Social Networking, and Internet

This policy governs Team Member use of social media, including any online tools used to share content and profiles, such as personal web pages, message boards, networks, communities, and social networking websites including, but not limited to, Facebook, Instagram, Digg, Flickr, Twitter, LinkedIn and web blogs. The lack of explicit reference to a specific site or type of social media does not limit the application of this policy.

The Company respects the rights of all Team Members to use social media. However, because communications by Team Members on social media could, in certain situations, negatively impact business operations, customer relations, or create legal liabilities, it is necessary for the Company to provide these guidelines. For example, there are special requirements applicable to publishing promotional content online. Promotional content is content designed to endorse, promote, sell, advertise or otherwise support a Company's products or services. These guidelines are intended to address these and other similar matters.

In addition to ensuring that Team Member use of social media does not create any legal liabilities, these guidelines are intended to ensure Team Members understand the types of egregious conduct that is prohibited. This policy will not be interpreted or applied so as to interfere with the protected rights of Team Members to discuss or share information related to their wages, benefits, and terms of employment amongst themselves or with outside parties.

Team Members engaging in use of social media are subject to all of the Company's policies and procedures, including, but not limited to, the Company's policies: (1) protecting the confidentiality of Company proprietary information, trade secrets, and business sensitive information; (2) safeguarding Company property; (3) prohibiting unlawful discrimination and harassment; and (4) governing the use of Company computers, telephone systems, and other electronic and communication systems owned or provided by the Company.

Team Members must comply with the following guidelines when using social media:

- Team Members are prohibited from using social media to post or to display comments about co-workers, customers, vendors, suppliers, members of management that are obscene, abusive, profane, physically threatening or intimidating, harassing, or constitute a violation of the Company's workplace policies against discrimination, harassment, or hostility on the account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic.
- Team Members are prohibited from using or disclosing trade secret information or proprietary information related to products, production processes, designs, or using or disclosing documents or information that have been designated or marked as business sensitive, confidential/private, or business use only.

- Unless authorized and approved by the Company, Team Members are prohibited from disclosing or publishing any promotional content.
- Team Members are prohibited from engaging in activities that involve the use of social media that violate other established Company policies or procedures.
- Team Members are prohibited from using social media while on work time, which is the time Team Members are engaged in work, unless it is being done for Company business and with the authorization of the Company.

Violations of this policy may result in disciplinary action up to and including termination. If you have any questions about this policy, contact your Supervisor.

Team Members should know that the Company has the right to and will monitor the use of its computer, telephone, and other equipment and systems, as well as any publicly assessable social media to the extent permitted by law. Team Members should have no expectation of privacy while using online social media. Team Members should expect that any information created, transmitted, downloaded, exchanged or discussed on publicly assessable online social media may be accessed by the Company at any time without prior notice. This is particularly true in cases involving the use of Company equipment or systems. This policy will not be interpreted or applies so as to interfere with the protected rights of team members to discuss or share information related to their wages, benefits and terms of employment amongst themselves or with outside parties.

Team Members in violation of this policy will be subject to disciplinary action up to and including Suspension and/or Termination.

Order Taking Procedures and Evaluations

As part of our goal of providing exceptional hospitality to all customers, from time to time we will be recording and evaluating phone calls from customers to all stores. Our goal is to determine in which areas we need to improve the experience for the customer and to ensure that all team members are taking orders in a friendly, helpful and professional manner.

You will be provided with a list of items that must be included in each phone call you take such as the proper greeting, providing the customer with your name, upselling, thanking the customer and more. All the basic stuff plus some extra to wow each and every customer will be included. We will evaluate your performance from the recording.

We will also run incentives and contests from time to time to see who can be the best. We all need all of our customers to have a great experience since without them we don't get paid and we want to see who in the company is the best!

More communication will follow once we start implementing this process and provide you with the tools and phone script you need to take a perfect order.

Please sign below to acknowledge your understanding of these procedures for recording phone calls and evaluating them for training and performance issues. We want everyone to be great at this and want to provide you the feedback you need!

All you drivers out there, remember this, the happier a customer is after placing their order the more likely they are to give a bigger tip!

Phone Audit Monitoring Policy

Call recording is generally done for quality monitoring, workforce management, training, and evaluation, verification, dispute resolution and for accurate incident reconstruction. Domino's Pizza employs the use of call monitoring and recording for audit and training purposes. Be aware that your call may be recorded for training purposes by a Domino's Pizza authorized Team Member and the results of these audits may be used for disciplinary action.

Leave Policies / Employment of Minors

Family And Medical Leave Act Policy

The Family and Medical Leave Act ("FMLA") provides eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave an employee may use is either 12 or 26 weeks within a 12-month period depending on the reasons for the leave.

Employee Eligibility

To be eligible for FMLA leave, you must:

1. have worked at least 12 months for the Company in the preceding seven years (limited exceptions apply to the seven-year requirement);
2. have worked at least 1,250 hours for the Company over the preceding 12 months; and
3. currently work at a location where there are at least 50 employees within 75 miles.

All periods of absence from work due to or necessitated by service in the uniformed services are counted in determining FMLA eligibility.

Conditions Triggering Leave

FMLA leave may be taken for the following reasons:

1. birth of a child, or to care for a newly-born child (up to 12 weeks);
2. placement of a child with the employee for adoption or foster care (up to 12 weeks);
3. to care for an immediate family member (employee's spouse, child, or parent) with a serious health condition (up to 12 weeks);
4. because of the employee's serious health condition that makes the employee unable to perform the employee's job (up to 12 weeks);
5. to care for a Covered Servicemember with a serious injury or illness related to certain types of military service (up to 26 weeks) (see Military-Related FMLA Leave for more details); or,
6. to handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on covered active duty or call to covered active duty status in the Uniformed Services (up to 12 weeks) (see Military-Related FMLA Leave for more details).

The maximum amount of leave that may be taken in a 12-month period for all reasons combined is 12 weeks, with one exception. For leave to care for a Covered Servicemember, the maximum combined leave entitlement is 26 weeks, with leaves for all other reasons constituting no more than 12 of those 26 weeks.

Definitions

A "Serious Health Condition" is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement includes an incapacity of more than three full calendar days and two visits to a health care provider or one visit to a health care provider and a continuing regimen of care; an incapacity caused by pregnancy or prenatal visits, a chronic condition, or permanent or long-term conditions; or absences due to multiple treatments. Other situations may meet the definition of continuing treatment.

Identifying the 12-Month Period

The Company measures the 12-month period in which leave is taken by the "rolling" 12-month method, measured backward from the date of any FMLA leave with one exception. For leave to care for a covered service member, the Company calculates the 12-month period beginning on the first day the eligible employee takes FMLA leave to care for a covered service member and ends 12 months after that date. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

Using Leave

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule when medically necessary for the serious health condition of the employee or immediate family member, or in the case of a covered service member, his or her injury or illness. Eligible employees may also take intermittent or reduced-scheduled leave for military qualifying exigencies. Intermittent leave is not permitted for birth of a child, to care for a newly-born child, or for placement of a child for adoption or foster care. Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt the Company's operations.

Use of Accrued Paid Leave

Depending on the purpose of your leave request, you may choose (or the Company may require you) to use accrued paid leave (such as sick leave, vacation, or PTO), concurrently with some or all of your FMLA leave. In order to substitute paid leave for FMLA leave, an eligible employee must comply with the Company's normal procedures for the applicable paid-leave policy (e.g., call-in procedures, advance notice, etc.).

Maintenance of Health Benefits

If you and/or your family participate in our group health plan, the Company will maintain coverage during your FMLA leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you and your family. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave.

Notice and Medical Certification

When seeking FMLA leave, you are required to provide:

1. Sufficient information for us to determine if the requested leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, a family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You must also inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified.

If the need for leave is foreseeable, this information must be provided 30 days in advance of the anticipated beginning date of the leave. If the need for leave is not foreseeable, this information must be provided as soon as is practicable and in compliance with the Company's normal call-in procedures, absent unusual circumstances.
2. Medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member within 15 calendar days of the Company's request to provide the certification (additional time may be permitted in some circumstances). If you fail to do so, we may delay the commencement of your leave, withdraw any designation of FMLA leave or deny the leave, in which case your leave of absence would be treated in accordance with our standard leave of absence and attendance policies, subjecting you to discipline up to and including termination. Second or third medical opinions and periodic re-certifications may also be required;
3. Periodic reports as deemed appropriate during the leave regarding your status and intent to return to work; and
4. Medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition. The Company will require this certification to address whether you can perform the essential functions of your position.

Failure to comply with the foregoing requirements may result in delay or denial of leave, or disciplinary action, up to and including termination.

Employer Responsibilities

To the extent required by law, the Company will inform employees whether they are eligible under the FMLA. Should an employee be eligible for FMLA leave, the Company will provide him or her with a notice that specifies any additional information required as well as the employee's rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility. The Company will also inform employees if leave will be designated as FMLA-protected and, to the extent possible, note the amount of leave counted against the employee's leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

Job Restoration

Upon returning from FMLA leave, eligible employees will typically be restored to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

Failure to Return After FMLA Leave

Any employee who fails to return to work as scheduled after FMLA leave or exceeds the 12-week FMLA entitlement (or in the case of military caregiver leave, the 26-week FMLA entitlement), will be subject to the Company's standard leave of absence and attendance policies. This may result in termination if you have no other Company-provided leave available to you that applies to your continued absence. Likewise, following the conclusion of your FMLA leave, the Company's obligation to maintain your group health plan benefits ends (subject to any applicable COBRA rights).

Other Employment

The Company generally prohibits employees from holding other employment. This policy remains in force during all leaves of absence including FMLA leave and may result in disciplinary action, up to and including immediate termination of employment.

Fraud

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

Employers' Compliance with FMLA and Employee's Enforcement Rights

FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA, or discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

While the Company encourages employees to bring any concerns or complaints about compliance with FMLA to the attention of the Human Resources Department, FMLA regulations require employers to advise employees that they may file a complaint with the U.S. Department of Labor or bring a private lawsuit against an employer.

Further, FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

Military-Related FMLA Leave

FMLA leave may also be available to eligible employees in connection with certain service-related medical and non-medical needs of family members. There are two forms of such leave. The first is Military Caregiver Leave, and the second is Qualifying Exigency Leave. Each of these leaves is detailed below.

Definitions

A "covered service member" is either: (1) a current service member of the Armed Forces, including a member of the National Guard or Reserves, with a serious injury or illness incurred in the line of duty for which the service member is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list; or (2) a "covered veteran" who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

A "covered veteran" is an individual who was discharged under conditions other than dishonorable during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. The period between October 28, 2009 and March 8, 2013 is excluded in determining this five-year period.

The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition." For current service members, the term "serious injury or illness" means an injury or illness that was incurred by the member in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service, that may render them medically unfit to perform the duties of their office, grade, rank or rating.

For covered veterans, this term means a serious injury or illness that was incurred in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service and manifested itself before or after the individual assumed veteran status, and is: (1) a continuation of a serious injury or illness that was incurred or aggravated when they were a member of the Armed Forces and rendered them unable to perform the duties of their office, grade, rank or rating; (2) a physical or mental condition for which the covered veteran has received a VA Service Related Disability Rating (VASRD) of 50 percent or greater and such VASRD rating is based, in whole or in part, on the condition precipitating the need for caregiver leave; (3) a physical or mental condition that substantially impairs the veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service or would be so absent treatment; or (4) an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

"Qualifying exigencies" include activities such as short-notice deployment, military events, arranging alternative childcare, making financial and legal arrangements related to the deployment, rest and recuperation, counseling, parental care, and post-deployment debriefings.

Military Caregiver Leave

Unpaid Military Caregiver Leave is designed to allow eligible employees to care for certain family members who have sustained serious injuries or illnesses in the line of duty while on active duty. Military Caregiver Leave is a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period.

To be "eligible" for Military Caregiver Leave, the employee must be a spouse, son, daughter, parent, or next of kin of the covered service member. "Next of kin" means the nearest blood relative of the service member, other than the service member's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions; brothers and sisters; grandparents; aunts and uncles; and first cousins; unless the service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of Military Caregiver Leave. The employee must also meet all other eligibility standards as set forth within the FMLA Leave policy.

An eligible employee may take up to 26 workweeks of Military Caregiver Leave to care for a covered service member in a "single 12-month period." The "single 12-month period" begins on the first day leave is taken to care for a covered service member and ends 12 months thereafter, regardless of the method used to determine leave availability for other FMLA-qualifying reasons. If an employee does not exhaust his or her 26 workweeks of Military Caregiver Leave during this "single 12-month period," the remainder is forfeited.

Military Caregiver Leave applies on a per-injury basis for each service member. Consequently, an eligible employee may take separate periods of caregiver leave for each and every covered service member, and/or for each and every serious injury or illness of the same covered service member. A total of no more than 26 workweeks of Military Caregiver Leave, however, may be taken within any "single 12-month period."

Within the "single 12-month period" described above, an eligible employee may take a combined total of 26 weeks of FMLA leave including up to 12 weeks of leave for any other FMLA-qualifying reason (i.e., birth or adoption of a child, serious health condition of the employee or close family member, or a qualifying exigency). For example, during the "single 12-month period," an eligible employee may take up to 16 weeks of FMLA leave to care for a covered service member when combined with up to 10 weeks of FMLA leave to care for a newborn child.

An employee seeking Military Caregiver Leave may be required to provide appropriate certification from the employee and/or covered service member and completed by an authorized health care provider within 15 days. Military Caregiver Leave is subject to the other provisions in our FMLA Leave Policy (requirements regarding employee eligibility, appropriate notice of the need for leave, use of accrued paid leave, etc.). Military Caregiver Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Qualifying Exigency Leave

Eligible employees may take unpaid "Qualifying Exigency Leave" to tend to certain "exigencies" arising out of the covered active duty or call to covered active duty status of a "military member" (i.e. the employee's spouse, son, daughter, or parent).

weeks of Qualifying Exigency Leave is available in any 12-month period, as measured by the same method that governs measurement of other forms of FMLA leave within the FMLA policy (with the exception of Military Caregiver Leave, which is subject to a maximum of 26 weeks of leave in a “single 12-month period”). Although Qualifying Exigency Leave may be combined with leave for other FMLA-qualifying reasons, under no circumstances may the combined total exceed 12 weeks in any 12-month period (with the exception of Military Caregiver Leave as set forth above). The employee must meet all other eligibility standards as set forth within the FMLA policy.

Persons who can be ordered to active duty include active and retired members of the Regular Armed Forces, certain members of the retired Reserve, and various other Reserve members including the Ready Reserve, the Selected Reserve, the Individual Ready Reserve, the National Guard, state military, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

A call to active duty refers to a *federal* call to active duty, and *state* calls to active duty are not covered unless under order of the President of the United States pursuant to certain laws.

Qualifying Exigency Leave is available under the following circumstances:

- (1) **Short-notice deployment.** To address any issue that arises out of short notice (within seven days or less) of an impending call or order to covered active duty.
- (2) **Military events and related activities.** To attend any official military ceremony, program, or event related to covered active duty or call to covered active duty status or to attend certain family support or assistance programs and informational briefings.
- (3) **Childcare and school activities.** To arrange for alternative childcare; to provide childcare on an urgent, immediate need basis; to enroll in or transfer to a new school or daycare facility; or to attend meetings with staff at a school or daycare facility.
- (4) **Financial and legal arrangements.** To make or update various financial or legal arrangements; or to act as the covered military member’s representative before a federal, state, or local agency in connection with service benefits.
- (5) **Counseling.** To attend counseling (by someone other than a health care provider) for the employee, for the military member, or for a child or dependent when necessary as a result of duty under a call or order to covered active duty.
- (6) **Temporary rest and recuperation.** To spend time with a military member who is on short-term, temporary rest and recuperation leave during the period of deployment. Eligible employees may take up to 15 calendar days of leave for each instance of rest and recuperation.
- (7) **Post-deployment activities.** To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of up to 90 days following termination of the military member’s active duty status. This also encompasses leave to address issues that arise from the death of a military member while on active duty status.
- (8) **Parental care.** To care for the military member’s parent who is incapable of self-care. The parent must be the military member’s biological, adoptive, step, or foster father or mother, or any other individual who stood in loco parentis to the military member when the member was under 18 years of age.
- (9) **Mutually agreed leave.** Other events that arise from the military member’s duty under a call or order to active duty, provided that the Company and the employee agree that such leave shall qualify as an exigency and agree to both the timing and duration of such leave.

An employee seeking Qualifying Exigency Leave may be required to submit appropriate supporting documentation in the form of a copy of the military member’s active duty or rest and recuperation orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed and the employee’s relationship to the military member, within 15 days. Qualifying Exigency Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Florida Child Labor Laws

Child labor laws in Florida and on Federal levels exist to prevent the exploitation of minors for labor, and ensure that education is prioritized over work. Limitations on child labor vary by age, and may include restrictions on the types of work that can be done, maximum hours that may be worked, and limitations on late or overnight work. Regulation of child labor may include the use of Employment Certificates issued by the minor's school or the state Labor Department, and/or an Age Certification document that verifies the minor's age for work purposes.

Employment Certificates in Florida

Employment Certificates, also known as Work Permits, are not required in order for minors to work under Florida law. Employers are still responsible for ensuring that they comply with all Florida child labor restrictions and regulations. In Florida, employment or age certificates are not required to hire minors. However, employers of any minor must obtain and keep on record proof of the child's age. An age certificate issued by the district school board is one method of meeting the proof of age requirement.

Age Certification in Florida

While some states require working minors to provide their employers with an age certification document, this is not required for minors who wish to work in Florida. Employers are expected to identify minors whom they employ and ensure that their employment is in compliance with all Federal and state child labor restrictions.

Minor Working Hours Restrictions in Florida

Minors who are authorized to work in Florida are subject to restrictions on when they can work, and how many hours they can work. The exact restrictions in effect depend on the age of the minor, and are designed to ensure that work does not interfere with the minor's schooling.

Maximum Hours of Work for Minors

Working hour restrictions limit how many hours a minor may work per day, and per week.

For Minors Under 16:

8 hours of work per day, 40 per week, up to 6 days per week are permitted when school is out.

During a school day only 3 hours are permitted when followed by another school day, except if enrolled in a vocational program. Up to 15 hours can be worked in a school week.

For Minors Ages 16 and 17:

8 hours of work per day, 30 hours per week, up to 6 days per week are permitted during the school year.

Night Work Restrictions for Minors

Night work restrictions set limits on how late a minor can legally work.

For Minors Under 16:

Work is prohibited during these hours: 7 p.m. before school day to 7 a.m. on school day (9 p.m. during holidays and summer vacations to 7 a.m.)

For Minors Ages 16 and 17:

Work is prohibited during these hours: 11 p.m. to 6:30 a.m., before school day.

Special Child Labor Laws in Florida

In addition to laws requiring work certificates or age verification for general employment of minors, most states have special regulations governing the employment of minors in agriculture (such as farm work and harvesting), and the entertainment industry (including child actors, models, and performers).

Limited Nature of this policy

This Policy should not be construed to confer any express or implied contractual relationship or rights to any employee not expressly provided for by FMLA. The Company reserves the right to modify this or any other policy as necessary, in its sole discretion to the extent permitted by law. State or local leave laws may also apply.

Military Leave

Military leave is granted if you must miss work to fulfill military obligations. Qualified individuals are eligible for job and benefit protection for a limited time after separation from active duty as listed under Uniformed Services Employment & Reemployment Rights Act (USERRA). Military Leave is unpaid. If you are called to active duty, please give your manager as much advance notice as possible. All applications for military leave will require sufficient documentation.

Jury Duty

When team members are summoned for jury duty, they should immediately notify their general manager and provide a copy of the official summons. If you are selected for jury duty, you will be placed on a jury duty leave of absence. The team member should maintain contact with their general manager daily to provide an update on their expected return to work date. The Company will comply with applicable federal, state or local law to the extent they are inconsistent with or prevent application of the terms of this policy

I Acknowledge that I have read and understand the policies, procedures and expectations set forth in the Team Member Handbook