

Surfside Coffee Company, LLC

*A Franchisee of Dunkin' Donuts Franchising LLC
("Dunkin' Brands")
d/b/a Dunkin' Donuts and Baskin Robbins*



Employee Handbook

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Welcome to Surfside Coffee Company

We are very happy to welcome you to Surfside Coffee Company. Thank you for joining us!

We want you to feel that your employment with our company will be a mutually beneficial and pleasant one. You have joined an organization that has established an outstanding reputation for quality products and services. Credit for this goes to every one of our employees. We hope you will find satisfaction and take pride in your work here.

Throughout this Employee Handbook, we will refer to Surfside Coffee Company as “the Company”. The Company owns and operates Dunkin’ Donuts® stores and Baskin Robbins stores as a franchisee of Dunkin’ Brands in the state of Florida. The Company has shop employees, field employees and support staff in this market, as well as support staff in offices in Iselin, NJ. Most of the policies and procedures in this Employee Handbook apply to all employees, but certain terms of employment may vary depending on the state you work in or whether you are field based or in the corporate office.

This Employee Handbook provides answers to many of the questions you may have about the Company’s policies and procedures as well as the Company’s benefits programs. If anything is unclear, please discuss the matter with your manager. You are responsible for reading and understanding this Employee Handbook, and your performance evaluations will reflect your adherence to the Company policies and procedures. In addition to clarifying responsibilities, we hope this Employee Handbook also gives you an indication of the Company’s interest in the welfare of all employees who work here.

From time to time, the information included in our Employee Handbook may change. The Company will inform you of these changes as they occur.

Compensation and personal satisfaction gained from doing a job well are only some of the reasons most people work. Most likely, many other factors count among your reasons for working -- pleasant relationships, working conditions, career development, advancement opportunities, and health benefits are just a few. The Company is committed to doing its part to ensure you a satisfying and rewarding career with us.

We extend to you our personal best wishes for your success and happiness at Surfside Coffee Company.

Sincerely,

Chief Executive Officer

Vice President of Operations

You're a Part of Our Team...

As a member of the Company's team, you will be expected to contribute your talents and energies to improve the environment and quality of the Company, as well as the Company's products/services. In return, you will be given opportunities to grow and advance in your career.

The Company is dedicated to two standards:

1. To have a great team, deliver great products and a great guest experience to every guest, every day.
2. To provide everyone working with Surfside the best possible opportunities and benefits, as well as creating a challenging, rewarding and enjoyable work environment.

Our company is constantly growing! We strongly believe in promotion from within and our size and growth plans create a unique opportunity for all of our employees to grow with us and share in our success. We encourage each of you to inquire about how we can help you develop your skills and take the next step in your career.

No one will be denied opportunities or benefits on the basis of age, sex, color, race, creed, national origin, sexual orientation, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons.

We value and encourage feedback, from everyone on the Surfside team, on all aspects of our business. Should you have ideas and suggestions for improvement during your employment with us, we ask that you share them with your supervisors and peers.

... and we are only as good as our whole team!

NOTICE TO EMPLOYEES

Notice: Please read carefully

This material defines your rights and limits our responsibilities.

This Employee Handbook has been issued to familiarize you with basic Company policies and working conditions as of the date of issue. It is not meant to cover these matters in detail or to include all of the Company policies and working conditions. Since such procedures are constantly changing as the business evolves, it must be understood that these procedures or policies may change, as business needs dictate and that this handbook may not include a summary of all procedures.

The Company operates Dunkin Brands Franchised Locations in the state of Florida and recognizes that from time to time the laws applicable to employment in its jurisdictions may vary. It is the intent of the Company to comply with the laws of the appropriate jurisdiction and to the extent that any provision of this handbook is inconsistent with the applicable law, the Company intends that the local laws be followed.

We reserve the right to respond to specific situations in whatever manner we believe best suits the needs of the Company and the employee(s) involved. Where there are differences between the provisions of this manual and other documents which set forth our policies in greater detail or more specifically (such as in our insurance policies), the provisions of the more detailed, specific documents shall control.

Nothing in this handbook is intended to create an express or implied contract of employment. The Company does not recognize any contract of employment unless it is reduced to writing and signed by the Chief Executive Officer of the Company. We adhere to the principle of employment-at-will (see Disclaimer of At-Will Employment and Non-Contract), which allows either party to terminate the employment relationship at any time for any reason not prohibited by law.

While we do not intend to change the policies and procedures contained in this handbook without good reason, the Company reserves the right to change or modify any of its policies or procedures or its conditions of employment in whatever manner we believe to be appropriate based on changes in the law, evolving business conditions, market factors influencing the Company, or other relevant factors. The Company endeavors to notify employees when such changes take place.

Notice of Confidentiality

The material contained herein is made available only to employees of the Company. It contains confidential business and proprietary information owned by the Company and its franchisor, Dunkin' Brands.

No employee may reproduce, disclose, disseminate, sell, or otherwise use this material without the prior written consent from the Company, and any such action may result in disciplinary action up to and including immediate termination.

Disclaimer of At-Will Employment and Non-Contract

This Employee Handbook is prepared to provide our employees with information and guidelines. It is not a contract of employment between The Company and the employees. Each employee of the Company is an at-will employee. This means that as an employee of the Company, you may leave your employment at any time, with or without cause, and with or without prior notice. However, the Company does request advance notice when possible. Likewise, the Company may discharge you, with or without cause, and with or without prior notice at any time.

Only an Officer of the Company has the authority to change policies and practices described in this Employee Handbook, as well as being the only one to enter into agreements with employees. No other officers or representatives of the Company have such authority, nor do they have authority to make agreements inconsistent with the contents of this Employee Handbook.

The Company may change or amend policies and practices described in this Employee Handbook at any time, with or without advance notice. If you have any questions regarding this Disclaimer or the contents of this Employee Handbook, please discuss them with your Manager or Supervisor.

Notice of Revision

This Employee Handbook supersedes and revokes all prior versions of an Employee Handbook or any memo, bulletin, policy or procedure, on any subject discussed in this Employee Handbook that has been issued prior to the date occurring below.

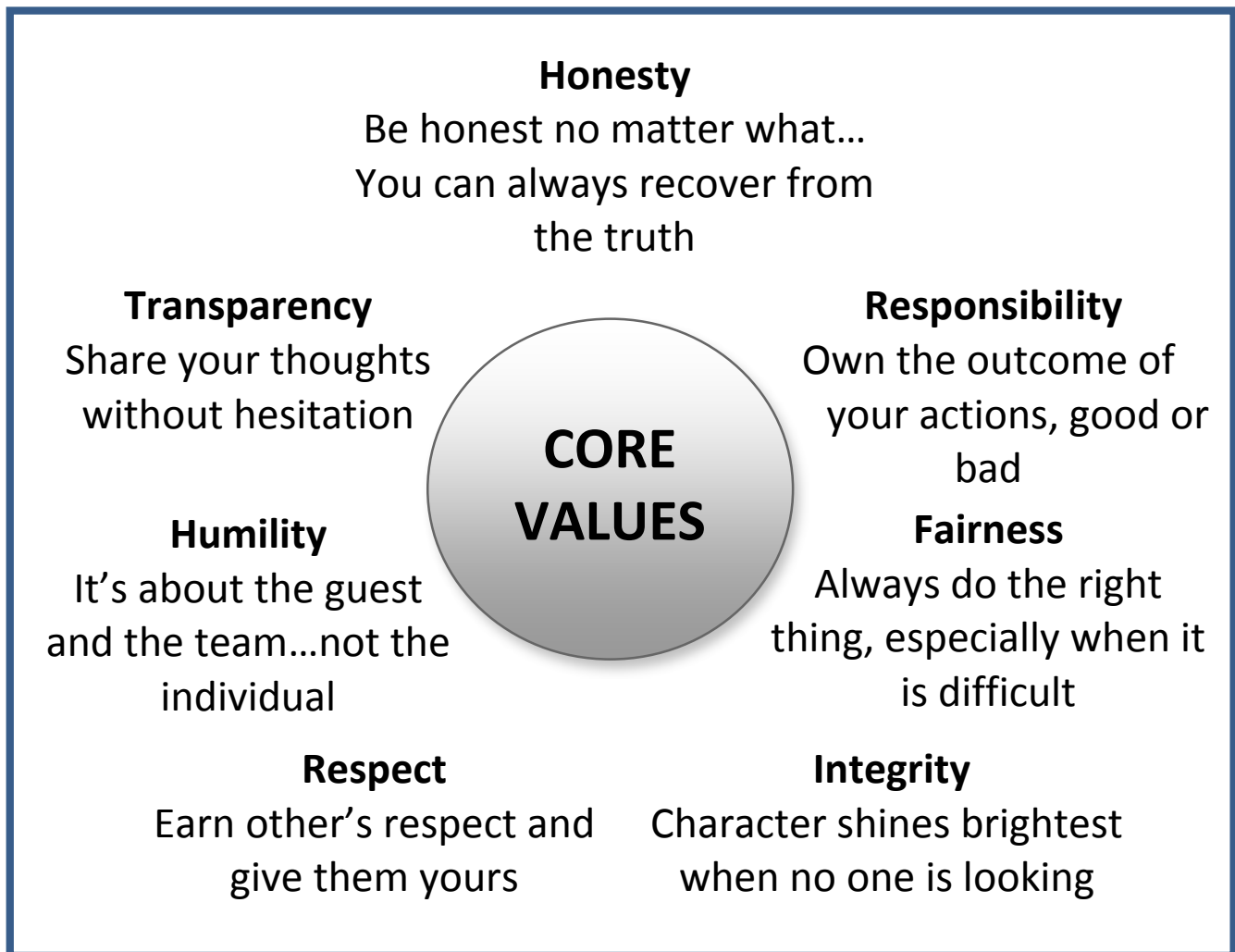
The policies in this Employee Handbook are to be considered as guidelines. The Company, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Employee Handbook at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee. Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.

Should any provision in this Employee Handbook be found to be unenforceable and/or invalid, such finding does not invalidate the entire Employee Handbook, but only that provision.

Surfside Coffee Company

Mission Statement

Our mission is to have a great team, deliver great products and a great guest experience to every guest, every day. Our success can be measured by the satisfaction of our guests, the success of our people and the profitable growth of our business.



What You Can Expect From The Company

The Company's established employee relations policy is to:

1. Operate an economically successful business so that a consistent level of steady work is available.
2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, sexual orientation, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions.
3. Pay all employees according to their effort and contribution to the success of our business.
4. Review wages, employee benefits and working conditions constantly with the objective of providing attractive benefits in these areas, consistent with sound business practices.
5. Provide paid vacations and holidays to all eligible, full-time employees.
6. Provide eligible, full-time employees with medical benefits.
7. Provide the best equipment and environment available.
8. Develop competent people who understand and meet our objectives, and who accept with open minds, the ideas, suggestions and constructive criticisms of co-workers.
9. Assure employees, after talking with their manager, an opportunity to discuss any problem with officers of the Company.
10. Make prompt and fair adjustment as a result of any complaints, which may arise in the everyday conduct of our business, to the extent that is practical.
11. Respect individual rights, and treat all employees with courtesy and consideration.
12. Maintain mutual respect in our working relationship.
13. Provide buildings and offices that are attractive, comfortable, orderly and safe.
14. Promote employees on the basis of their performance and merit.
15. Make promotions or fill vacancies from within the Company, whenever possible.
16. Keep all employees informed of the progress of the Company, as well as the Company's overall aims and objectives.
17. Do all these things in a spirit of friendliness and cooperation so that the Company will continue to be known as "a great place to work!"

What the Company Expects from You

Your first responsibility is to know your own duties and how to do them promptly, correctly, and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and maintain a good team attitude. How you interact with fellow employees and those whom the Company serves, and how you accept direction can affect the success of your store. In turn, your performance in one store can impact the entire Company. Consequently, whatever your position, you have an important assignment: **perform every task to the very best of your ability**. The result will be better performance for the Company and personal satisfaction for you. This Employee Handbook offers insight on how you can positively perform to the best of your ability to meet and exceed the Company's expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making the Company a company where you can approach your manager, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of the Company.

Remember that you help create the healthful, pleasant and safe working conditions that the Company intends for you. Your dignity and that of fellow employees, as well as that of our customers, is important.

The Company needs your help in making each working day enjoyable and rewarding.

Knowledge of the Company

After having learned to competently perform your own duties, your next step is to familiarize yourself with other Company activities. This can prove valuable to you, our customers and the Company, which may provide additional "cross-training."

Knowledge of the services and products of the Company will help you avoid the "I don't know" syndrome. Our customers' confidence in you increases, as you are able to answer their basic questions. However, please don't pretend you know the answer or try to guess the answer when you are uncertain. If you are unsure of the correct information, refer the inquiry to your manager, or to a person more qualified to respond.

Letter to all Employees regarding a Drug Free Workplace

The illegal use of drugs is a national problem that seriously affects every American. Drug abuse not only affects individual users and their families, but it also presents dangers for the workplace.

As you are aware, the Company is committed to providing a safe work environment and fostering the health and well-being of our employees. Illegal drug use jeopardizes this commitment and can create negative effects at the workplace.

To address this problem, the Company has developed a policy regarding the illegal use of drugs that we believe best serves the interests of all employees and the Company. Our policy formally and clearly states that the use of illegal drugs will not be tolerated. This policy was designed with two basic objectives in mind: 1) employees deserve a work environment that is free from the effects of drugs and the problems associated with their use, and 2) the Company has a responsibility to maintain a safe and healthy work environment.

We believe it is important that we all work together to make the Company a Drug-Free Workplace and a safe, rewarding place to work.

Surfside Coffee Company

Chris Mellgren
Don MacDonald

Drug and Alcohol Abuse Policy

The Company and all employees working here must cooperate to maintain a safe, healthy and productive work environment. One important element for such an environment is a workplace free of alcohol and drug abuse.

Employees will not use or consume illegal drugs or alcohol in the workplace or on the Company's premises. You will not work under the influence of illegal drugs or alcohol. You will not possess, distribute or attempt to distribute, purchase or attempt to purchase, sell or attempt to sell, illegal drugs or alcohol while performing work on the Company's premises.

For purposes of this policy:

"Drug" means any substance (other than alcohol) capable of altering the mood, perception, pain level or judgment of the person consuming it.

"Illegal drug" means any drug that is not legally obtained, which is not legally obtainable in the applicable state, which is not lawfully prescribed for you, or which is not being used for a lawfully prescribed purpose.

"Under the influence" means an individual is affected in any detectable manner by the presence of alcohol or an illegal drug in his or her body.

"Substance abuse" means the use or consumption of a drug or alcohol in a manner or to an extent that it causes a change in the user's behavior or has a negative impact on the user's work performance and life.

"Substance abuse Test" means testing by any recognized method chosen by the Company that is appropriate for measuring drug or alcohol use.

The Company may request an employee to take a drug test if:

1. The Company has reason to suspect that the employee is using or is under the influence of an illegal drug or alcohol.

Reasonable suspicion is based on, but not limited to, such factors as:

- An employee's involvement in a work-related accident.
- An employee's unusual behavior or work performance.
- Observing an employee's use of, possession of, sale of, or purchase of drugs or alcohol on the Company's premises or when carrying out work activity for the Company off premises.
- Observing that the employee appears to be under the influence of drugs or alcohol.
- Observing a pattern of abnormal or erratic behavior by an employee.
- Learning that an employee is under investigation for illegal possession, use, or sale of drugs or alcohol.
- The arrest or conviction of an employee on a drug-related or alcohol-related charge.
- Discovering that an employee has tampered with a drug test or taken action to interfere with or defeat the results of a drug test.
- The employee is returning to work following participation in a substance abuse treatment program or following a leave of absence related to substance abuse.

The Company schedules periodic testing on a department-wide basis. An employee who refuses to submit to a substance abuse test will be subject to disciplinary action, up to and including termination.

Employees who violate this policy are subject to disciplinary action, up to and including termination.

Drug Screening Policy

The Company is committed to enforcing a drug screening policy to encourage and promote a Drug-Free Workplace. The Company reserves the right to conduct a mandatory, confidential drug screening, as stated in the following guidelines:

- 1. PRE-EMPLOYMENT SCREENING:** New employees applying for a position with the Company may be required to take a drug test/criminal background check before they can be employed with the Company. All positions may be subject to drug testing/background checks including, but not limited to, Store Managers (SM), Assistant Managers (AM), managers in training (MIT), Shift Leaders (SL), Crew, and corporate employees.
Consequences of testing positive: If an applicant tests positive for illegal drug use and/or receives an unacceptable criminal background check, he or she will be denied employment.
- 2. PRE-PROMOTION SCREENING:** Any current employee who is promoted within the Company to an unsupervised position may be required to submit to a drug test/criminal background check before the Company considers the promotion effective. All pre-promotion screenings must be taken within 24 hours of job offer.
Consequences of testing positive: If a promotion candidate tests positive for illegal drug use, the Company may terminate their employment.
- 3. POST-ACCIDENT SCREENING:** In cases of an on-the-job injury, employees injured should be sent to a doctor or hospital immediately, depending on the severity of the injury. In this situation, the employee may be subject to urine and/or blood testing for drug use or abuse.
Consequences of testing positive: The District Manager has the authority to terminate an employee for unsafe practices. They may also recommend treatment for drug use, suspend an employee, or have them take “follow-up” drug tests as a condition to remain employed with the Company.
- 4. FOR CAUSE:** Employees will not be permitted to work while under the influence of drugs or alcohol. Individuals who appear to be unfit for duty may be subject to a medical evaluation that may include drug and/or alcohol testing. Refusal to comply with a fitness-for-duty evaluation will result in immediate termination.

Customer Relations

The success of the Company depends upon the quality of the relationships between the Company, our employees, our customers, our suppliers and the general public. Our customers' impression of the Company and their interest and willingness to purchase our products from us is significantly influenced by the people who serve them. In a sense, regardless of your position, you are the Company's representative. The more goodwill you promote, the more our customers will respect and appreciate you, the Company, and the Company's products.

Here are several things you can do to help give customers a good impression of Dunkin' Donuts:

1. Dedicate yourself to approaching every customer interaction with the goal of further building customer loyalty.
2. Act competently and always deal with customers in a courteous and respectful manner.
3. Communicate pleasantly and respectfully with your co-workers and other employees at all times.
4. Follow up on questions and requests promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
5. Take great pride in your work and enjoy doing your very best.

These are the building blocks for yours and the Company's continued success. Thank you for adding your support.

Job Classifications

Employment Classifications

At the time you are hired, you are classified as full-time, part-time, or temporary/seasonal, and are also told whether you qualify for overtime pay. Unless otherwise specified, the benefits described in this Employee Handbook apply only to full-time employees. All other policies described in this Employee Handbook and communicated by the Company apply to all employees, with the exception of certain wage, salary and time off limitations applying only to "non-exempt" (see the definition that follows) employees. If you are unsure of which job classification your position fits into, please ask your Manager.

Exempt Full-Time Store Managers

Employees who are classified as Full Time Store Managers and are paid by salary.

Employees (F/T) Status

Employees who are classified by the Home Office as routinely working 30+ hours each week on behalf of the Company.

Part-Time Employees (P/T) Status

Employees who are classified by the Home Office as routinely working fewer than 30 hours per week on behalf of the Company.

Temporary/Seasonal Employees

A temporary/seasonal employee is one who is hired for special projects or short-term periods of time. A temporary/seasonal employee may work any number of hours a week. Temporary/seasonal employees are not eligible for employee benefits described in this Employee Handbook, except to the extent required by provision of state and federal laws.

“Non-exempt” and “Exempt” Employees

“Non-Exempt” Employee: The term “non-exempt” refers to employees who are not exempt from the Fair Labor Standards Act. They are employees to whom the Company pays overtime pay at the rate of one-and-one-half times the employee’s regular hourly rate, for all hours **worked** on behalf of the Company beyond 40 hours in a workweek.

“Exempt” Employee: “Exempt” employees are those who are exempt from provisions of the Fair Labor Standards Act and are not paid overtime wages. “Exempt” employees are salaried employees whose employment duties are executive, administrative, outside sales or professional. Employees who are exempt from overtime must fit into one of these four work activity categories by meeting very specific guidelines.

Certain policies that apply to non-exempt employees (such as timekeeping and payment of overtime pay) do not apply to exempt employees. No statement in this Employee Handbook is intended to conflict with provisions of the Fair Labor Standards Act (the federal wage and hour law) governing exempt employees and the Company’s treatment of exempt employees.

Employment Practices and Policies

Employment Practices and Policies

Whether you are a new hire or a former employee returning to the Company, you may feel awkward in your new surroundings. This is a normal feeling and is expected. Your fellow employees, especially your Manager, or other direct supervisors, want to help you get off to a good start. Feel free to ask them for help regarding your concerns or anything you don’t understand at any time throughout your employment with the Company. We are dedicated to maintaining good working conditions, competitive wages and benefits, open communications and employee involvement. Please tell us if you have a problem. We are always looking for ways to make this a better place to work.

One of the first things you should do is carefully read this Employee Handbook. It is designed to answer many of your questions about the practices and policies of the Company, what you can expect from the Company, and what the Company expects from you.

Proof of U.S. Citizenship and/or Right to Work

Federal regulations require that all new hires must complete and sign a Federal Form I-9, Employment Eligibility Verification form, within 3 days of becoming employed. In addition, all new hires must present ORIGINAL documents, as listed on the back of the I-9 Form, proving their identity and eligibility to work in the U. S.

Equal Employment Opportunity (EEO)

The Company provides equal employment opportunities to all employees and applicants for employment, without regard to race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities or any other basis protected by state or federal laws.

In addition, this policy of equal opportunities applies to all terms and conditions of employment. This includes, but is not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Americans with Disabilities Act

The Company is committed to complying with the law protecting qualified individuals with disabilities. The Company complies fully with the Americans with Disabilities Act, as well as state laws, which require that the Employer make reasonable accommodations for disabled individuals in our workplace. We are committed to treating physically or mentally disabled individuals without discrimination in any area of work, including pre-employment, application, hiring, supervision and evaluation, provided the requested accommodation does not create an undue hardship for the Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual. The Company treats all medical information and records concerning disabilities as strictly confidential.

Any employee of the Company involved in discriminatory practices is subject to disciplinary action, up to and including termination.

Policy Against Harassment and Discrimination

The Company expressly prohibits any form of unlawful harassment of and/or unlawful discrimination against employees and co-workers based on race, color, religion, creed, gender, sexual preference, national origin, age, veteran status, the presence of handicaps or disabilities, or any other legally protected characteristic or status.

What Is Harassment and Discrimination?

Harassment is making derogatory comments or telling jokes about someone's age, color, race, religion, sexual preference, national origin, disability, sex, and/or other verbal, physical and visual behavior; to trouble, worry or torment someone on a persistent basis.

Discrimination occurs when a person or group of people are treated differently from another person or group of people.

Discriminatory Harassment is the verbal or physical conduct or visual material that denigrates or shows hostility toward an individual based on his or her connection in a protected class and that creates an intimidating working environment.

Employees have the right to be free from harassment on the job, either from co-workers, supervisors, managers, vendors, or customers. Harassment, including sexual harassment, is prohibited by state and federal anti-discrimination laws where (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. All employees are prohibited from engaging in the harassment of any employee and/or customer in the course of conducting business, on or off the Company's premises.

Our policy strictly prohibits inappropriate or unwelcome sexual, physical, verbal, or non-verbal behavior in the workplace involving employees and/or customers. We consider the following conduct a representation of the types of inappropriate acts that may violate our policies, even though they may not constitute illegal conduct. This list is not all-inclusive. It should be used as a guideline only. Company policies prohibit:

- jokes, teasing, comments, or conversations about another person's race, color, religion, creed, gender, sexual preference, national origin, age, veteran status, the presence of handicaps or disabilities, or any other legally protected characteristic or status.
- gossiping or complaining about another employee "behind their back".
- intentional physical conduct that is sexual in nature, such as rubbing a person's shoulders or any pinching, patting, grabbing, or brushing against another person's body;
- intentional physical conduct that is not sexual in nature, such as hitting or pushing;
- threatening or implying that "sexual cooperation" will have an effect on employment or on compensation, advancement, or any other condition of employment;
- displaying sexually explicit or suggestive materials;
- repeated unwelcome flirtation, advances, propositions, or requests to date;
- looking someone up and down or staring at them suggestively;
- speaking about another person's or one's own sexual experiences; or

Responsibility

All company employees, and particularly Managers, have a responsibility for keeping their work environment free of harassment and discrimination. Any employee, who becomes aware of an incident of harassment and/or discrimination, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or to someone in the Human Resources Department with whom they feel comfortable. When management becomes aware that harassment and/or discrimination might exist, they are obligated by law to take prompt and appropriate action, whether or not the victim wants the Company to do so.

Harassment and Discrimination Complaint Procedure

Each of us – officers, directors, managers, supervisors and employees – are responsible for creating an atmosphere free of discrimination and harassment, whether of a sexual nature or otherwise. Further, each of us is responsible for respecting the rights of our co-workers.

If you experience job-related harassment based on your gender, race, religion, disability or other legally protected factor, or you believe you have been treated in an unlawful, discriminatory or harassing manner by a supervisor or co-worker, the Company asks you to do this: ***Immediately contact the Human Resources Department, District Manager, Vice President of Operations, or someone with whom you are comfortable speaking with. An employee may file a complaint with any of these people.***

If the person to whom you report the offending behavior fails to resolve the complaint to your satisfaction within five (5) working days, put your complaint or issue in writing and submit it to the Vice President of Operations, who will gather information from all parties involved and make a decision. Normally, this decision will be made within 10 working days.

All persons involved in the complaint and the investigation will keep all information related to the complaint and the investigation confidential to the maximum extent possible. This means all persons involved will share such information only with persons who have a need to know.

If you believe you have witnessed harassing behavior in the workplace, immediately contact your Manager, District Manager, or the Human Resources Department. In addition, any Manager who becomes aware of harassing behavior must immediately report it to the Human Resources Department and must immediately act to end the harassing behavior.

Retaliation Prohibited

The Company prohibits any type of retaliation against any employee who in good faith files a complaint under this policy or against any employee who assists in the complaint investigation.

Disciplinary Action for Harassment or Discrimination

Should the Company determine that an employee is responsible for harassing or illegally discriminating against another employee or against a customer of the public with whom the Company does business, appropriate action will be taken against the offending employee, up to and including termination.

All supervisory employees of the Company will attend a Harassment and Discrimination Prevention Training Class within the first six months of employment.

Leave of Absence

Leave of absence without pay may be granted by law and/or at the Company's discretion to eligible employees to maintain continuity of service in instances where unusual or unavoidable circumstances require a prolonged absence. The Vice President of Operations must approve a requested leave of absence in excess of one (1) week. The District Manager may approve a leave of one (1) week or less.

FMLA (Family Medical Leave Act) forms are given to the employee if necessary.

In determining whether the leave should be granted, the following factors are considered:

1. Reason for leave
2. Length of service
3. Job performance record
4. Needs of the department/business

A leave of absence of more than one (1) week will be restricted to the following reasons/length:

Reason
1. Medical

Maximum Leave Time

2. Worker's Compensation
3. FMLA
4. Personal
5. Military Reserves

See FMLA Policy below

Family and Medical Leave Act (FMLA):

You may qualify for a family and medical leave of absence if:

- You have worked for the Company for at least 12-months, and
- You have worked at least 1250 hours for the Company during the 52-week period preceding the start of your leave of absence, and
- You are employed in or from a work site where the Company employs at least 50 employees within a 75-mile radius.

Employees who qualify may take up to 12 weeks* of unpaid leave, in a 12-month rolling period, in the following situations:

- after the birth or adoption of a child,
- to care for a child, spouse or parent who has a serious health condition, or
- when a serious health condition prevents you from performing the duties of your position with the Company.

The 12-month rolling period is the 12-month period immediately prior to the request.

*** State laws can override Federal law if the state's leave provisions benefit the employee.**

A "serious health condition" is defined as an illness, injury, impairment, or physical or mental condition that involves:

- Inpatient care in a hospital, hospice, or residential medical care facility, or
- Continuing treatment by a health care provider.

In some instances, the Company may require or you may elect to use your paid vacation for leave under this policy. A paid time off benefit used during FMLA is provided in the same manner and under the same conditions as it is when used separate from FMLA.

If an employee is off work due to a work-related injury or a work-related illness, which also qualifies as a "serious health condition" under FMLA, the employee may not elect and the Company may not require the employee to use paid time off benefits while receiving benefits under workers compensation. However, when an employee is off work due to a work-related injury or work-related illness, which also qualifies as a "serious health condition" under FMLA, the employee's time off under workers compensation will also count as time off under FMLA.

When possible, you will provide reasonable notice in advance of the need for leave under this policy.

If you and your spouse both are Employees of the Company your total number of workweeks of leave you both may take is limited, in some instances, to 12 workweeks as previously designated as a rolling 12-month period.

The Company requires you to support your claim for leave by providing a copy of certification from a health care provider. (Forms are available from the Human Resources Department)

When taking leave under this policy, you will not lose any employment benefits you have earned prior to taking leave.

Also, during the period of your leave under this policy, the Company maintains your coverage in the group health plan. This means the Company will continue your benefits on the same basis as if you were continuing your employment.

The Company will require you to pay your share of benefit premium payments on the same basis as if you were continuing your employment, or any manner you and the Company voluntarily agree to.

For complete information about your rights and obligations under this policy, talk with a Human Resources Department representative or review the information about the Federal Family and Medical Leave Act posted in all the Company locations.

No statement in this Employee Handbook is intended to conflict with your rights or the Company's obligations under the Federal Family and Medical Leave Act. If there is a conflict, the provisions of the Federal Family and Medical Leave Act will control.

The Company will maintain your group health insurance benefits while you are on a family and medical leave under this policy, under the same terms and conditions prior to taking the leave. Group health insurance benefits will end if: You inform the Company of your intent not to return from the leave, if you fail to return from the leave, if you exhaust your family and medical leave entitlement and are on an approved leave, if your premium payment is more than 30 days late.

When you return from your family and medical leave under this policy, you are entitled to the same job position you held before the leave, or to an equivalent position with equivalent benefits, pay and other terms and conditions of employment. Job restoration may be denied to salaried Employees who are among the highest paid 10% of our workforce within 75 miles of the facility where they are employed.

When seeking to use family and medical leave under this policy, the Company requires you to provide: 30 days advance notice when your need is foreseeable and medical certification supporting your need for a leave due to a serious health condition affecting yourself or an immediate family member.

For complete information on your eligibility and other terms and conditions of this policy, examine the summary of the federal Family and Medical Leave Act (FMLA) posted on all bulletin boards in break and common areas. For further explanations and answers to any of your questions on the FMLA, talk with a representative in the Human Resources Department. Nothing in this policy is intended to conflict with provisions of federal and state law. If there is any conflict, the provisions of federal and state law will apply.

Military Service Leave

You are eligible for military leave if you are called to active military duty or to Reserve or National Guard training, or if you volunteer for such duty or training. The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) entitles employees who leave a civilian job for active duty, training, or other covered duty in the Armed Forces, whether voluntarily or involuntarily, to return to their civilian job after discharge from military duty without loss of employment or reemployment opportunities, seniority and all prerequisites of seniority he/she would have attained had he/she remained continuously employed, pension credits, promotion, or any other benefit of employment.

The Law applies to members of the National Guard and Reserves and the commissioned corps of the Public Health Service as well. Some employees may be members of these components of the service who may be called to duty or training.

If an employee in the Guard or Reserves requests a leave to go on active duty or for training, he/she must be granted the leave. This is true regardless of the amount of time requested.

Like employees who take family or medical leave, employees taking military leave must meet certain criteria to be eligible for USERRA rights:

The employment which the employee left to perform uniformed service must not have been for a brief, non-recurrent period with no reasonable expectation that it would continue indefinitely.

The leave must be for the purpose of going on active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, or to be examined to determine fitness to perform any such duty.

The employee must not remain in the uniformed service for a period, in combination with all of his or her previous leaves from the Company, which exceeds five years.

USERRA also reaffirms and clarifies that while an individual is performing military service, he or she is deemed to be on a leave of absence and is entitled to the non-seniority rights accorded other individuals on non-military leaves of absence.

Individuals performing military duty of more than 30 days may elect to continue employer sponsored health care for up to 18 months; however, they may be required to pay up to 102 percent of the full premium. For military service of less than 31 days, health care coverage is provided as if the service member had remained employed. USERRA clarifies pension plan coverage by making explicit that all pension plans are protected.

Military leave is separate from your paid vacation time. You may not take your vacation during the seven days before or seven days after your military leave.

Submit copies of your military orders to your Manager to qualify for military leave, as required by applicable state and federal laws.

You are eligible for re-employment following completion of your military duty or training, according to applicable state and federal laws.

Jury Duty

The Company recognizes and encourages the civic responsibility to serve on jury duty, when called. Our stores operate 7 days a week, and many are open 24 hours per day. We do a majority of our business in the mornings, on weekends, and Holidays, which may not conflict with jury duty service. We will make every attempt to arrange your work schedule to eliminate or minimize schedule conflicts. We will schedule your hours around your jury duty to include utilizing shifts during our 7-day workweek. You will not be required to work after a full day of jury duty, but any part of partial jury day can be adjusted to include returning to your store for work. In order to make this allowance, you must present your jury summons to your Store Manager (or Area Manager) before performing jury duty - if possible, at least two weeks prior to the initial date of duty. Your Manager can then arrange the schedule to make sure the store has proper coverage.

Compensation -Wages due will be processed according to state required guidelines; any separate compensation received from the court system for your time will be netted against any compensation provided by the Company, if applicable, for a given day(s) of jury duty service.

Bereavement

In the event of a death in your immediate family, time may be needed to handle family affairs and attend the funeral. We will provide full-time Salaried Managers up to three (3) working days, with pay, for this time off. Immediate family member is defined as a current spouse, child, parent, grandparent, brother, sister, mother-in-law or father-in-law. To determine eligibility, please contact the Human Resources Department for explanation of our policy. Documentation may be requested to substantiate the paid leave.

Personal Leave

If unusual circumstances arise which require you to be away from your job in circumstances which are not covered by state or federal family and medical leave acts, or pregnancy disability, jury duty or military leave laws, you may request a personal leave of absence, without pay. Such a leave may or may not be approved, and you are not guaranteed that your job will be available when your leave ends.

Life-Threatening Illnesses

We are committed to providing equal opportunity to all employees, including those who have a life-threatening illness (cancer, AIDS, cardiopulmonary diseases, etc.). We are also committed to providing a safe work environment that meets or exceeds state and federal regulations. Consequently, employees who have a life-threatening illness will be treated like other employees as long as they meet performance standards, and medical and other evidence indicates that their condition is not a threat to themselves or others.

We also believe all information regarding an employee with a life-threatening illness must remain private and confidential. We ask all employees to treat employees with a life-threatening illness with compassion and understanding.

Employment of Minors

The number of hours a minor may work per day and per week depends upon their age, whether school is in session, and the state they work in. The maximum daily and weekly hours allowed are different from state to state. In all cases, minors may not work during the hours when they are required to attend school.

The following information lists the hours allowed by minors in Florida. Please make sure you review the schedule and are aware of the limitations on hours allowed. If you have any questions, please review with your Store Manager or District Manager.

It is the minor employee's responsibility to know the restrictions of their work hours.

Minors are prohibited from handling baking machines

Minors under the age of 18 are prohibited from operating, feeding, setting up, adjusting, repairing, or cleaning ANY power-driven bakery machines.

Minors under the age of 16 are not permitted to perform any part of the baking process, such as weighing and mixing ingredients; placing or assembling products in pans or on trays; operating ovens; removing items from ovens; placing items on cooling trays; and, finishing baked products.

PERMITTED WORKING HOURS FOR MINORS

FLORIDA / FEDERAL

<i>Maximum Hours of Work (Minors may not work during times they are required to be in school)</i>
Hours for Minors
14-15 year old - max 15 hrs per week/3 hrs per day, not before 7am or after 7pm, max 3 hours on school days, 8 hours on non-school days
16-17 year old – max 30 hrs per week/3 hrs per day, not before 6:30am or after 11pm, max 8 hours on when school is scheduled the following day
All – no more than 4 hours without 30 minute uninterrupted break

Meals and Breaks

Your meal and break times are scheduled by your supervisor. The Company will regulate meal and break times in accordance with state laws. The meal period is not paid unless otherwise required by state law. You must be clocked out. All meals/breaks should be restricted to designated employee break areas, not in view of any customer areas.

Company Rules and Regulations

Absence or Lateness

From time to time, it may be necessary for you to be absent from work. The Company is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise.

If you are unable to report to work or if you expect to arrive late, please contact your Manager immediately. You must notify your manager **as soon as you know you will be unable to report or will be late, but no later than 2 hours prior to your scheduled shift**. If you know in advance that you will need to be absent, you are required to request this time off directly from your Manager. The Manager will determine when it will be the most suitable time for you to be absent from work.

When you call in to inform the Company of an unexpected absence or late arrival, ask for your Manager directly. For late arrivals, please indicate when you expect to arrive for work. **Notifying a fellow employee is not sufficient**. If you are unable to call in yourself because of an illness or an emergency be sure to have someone call the manager on your behalf.

Excessive Absenteeism or Lateness

In general, three (3) absences in a 90-day period, or a consistent pattern of absences, will be considered excessive, and the reasons for the absences may come under question. Lateness or leaving early is as detrimental to the Company as an absence. Three (3) such incidents in a 90-day period will be considered a "Lateness pattern" and will carry the same weight as an absence. Other factors, like the degree of Lateness, may be considered. A pattern of absenteeism, lateness or leaving early may lead to disciplinary action, up to and including termination. **Absence from work, for two (2) consecutive scheduled days without notifying your Manager, may be considered a voluntary resignation on the employee's part.**

Record of Absence or Lateness

If you are absent because of an illness for two (2) or more successive scheduled workdays, you must submit to your Manager written documentation from your doctor that you are able to resume normal work duties prior to returning to work. You will be responsible for any charges made by your doctor for this documentation.

Your Manager will make a note of any absence or Lateness, and the reason, which will be placed in your personnel file. Your attendance record is a significant factor considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, etc.

Bulletin Boards

Bulletins and bulletin board(s) are our "official" way of keeping everyone informed about new policies, changes in procedures and special events. Information of general interest is posted regularly on the store bulletin board. Please form the habit of reading the bulletin board regularly so that you will be familiar with the information posted on it.

Only authorized personnel are permitted to post, remove or alter any notice on the bulletin board. If you want to have notices posted on the Company bulletin board, see your Manager for instructions.

Business Hours

The regular operating store hours for most Dunkin' Donuts are 24 hours a day. Some stores may not be open 24 hours based on certain factors determined by the Company. The Company office operates Monday through Friday from 9 a.m. to 5 p.m, Eastern Standard Time. The store's hours of operation may change, as business needs deem necessary.

Communications

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work. All employees are responsible for reading, initialing, and responding to all email communications.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all company methods of communication, including this Employee Handbook, bulletin boards, fax logs, emails, discussions with your Manager, memoranda, staff meetings, newsletters, training sessions, etc.

You will receive other information booklets, such as your insurance booklets if applicable, from time to time. You may take these booklets home so that your family may know more about your job and your benefits.

In addition, you may receive letters from the Company. There is no regular schedule for distribution of this information. The function of each letter is to provide you with interesting news and helpful information that will keep you up-to-date on the events here at the Company.

Confidential Information

The Company employees may work with, or have access to, information that is considered confidential or proprietary in nature. Such information includes data, product specifications, production techniques, personnel records and personnel matters, payroll data, financial data, sales and marketing activity and plans, trade secrets and proprietary information.

This information **must be** kept confidential. This means **all employees** of the Company will not disclose such information to co-workers who have no need to know or to any persons outside the workplace, without the specific authorization of an officer of the Company.

The Company employees are to protect the security of confidential information. This means confidential information must be in locked files when not in use. The Company employees are to protect the security of computer files containing confidential information.

The Company employees are not permitted to remove or make copies of any company records, reports or documents without prior knowledge and approval of an officer of the Company.

As an employee of the Company, you have access to personal and confidential information. All the Company business **must be** kept strictly confidential. You may be required to sign a Confidential Information Agreement to this effect.

The penalties for any employee who does not strictly comply with this procedure will be severe, subject to disciplinary action, up to and including possible termination.

Dissemination of Information to Outside Third Parties

(Request for Information From the Media)

The Company and Dunkin' Brand have defined strict procedures to limit the number of authorized spokesmen to the media or outside third parties. This policy allows us to coordinate the timing and content of any release of information and applies to any kind of Company information with regard to comments on your store, the industry, including telephone or written surveys seeking information about your store or the Dunkin' Donut business.

Our procedure is as follows: If you are ever approached by a reporter or any member of the media for any reason, you should first have your Manager contact the 24 Hour Dunkin' HELP Line (800) 444-1890; and, then immediately notify Don MacDonald, VP of Operations at 855.336.6887 ext 102.

How to Handle Media Inquiries

Do:	Do Not:
<ul style="list-style-type: none"> ➤ Be polite and courteous. ➤ Be helpful without providing specific information; offer to contact a representative of the company who can provide further assistance. ➤ Demonstrate genuine concern (if the inquiry involves a crisis situation). ➤ Call the HELPLine at 1-800-444-1890. ➤ Advise media that all inquiries must be referred to corporate. 	<ul style="list-style-type: none"> ➤ Assign blame to anyone. ➤ Allow media to film, photograph, or interview customers or employees on the premises. ➤ Speculate on any question. ➤ Volunteer information. ➤ Minimize a problem. ➤ Violate anyone's privacy (such as providing names and personal information for customers or employees). ➤ Give a "no comment" reply (implies denial)

Employee References / Release of Information

Except for records and information that we are required to provide by law, no information about you will be released unless there is a signed authorization form from you on file, and the request is in writing. This includes your own request for release of information to outside parties.

All requests received for any type of reference checks/verification of employment on current or former employees must be forwarded in written form (via fax or mail) with attached authorization to the HR Department. If you should receive a verbal request, inform the caller to submit the request in writing and give the Home Office fax number or address. Verification of Employment and wage requests are to be completed by the HR Dept. only, **not the Store Manager**. In writing, we will confirm dates of employment, location, pay rate, position, reason for leaving, and whether employee is eligible for rehire.

Salary Confidentiality

The Company considers all salary and compensation information to be strictly confidential. Any employee caught disclosing salary information including their own may result in immediate termination.

Personnel Files

Access to employee files is limited to the following individuals:

1. Persons other than the employee: Other employees may have access to personnel files only if they have a need to know, so that access to the files and information contained therein is limited to the following:
 - Supervisors and Managers who need to make decisions concerning the individual's employment;
 - Office staff if they may need access in the course of performing their duties.
2. Each employee may inspect his/her own personnel file, provided a written request is made to the VP of Operations. No materials are to be removed except as specifically authorized by the VP of Operations.
3. Non-employees may not, except with specific written authorizations, have access to the files themselves. Generally, such access would be granted only upon advice of counsel (i.e. in response to a subpoena, summons, or request for information from a federal, administrative or law enforcement agency). Access of outsiders to information in a file is governed by the Company policy on references. No information is to be provided to outsiders on the basis of a telephone request.

Conflicts of Interest

The Company expects the primary interest of employees is the best interest of the clients/customers we serve. A conflict of interest occurs when the interests of an employee or an outside party actually or potentially affect the interests of the Company or of its clients/customers.

Personal beliefs

The Company recognizes that our employees may hold a wide range of personal beliefs and values. These may create a conflict of interest when they prevent employees from fulfilling their job responsibilities, or when employees express their personal beliefs in ways that upset or distract co-workers, clients, customers, or when employees attempt to convince others of their personal beliefs during work hours.

Employment of Relatives and Workplace Relationships

The Company hires qualified relatives of employees if the employment does not create an actual or perceived conflict of interest. No relatives will work together in a supervisory/subordinate role. Employment of relatives as co-workers in the same department must be approved in advance.

For purposes of this policy, “relative” means the following persons related to an employee by blood or by law: A spouse, child, parent, brother, sister, aunt, uncle, grandchild, grandparent, son-in-law, daughter-in-law, mother-in-law, or father-in-law. Also, for purposes of this policy, “relative” means domestic partner, that is an individual with whom an employee is cohabiting. It also means the following persons related to the domestic partner by blood or by law: A child, parent, brother, sister, aunt, uncle, grandchild, grandparent, son-in-law, daughter-in-law, mother-in-law, or father-in-law.

When employees working in the same department/store become romantically involved, begin cohabiting, or marry, the Company will first attempt to offer comparable employment in another department/store to one of the individuals. If comparable employment is not available, the Company will terminate one of the employees. The employees involved will be offered the opportunity, together, to decide which employee will move to another department/store, or which employee will be terminated. If the two employees together cannot reach a decision on the job move or on the termination, the Company will make the decision based on the best business-related interests of the Company.

Employees who initiate a romantic involvement, who initiate cohabiting, or who marry while working for The Company are treated according to the guidelines in this policy.

Spouse Accepts Employment from a Competitor

Should your spouse, or domestic partner, accept employment with a competitor, the Company reserves the right to terminate your employment. (See Conflicts of Interest)

Spouse Works for a Competitor

If your spouse, or domestic partner, is employed with a competitor, the Company reserves the right not to offer employment to you. (See Conflicts of Interest)

Computers and Electronic Equipment

All computer, electronic, telephonic documents, and communications transmitted by, received from or stored in the Company's equipment, are the property of the Company. Employees are not to use the Company-owned computers, software, and other business equipment, including facsimiles, copy machines, telephones, and other electronic equipment for their personal needs, correspondence, messages, or business. Employees are not to transmit material on the Company's equipment in violation of any state or federal law or government regulation.

Employees may not use a code, access a computer or electronic file, retrieve any stored communication, or download any online document or software without authorization of upper management. All pass codes are the property of the Company. Employees will use only the pass code issued to them and will use no pass code unknown to the Company. Employees using computers away from the Company premises to access computers on the Company premises are to use caution to protect their computers as well as the content of their computers from damage or theft. Because of the risk of theft of computers and files, employees are not to store on their computers away from the Company premises sensitive or confidential information, or information that could be used by others to damage the Company's interests.

Because of the risk of inadvertently importing viruses into the Company's computer equipment, employees are not to import to the Company's computer equipment hard drive 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. In addition, only the President and Director of Information Technology have the authority to select software to use in your company computer. The Company reserves the right to audit all software on computers within the organization to identify possible unlicensed, illegal, or unauthorized software copies. An employee's computer files, and electronic and telephonic communications are not private. If such software is found, it will be removed and the person responsible for installing the software, if identified, may be disciplined, up to and including termination.

Employees are not to transmit material on the Company's equipment in violation of any state or federal law or government regulation. Employees are not to download online documents or software without the approval of a Manager. Employees are not to disguise their identity when creating, transmitting messages, or other material on or from the Company's equipment. Any attempt to access the Internet from our company's computers will be grounds for immediate termination.

Employees have no right to privacy in their use of the Company's equipment. The Company reserves the right to randomly inspect or monitor employees' use of the equipment at any time. In addition, the Company will inspect or monitor an employee's use of computer and electronic equipment when a supervisor or member of management has reason to believe the employee may not be complying with this policy.

The Company does permit employees limited personal use of the computer at their workstations during the employees' break or mealtime, as well as before and after work with the Manager's approval. When using the computer for personal use, the employee must not use it in any illegal, obscene, harassing or discriminatory way, and must not use it in any manner that is a violation of the Company's Harassment and Discrimination policies. (This does not apply to Store computers.)

An employee violating this policy is subject to disciplinary action, up to and including termination.

Conflict Resolution

Whenever you have a problem or complaint, we expect you to speak up and communicate directly with us. You can take the following steps:

1. First, talk to your immediate Manager or Supervisor. Your Manager is most familiar with you and your job and is, therefore, in the best position to assist you. Your Manager works closely with you, and is interested in seeing that you are treated fairly and properly.
2. If your Manager cannot help you resolve the matter, you can speak to your District Manager who will give your problem or complaint prompt consideration.
3. If your District Manager cannot help you resolve the matter, you can speak to the Director of the Human Resources Department and/or the Director of Operations who will see that your concern is addressed.

Remember -- it is always best to resolve problems right away. Little problems tend to turn into big problems; facts become confused; resentment and anger builds up. It is always best to get things off your chest before they get out of hand.

Discounting

It is against Company policy for employees to give discounts and/or free product to friends and family members. Employees not adhering to this policy will face disciplinary action, up to and including termination.

Dress Code/Personal Appearance

A neat, tasteful appearance contributes to the positive impression you make on our customers. We expect you to be suitably dressed and groomed during working hours or when you are representing the Company. An appropriately clean appearance bolsters your own poise and self-confidence and greatly enhances our company image. For this reason we have established a dress code at the Company which is outlined below. These guidelines support our professional Company image, and will ensure consistency across the chain. Always presenting a professional appearance is one of the factors that will help distinguish us from the competition. From time to time this dress code will be modified to meet the current standards of Dunkin' Brand. Please refer to the employee uniform guidelines posted in each restaurant for the current standards.

Managers and supervisors are responsible for interpreting and enforcing dress and grooming standards in their areas of responsibility. This includes counseling employees whose appearance is inappropriate. Reasonable accommodation will be made for employees' religious beliefs and disabilities whenever possible, consistent with the business necessity.

PERSONAL HYGIENE POLICY

Hands must be washed before starting a shift, after using the restroom, or any time the employee leaves the service line. They should be washed any time your hands come in contact with foreign objects, after coughing, sneezing, wiping your face or touching your hair.

TATOOS

Visible tattoos must be covered.

JEWELRY

Team members are limited to wearing no more than two (2) earrings per ear and may not be large hoop earrings. Necklaces must be worn under shirts. Watches and a single ring on each hand may be worn. Bracelets should be removed before starting a shift. Facial jewelry and tongue rings must be removed before the start of a shift.

FINGERNAILS

Must be kept maintained and clean, free of dirt or debris. Nail polish is limited to natural colors and may not be more than 1/2" long from the tip of the finger. Artificial nails, nail charms or decals are not permitted.

MAKEUP

During working hours, team members must refrain from wearing excessive makeup. Dark eyeliner and bright colored eye shadow should be avoided.

UNIFORM POLICY

All employees must be in the appropriate and complete uniform at all times during their shift. The required uniform consists of multi-brand shirt, khaki pants, hat, nametag and black rubber-soled shoes. Two (2) shirts, a hat and nametag will be supplied to each team member. Pants and shoes are the responsibility of each employee. Employees must return their uniforms upon termination of employment.

SHIRTS

Managers: a solid color blue, Must be clean, neat and tatter free. They should be tucked in at all times and laundered appropriately.

Shift Supervisors and Assistant Managers: a solid red color. Must be clean, neat and tatter free. They should be tucked in at all times and laundered appropriately.

Crew: a solid color white. Must be clean, neat and tatter free. They should be tucked in at all times and laundered appropriately.

HATS

Must be worn at all times while working your shift. They must be worn straight and removed when taking a break.

PANTS

Managers and Supervisors: Should be khaki, in good condition and laundered appropriately. Must have then appropriate length, and not be excessively baggy or long.

Crew: May either khaki or **blue** jeans. Must have then appropriate length, and not be excessively baggy or long. Must be clean, neat and tatter free.

NAMETAG

Must be worn at all times, on the left front chest area of the shirt.

SHOES

Must be black, rubber-soled and be closed-toe. No sandals, hiking boots or wooden-soled shoes are permitted.

SOCKS

Must be worn at all times, due to health and sanitation policies.

Personal appearance should be a matter of concern for each employee. All clothing must be clean, pressed and neatly maintained at all times. Shoes must be in good condition and polished or brushed clean. If your manager feels your attire is out of place, you may be asked to leave your workplace until you meet the standards of this dress code. You will not be paid for the time you are off the job for this purpose.

Employee Meal Discounts

Staying nourished on the job is important and leads to a more productive employee. We have great food and want employees to eat.

Employees are allowed to purchase food for personal consumption before their scheduled shift or during an unpaid meal break at a 50% discount. Employees are entitled to free drip coffee, iced coffee and hot or iced tea beverages for personal consumption while working. All employees must retain a copy of their receipt for any food purchased for consumption while working. The employee must sign a copy of the receipt, which is retained by the cashier.

If you have any questions about this policy, please see your Store Manager.

Employee File Maintenance

Keeping your file up-to-date can be important to you with regard to pay, deductions, benefits and other matters. If you have a change in any of the following items, it is your responsibility to notify the Human Resources Department as soon as possible:

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Exemptions on your W-4 tax form

Coverage or benefits that you and your family may receive under the Company's benefits package could be negatively affected if the information in your file is incorrect.

Ethical Guidelines

The Company is dedicated to serving its customers, clients, and the public with the highest ethical standards. Gaining and keeping the trust and goodwill of our customers and the public is our highest goal.

Each employee of the Company is an ambassador to our clients and to the public. It is important that in performing your duties and representing this organization, you always do so honestly, fairly, legally and ethically.

This means you will put the customers', clients', and publics' interests before your own. You will deal with co-workers, customers, clients, and customers of the public cheerfully and with respect.

Exit Interviews

In instances where an employee voluntarily leaves our employ, the Company management would like to discuss your reasons for leaving and any other impressions that you may have about the Company. If you decide to leave, you may be asked to grant us the privilege of an exit interview. During the exit interview, you can express yourself freely. It is hoped that this exit interview will help us part as professionals, as well as provide insights into possible improvements we can make within the Company. All information will be kept strictly confidential and will in no way affect any reference information that the Company management provides to another employer about you.

Former Employees

Depending on the circumstances, the Company may consider a former employee for re-employment. Such applicants are subject to the Company's usual pre-employment procedures. To be considered for re-employment, an applicant must have been in good standing at the time of their previous employment with the Company. The former employee must have provided at least two weeks advance notice of their intention to terminate their employment with the Company. The owner must approve in advance any former employee tanning on any current employee's free account.

Gifts and Gratuities (Rewards)

Except for promotional items (which include the Company logo), such as promotional calendars, tee-shirts, coffee mugs, pens, key chains, etc., employees may not solicit or accept for themselves or for others, including members of their families, whether directly or indirectly, any gifts, gratuities (rewards), favors, loans or preferential treatment of any sort from organizations, individuals or customers who do, or seek to do, business with the Company unless authorized in advanced by senior management.

Bartering with other businesses in exchange for any food and/or beverage products is strictly prohibited unless approved by the Vice President of Operations.

Ideas

We need your ideas as we believe the person doing a job is in the best position to think of ways of doing it more easily, more efficiently, and more effectively. If you think of a better way of doing your job or the job of a fellow employee, discuss it with your Manager, who will welcome your suggestions and ideas.

Promotion Policy

Promotion from within is an important part of recognizing and rewarding capable employees. Employees who meet the qualifications for job vacancies may receive consideration for promotion.

An employee who wishes to apply for a posted job opening must meet the qualifications for the position and must have a record of satisfactory work performance. The employee must have been in his or her current position for a minimum of six (6) months before applying for a posted job opening.

There are occasions, however, when it becomes necessary to consider and to select job candidates from outside the current work force. For example, there are times when a position requires specific skills that are not available in our current work force.

Open Door Policy

Employees are encouraged to share their concerns, seek information, provide input, and resolve problems/issues through their immediate manager, and, as appropriate, consult with any member of management toward those ends. Managers and supervisors are expected to listen to employee concerns, to encourage their input, and to seek resolution to their problems/issues.

Parking

Talk to your manager about the parking locations for your store. If there is a specific employee parking area the general guidelines are as follows:

1. Please park away from the building, or in an adjoining parking lot. The parking places nearest to the store need to be available for our customers' convenience.

2. When closing the store, you should move your car to a closer, well-lit location 1-2 hours before the store is closed.

Political Contributions

The Company respects and encourages employee participation in political activities, but not on behalf of, or as a representative of, the Company or on Company time.

Property & Equipment Care

It is your responsibility to understand the machines you need to use to perform your duties. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and the Company. If you find that a machine is not working properly or in any way appears unsafe, please notify your manager immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you do not deem safe, nor should you adjust or modify the safeguards provided.

Return of Company Property

Any company property issued to you, such as keys, credit cards, cell phones, computers, computer software, etc. must be returned to the Company at the time of your resignation or dismissal, or whenever your manager or a member of management requests it. You are responsible to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization for this purpose.

Protection of Company and Employee Property

The Company provides some employees with certain equipment and property to assist them in performing their job duties when outside the workplace. Much of this equipment and property, such as cellular phones, computers, and modems have value in excess of \$100. Employees who are provided with employer-owned equipment or property, or who take employer-owned equipment or property away from the workplace, have a responsibility to protect the equipment or property from being lost, damaged, or stolen.

Lost, Damaged and Stolen Property

If the equipment or property placed in the care of an employee is lost, damaged, or stolen because of the employee's negligence or willful disregard, the employee may be required to pay the Company an amount equal to the replacement value or repair cost of the equipment or property in excess of \$100. (This means that if the replacement value or repair cost of the equipment or property is \$300, the employee will pay the Company \$200.)

The employee will make arrangements with the Company to pay the amount owed. If the employee and the Company are unable to agree upon, the Company will take the necessary legal steps to recover the value of the loss from the employee. These steps may include deductions from the employee's pay when permitted by federal or state law.

Resignation

While we hope both you and the Company will mutually benefit from your continued employment, we realize that it may become necessary for you to leave your job with the Company. If you anticipate having to resign your position with the Company, you are expected to notify your manager at least two (2) weeks in advance of the date that you must leave. All resignations must be signed and submitted in writing two (2) weeks prior to the last day of employment and to your manager. On or before your last shift, you are responsible for returning all Company property in your possession or for which you are responsible.

If you voluntarily resign and do not notify your immediate supervisor at least two weeks in advance, you will not be paid any bonus or vacation compensation, if applicable.

Seniority

Many of your benefits, like vacations, are determined by seniority. Also, seniority is one of the many factors considered when making promotions. Therefore, seniority is very important to you as an employee. You must complete an Introductory Period when you are hired. During this period, you carry no seniority rights. If you are

retained after the Introductory Period, you will be credited with seniority. Your seniority will reflect your length of employment beginning on the date on which you began employment with the Company.

Solicitations & Distributions

Solicitation for any cause during working time and in working areas is not permitted. You are not permitted to distribute non-company literature in work areas at any time during working time. Employees are not permitted to sell chances, merchandise or otherwise solicit money or contributions without management approval. Persons not employed by the Company are prohibited from soliciting or distributing literature on company property.

Smoking and Tobacco

The Company has adopted a Smoking and Tobacco Policy to protect the health and safety of all its employees and customers. Smoking and the use of tobacco products is not allowed in any Dunkin' Donuts store, at any time. Smoking is prohibited in front of all store locations. Smoking must be confined to designated outdoor areas and is prohibited in all areas where paint and flammable materials are present.

An employee found smoking or using tobacco in a prohibited area may be subject to disciplinary action, up to and including termination.

Store Meetings

From time to time, your Manager may schedule store meetings before, during, or after work. It's to your advantage to be at these meetings. They give you and your fellow workers a chance to receive information on the Company events, to review problems and possible solutions, and to make suggestions about your department or your job. If your attendance at Store Meetings is mandatory, you will be informed in advance.

Telephone

Company telephones are to be used for business purposes in serving the interests of our customers and in the course of normal Company operations. Answer all calls promptly and courteously. On occasion, personal calls may be necessary, but we ask your cooperation in limiting them to emergencies or essential personal business. All personal phone calls must be brief. All phone calls for business and personal use will be taken **second** to customers in the restaurant. No long distance personal calls are allowed.

Cell Phones/PDAs/Other Handheld Devices – Personal cell phones, blackberries, sidekicks, etc. (handheld devices) in the stores must be turned off. Employees cannot use any handheld device without the Manager's approval. Handheld devices may not be used at any time "on the floor" in view of our customers. The company will not be liable for the loss or damage of handheld devices brought into the workplace.

Theft

Internal theft can be a serious problem for any company. Although taking small items of the Company property may seem inconsequential, the cumulative effect can be very large. The Company will not tolerate property theft of any type. We consider property theft to be the unauthorized use of company services or facilities or the taking of any company property for personal use.

Unauthorized possession or removal of company property is a very serious offense. Employees violating this policy will be subjected to discipline up to and including possible dismissal and prosecution. The Company will consider the dollar value of the item(s) taken, the Employee's seniority, and the employee's past work record in setting penalties. If you are dismissed because of unauthorized possession or removal of company property, the reason for your dismissal may be provided to any future employer that contacts the Company. Referrals to criminal authorities will be made on a case-by-case basis.

Work Schedule

We will not be able to offer employment to any employee that cannot work weekends. Weekend shifts must be shared by all employees. Your individual schedule of work hours may vary and will be given to you by your Manager. We try to be flexible with all schedule requests, but they are requests, and are not guaranteed. Special requests must be submitted in writing to the manager prior to making the schedule for the following week.

You will be notified promptly whenever a change is necessary. Should you have any questions concerning your work schedule, please ask your Manager.

If your availability changes and you are unable to comply with scheduling requirements, your employment with the Company may be terminated.

Compensation Practices

Wage and Salary Policies

It is the Company's desire to pay wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable, variable with individual and in compliance with all applicable statutory requirements.

You are employed by the Company and will be compensated directly from our payroll system. No person may be paid directly out of petty cash or any other such fund for work performed.

Discussing your compensation or the compensation of others with coworkers may be grounds for termination.

Time Cards/Records

By law, we are obligated to keep accurate records of the time worked by all employees. This is done through our point-of-sale computer system. Hours listed on the computer payroll report is the only way the Payroll Department knows how many hours the employee worked and how much to pay employees. This report indicates when employees arrive and depart. Employees are to clock in and clock out for lunch and for brief absences like a doctor or dentist's appointment. All employees are required to keep their supervisor advised of their departures from and returns to the premises during the workday.

All store employees (including exempt employees) are responsible for clocking in and out on the computer. If you forget to clock-in or clock-out, your Manager must make the correction on the payroll report and both you and your Manager must initial the correction. Employees are not permitted to clock in more than six (6) minutes before their scheduled starting time nor more than six (6) minutes after their scheduled quitting time without the Manager's approval. Employees need to review their hours each week and notify their Manager if they have failed to clock in or clock out.

No one may record hours worked under someone else's employee number. Clocking in under anyone else's employee number is cause for disciplinary action, up to and including termination, of both employees. Do not alter your own or another person's time record, or influence anyone else to alter your time record. In the event of an error in recording your time, please report the matter to your Manager immediately.

Overtime Pay

You generally are not expected to work more than 40 hours in a workweek. If, occasionally, your work requires working more than 40 hours in a workweek, overtime work is subject to the following conditions: (1) You are not permitted to work overtime unless you receive advance approval from your Manager.

(2) Non-exempt employees are paid overtime for all time **physically worked** in excess of 40 hours per workweek.

(3) The overtime rate is one-and-one-half times your regular hourly rate of pay.

Pay Period

Each pay period covers services performed during a two-week period. Payday is on the Friday following the end of each biweekly pay period.

Changes will be made and announced in advance whenever Company holidays or closings require modification in the regular payday.

Deductions from Paycheck (Mandatory)

Various payroll deductions are made each payroll to comply with federal and state law pertaining to taxes and insurance. Deductions will be made for the following:

- Federal Income Tax Withholding
- State Income Tax Withholding
- Local City Resident / Non-Resident Tax Withholding (if applicable)
- Social Security and Medicare (FICA)
- State Disability Insurance (if applicable)
- Garnishments/Liens
- Other Items designated by the employee

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

Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be explained whenever the Company is ordered to make such deductions. Some states may require other payroll deductions.

Wage Assignments (Garnishments) / Liens

We hope you will manage your financial affairs so that we will not be obligated to execute any court-ordered wage assignment or garnishment against your wages. However, whenever court-ordered deductions are to be taken from your paycheck, you will be notified. According to the Federal Wage Garnishment Act, three (3) or more garnishments may be cause for dismissal.

Paycheck Distribution & Cashing Procedures

Paychecks are distributed directly to your primary work location. Paychecks may not be cashed at the store.

Misplaced Checks

Once you receive your paycheck, put it in a safe place. If you misplace it, notify your Manager immediately. If you cannot find it, you need to complete a "Stop Payment Request form" which your Manager will send to the Payroll Department. A stop payment/reissue bank fee will apply and will be deducted from the reissued check.

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, notify your Manager immediately. He or she will take the necessary steps to research the problem and to assure that any necessary correction is made promptly.

Employee Performance

Introductory Period

Your first ninety (90) days of employment with the Company is considered an Introductory Period. During this first ninety days, your job performance, attendance, attitude, and overall interest in your job will be observed. This Introductory Period will be a time for getting to know your fellow employees, your manager and the tasks involved in your job position, as well as becoming familiar with the Company's products. During this time, you will not accrue benefits described in this Employee Handbook unless otherwise required by law. Your manager will work closely with you to help you understand the needs and processes of your job.

Please understand that completion of the Introductory Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause."

Behavior and Guidelines for Conduct

We encourage you to follow a personal code of conduct, which fosters your own well-being, the well-being of your co-workers, and which allows you and your co-workers to achieve quality, profitable production in your work.

Following are examples of such behavior, which create an atmosphere in which you and your co-workers can achieve work-related goals:

- Maintaining personal cleanliness.
- Cleaning of your own workspace at the end of each day.
- Expressing your views and opinions honestly and without rancor or sarcasm.
- Doing your share of the work and contributing your best efforts when you are working in cooperation with co-workers.
- Completing work assignments on schedule.
- Discussing with co-workers and your Manager ideas and suggestions for improving work efficiency and the quality of our products and service.
- Using the Company's equipment and work supplies in a responsible way that reduces operating costs.
- Conduct professional conversations with co-workers that UDOU UNOTU include disrespectful comments about customers or fellow employees.
- Do not say anything about another employee or customer that you would not say to them directly (Golden Rule).

This list is not all-inclusive. We ask that you behave in a manner generally acceptable to the workplace and in a manner, which gives credit to yourself, and to the Company.

Employees who do not follow standards of good behavior will be subject to disciplinary action, up to and including termination.

Performance Appraisals

Your Manager is continuously evaluating your job performance. Day-to-day interaction between you and your Manager should give you a sense of how your Manager perceives your performance.

However, to avoid haphazard or incomplete evaluations, the Company conducts a formal appraisal once a year for each eligible employee.

Performance appraisals will be conducted annually. Other performance appraisals may be conducted, as deemed necessary, on a more frequent basis. New employees may be reviewed more frequently. A performance appraisal may also be conducted in the event of a promotion or change in duties and responsibilities.

Performance appraisals are not a guarantee of wage, salary or benefits increases, job or career advancement or of continued employment.

During formal performance appraisals, your Manager will consider the following factors, among others:

- Attendance, initiative and work effort
- Knowledge of your work
- Attitude and willingness
- The quality and quantity of your work
- The conditions under which you work
- Customer service skills
- Adherence to the Company's policies and procedures

The primary reason for performance appraisals is to identify your strengths and challenges in order to reinforce your good habits and develop ways to improve in other areas. This appraisal also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss your interests and future goals. Your Manager is interested in helping you to progress and grow in order to achieve personal as well as work-related goals. Perhaps your Manager can recommend further training or additional opportunities for you.

Compensation Reviews

Wage and salary increases are based on your performance and assessed potential, not length-of-service or the cost-of-living. Having your compensation reviewed does not necessarily mean that you will be given an increase.

All wage and salary increase recommendations have to be approved by the Vice President of Operations before they are granted.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of the Company. If you have any questions concerning any work rule or any of the unacceptable activities listed, please see your Manager for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate termination without warning:

- Willful violation of any Company policy; any deliberate action that is extreme in nature and is obviously detrimental to the Company's efforts to operate profitably.
- Being intoxicated or under the influence of controlled substance drug while at work; use or possession or sale of controlled substance drugs in any quantity while on Company premises, except medications prescribed by a physician which do not impair work performance.
- Possession of dangerous or illegal firearms, weapons or explosives on Company property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on Company premises or when representing the Company; fighting, or horseplay or provoking a fight on Company property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your Manager pertaining to your work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow employees on or off the premises -- at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of Company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- Theft of Company property or the property of fellow employees or customers; unauthorized possession or removal of any Company property, including documents, from the premises without prior permission from management; unauthorized use of Company equipment or property for personal reasons; using Company equipment for personal profit.
- Providing product to a customer at no charge without a valid business reason (i.e. giving out free coffee or food to friends or family, etc.).
- Charging a customer for a product or service and not entering it as a sale in the stores point-of-sale system (computer).
- Using an employee number or a number other than your own to enter a computer transaction.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Company; alteration of Company records or other Company documents.
- Violating the non-disclosure agreement; giving confidential or proprietary company information to competitors or others, including unauthorized Company employees; working for a competing business while a Company employee; breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on Company property.
- Conducting a lottery or gambling on Company premises.
- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making jokes about race ethnically or sexual orientation.
- Allowing non-employees in the store before or after business hours without specific authorization from supervisor.
- Tampering with security devices (i.e. turning off security camera.)
- Time-Clock violations: Altering time cards without manager's approval.

Occurrences of any of the following activities, as well as violations of any Company rules or policies, may be subject to disciplinary action, up to and including termination. This list is not all-inclusive. Notwithstanding this list, all employees remain employed "at will."

- Unsatisfactory or careless work; failure to meet quality standards as explained to you by your Manager; mistakes due to carelessness or failure to get necessary instructions.
- Cash overages or shortages in excess of \$5 for any given shift when employee is assigned the role of cashier.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your Manager. Not opening the store on time.
- Sleeping on the job.
- Excessive use of company telephone for personal calls.
- Use of personal cellular phones, personal computers, etc. on Company premises.
- Leaving the office or store during your work hours without the permission of your Manager, or if a Manager, without permission of your District Manager.
- Smoking in restricted areas or at non-designated times, as specified by Company policy.
- Posting, removing or altering notices on any bulletin board on Company property without permission of an officer of the Company.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Buying Company merchandise at a discount for resale.
- Obscene or abusive language toward any customer, manager, or co-worker; indifference or rudeness towards a customer or co-worker; any disorderly/antagonistic conduct on the Company's premises.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on Company premises.
- Failure to maintain a neat and clean appearance in terms of the standards established by the Company; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
- Eating food and beverages in undesignated areas or at your workstation.
- Using someone else's employee code to ring up any type of transaction on the point-of-sale computer.
- Negligence in observing prevention and safety rules.

Disciplinary Actions

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner (attach Progressive Disciplinary Action Form)

1. Verbal Warning
2. Written Warning
3. Dismissal

Written warnings will include the reasons for the manager's dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of your Manager at the time the warning is issued. Disciplinary actions may also include fines, bonus deductions, suspensions or other measures deemed appropriate to the circumstances.

All pertinent facts will be carefully reviewed, and the employee will be given a full opportunity to explain his or her conduct before any decision is reached. The Human Resources Department or another member of senior management will give a second opinion concerning the unacceptable behavior before dismissal occurs.

If you commit any of the actions listed below, or any other action not specified but similarly serious, you will be suspended without pay pending the investigation of the situation. Following the investigation you may be terminated without any previous disciplinary action having been taken:

1. Theft
2. Falsification of Company records
3. Conflict of interest
4. Threat of, or the act of doing bodily harm
5. Willful or negligent destruction of property
6. Use and/or possession of intoxicants, drugs or narcotics
7. Neglect of duty
8. Refusal to perform assigned work or to follow a direct order

9. Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making jokes about race ethnically or sexual orientation.
10. Allowing non-employees in the store before or after business hours.

Job Counseling

If you are concerned about your job performance, or if you wish to talk about job prospects in line with your career interests and abilities, you may arrange for a counseling discussion with your Manager and/or District Manager. Such a discussion will be confidential and will in no way jeopardize your present position or future with the Company.

Unemployment

The Company pays federal and state taxes to provide eligible employees with unemployment insurance. The Company pays the entire cost of this benefit.

You may be eligible for unemployment insurance benefits if your work hours are reduced or if you are temporarily laid off or permanently terminated. Federal and state laws and guidelines determine whether you qualify for unemployment benefits, and the amount of the benefits if you qualify.

Employee Safety and Health

We strive to provide safe working conditions for our employees. We observe the safety laws of the governments within whose jurisdictions we operate. No one will knowingly be required to work in any unsafe manner. Safety is every employee's responsibility, and all employees are expected to do everything reasonable and necessary to keep the Company a safe place to work.

The Company expects its employees to conduct themselves in a safe manner. Please use good judgment and common sense regarding safety standards, observe all safety rules posted in various areas, and follow all OSHA and state safety regulations. Employees are required to report any and all injuries to their supervisor immediately. A "Worker's Compensation, First Report of Injury" report must be completed for all injuries, no matter how minor, and needs to be signed by all employees involved, and all witnesses.

Accidents or Injury

No matter how insignificant an on-the-job injury may seem when it occurs, notify your Manager immediately. As soon as the injured employee has been taken care of, send an email to the Human Resources Department with brief details of the incident. Then follow up by faxing the appropriate report to the Human Resources Department, as the Company has only 24 hours to report the incident.

Injury Reporting Procedure

We sincerely hope you are never injured on the job, but if an injury occurs, the following procedures have been established to ensure that an injured employee receives proper medical attention and to ensure that required necessary reports are filed in a timely manner. All injuries, no matter how slight, must be reported to your supervisor.

1. Immediately report to your supervisor all accidents, illnesses, or injuries resulting from work-related circumstances, even if there is no lost time from work or initial medical treatment. Your care in maintaining a safe work environment is extremely important.
2. Injuries requiring only first aid: Treatment will be administered and the supervisor notified.
3. Minor injuries requiring medical treatment: Employees sustaining minor injuries will be referred to the Company-designated medical facility for treatment.
4. Serious injuries: Employees sustaining serious injuries will be taken immediately to the appropriate medical facility for treatment.
5. Each time a doctor treats an injury or the employee visits the doctor as a follow-up to an injury, the supervisor must be notified and given a copy of the physician's statement indicating work status.

Hazardous Materials

In accordance with the Hazardous Materials Communication Act, all stores are supplied with Material Safety Data Sheets (MSDS) to inform employees of the hazardous products used in the store. Material Safety Data Sheets are located in the SOP Manual. As part of your Tanning Consultant training you will be required to review the stores MSDS. Pay close attention to the Products:

1. Health hazards when misused.
2. Reactivity -- Problems when combined with other products.
3. Special protection necessary in the use of the product, if any.

Fires and Emergencies

IN CASE OF EMERGENCY DIAL 911.

The facility where you work has an emergency procedure to follow in the event of fire or disaster. Exits, fire extinguishers, and first aid kits are located throughout the facility. Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.

Workers Compensation

The Company purchases workers compensation insurance to protect employees who are injured, who become ill, or who die as a result of their employment. The Company pays the entire cost of this benefit. Information about workers compensation rights and benefits is posted in every store location.

You may be eligible for workers compensation benefits when your injury or illness results from your employment. Workers compensation pays for your hospital and medical expenses. In addition, after a brief waiting period, if you are unable to work, workers compensation pays you disability income in amounts set by state law. Federal and state laws and guidelines determine whether you qualify for workers compensation benefits, and the amount of your benefits if you qualify.

If you are injured while working or if you develop an illness as a result of your work, you are to report your injury or illness to the Human Resources Department immediately, or as soon as you are physically able to do so. Your failure to promptly report your injury or illness may jeopardize your right to workers compensation benefits.

Light-Duty Return to Work

The Company encourages employees who are recovering from an illness, injury or disabling condition to return to modified, alternate or light-duty work when such work is available.

The Company will make reasonable efforts to provide modified, alternate or light-duty work opportunities to ill, injured or disabled employees. If the employee's regular job cannot be modified to meet physical and medical restrictions, the Company will attempt to provide the employee with suitable alternative job. For example, if you are away from work because of a work-related injury, the Company will make reasonable efforts to provide you with light-duty work to allow you to return to physically and medically suitable employment as quickly as possible.

Security

Maintaining the security of the Company's buildings and property is every employee's responsibility. Develop habits that insure security as a matter of course. Good security results from being aware and using common sense. Remember, the safety of everyone in your store is the primary concern. Development of good money handling habits and an overall alertness on your part, and that of your employees will enhance the safety of your employees and customers and minimize the potential for financial loss.

Basics

- The Manager on Duty should never leave the store during business hours without prior permission from their immediate supervisor. Banking needs are the only reason the MOD should ever be away from the store.

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Insure that fire exits are locked and alarms are functioning.
- Keep office door closed and locked at all times.
- Safe should remain locked at all times.
- Always have two employees closing the store. (See detail in Robbery section.)
- Never let anyone in the store before opening or after closing unless he/she is a scheduled employee.
- Bank deposits need to be made daily. Deposits are to be counted and sealed by **opening manager**.
- Never resist a person attempting a robbery. Your personal safety is our number one concern.
- When you leave the premises make sure that all entrances are properly locked and secured and exit through the "exit" door at the close of business.
- Never discuss your store's sales volume with strangers or even with friends. Never discuss volumes, especially dollars, in any public place, such as a bar, ball game, etc.
- Report any vehicles that seem to be "hanging around" or are seen frequently with no apparent purpose.
- Count all money in a secure, enclosed area; never where you can be observed.

Alarm

All stores are provided with an alarm system. Persons responsible for opening and closing the store should be thoroughly familiar with the operation of the system.

The store manager must assign every management person in the store a unique 4 digit "Access Code" to arm and disarm the system. **Please get this code on your first shift in your store.** No person should be given another manager's code. Keep the alarm company's service number and monitoring number posted and report any problems with the system to them immediately.

Should the system malfunction and service cannot be obtained until the following day, contact your local police department and advise them of the situation. Ask them to provide additional drive-by protection overnight. Alert your District Manager of the problem.

Do not hang display materials, including balloons, close to the motion detectors or HVAC vents. After closing, the sudden gust created by the air conditioning system turning on will move the hanging materials possibly causing a false alarm.

All stores are equipped with a "panic button" to notify police of an emergency. You should be aware of the location and know how to alarm and reset them on your first shift in your store. The panic button is to be used only in the case of a robbery.

Security System

Aside from being a general deterrent to robbery, shoplifting and internal theft, the security system is a very valuable tool for the manager to address and resolve a wide spectrum of loss prevention issues, including customer situations. Employees should be aware that video cameras monitor the activities in the store and that video of employees violating Company policy may be used as evidence of said violation for the purpose of discipline up to and including termination.

Deposits

It is the Company's policy that Bank Deposits be made daily. Failure to make a daily deposit (excluding days banks are closed) will result in immediate termination. Prepare the bank deposit in a secure area. Once the opening manager seals the deposit bag, it may not be opened again by any store personnel. Place the deposit bag in another bag for camouflaging purposes while transporting the deposit to the bank. Alter your banking routine and route to the bank daily. Do not go to the bank the same time every day. **Do not become predictable.**

Always write down the bags identifying number on your deposit tickets. Do not leave the window until you have a validated deposit ticket for the correct amount. Always verify the bank deposit receipt vs. your own deposit ticket before leaving the bank. The bag number and your initials must go on all deposit slips.

Ninety percent of all bank deposit robberies occur either immediately after leaving the store or within 50 feet of the bank's door. Robberies often happen right in our parking lot. Going to the bank daily is mandatory, but going at the exact same time every morning is highly discouraged. Most bank deposit robberies occur because the eventual robber observes your routine and is able to predict the right time to make the grab. Never leave the back of the store with a bank deposit bag visible; always conceal it in a brief case, satchel or non-descript bag. Always observe the people in or near your travel path for potential setups. If you notice anyone loitering or sitting in a car outside your store delay taking the deposit until you can be sure that your travel path is safe; or, if you have serious suspicions, call the police and request an escort, advising them of your suspicions. Always make deposits during daylight hours preferably in the middle of the day after the morning rush; but, vary your routine so that you do not become a predictable target.

Never resist a robbery attempt. Be alert and make a mental note of all the details such as descriptions, vehicles, license numbers, type of weapons used, clothing worn, etc., and call 911 immediately.

Safe

The Company is security conscious, therefore, all stores are provided with a safe. The safe must be kept locked at all times. The only personnel who have access to the safe's contents are the Store Manager and Assistant Managers. The safe should never be left on "Day Lock," and the door of the safe must remain closed unless the MOD is actually accessing the safe.

- The contents in the safe should be counted three times a day. Once in the morning before the deposit is made, again at the shift change by the closing MOD, and finally at closing. All safe totals should be noted on the "Shift Change Log". The amount of the deposit at shift change must be verified against the total currency that has been collected through cash drops and the tills that have been counted out. The safe count should never change. Cash should always balance to your individual store's total safe count (i.e. change funds & tills).
- The MOD is personally responsible for all the money in the store. The turnover of the store, the cash (safe, deposit, change fund & cash drops and cash tills) dictates the changing of the MOD. The MOD must sign for the cash as accepted. Therefore, only the MOD that has completed the shift change procedure is allowed access to the safe at any point.
- Never give your safe code to anyone.

Robbery

The purpose of this section is to insure that all stores are aware of the preventive measures, which can be taken to control robberies, and the procedures, which should be followed in the event a store is robbed. The Company believes that preventive measures can be taken to control robberies, but should a robbery occur, the safety and well being of our store employees is the Company's first consideration and concern. Statistics indicate that most robberies occur during the first hour after opening or the last two hours before closing. In addition, Mondays, Saturdays and Sundays are the most frequent occurrences of robbery.

Preventive Measures

The following preventive measures should be followed:

- Do not keep large amounts of cash in your tills. Make cash pulls and record on cash pull log whenever a till exceeds \$200.00 of additional currency. Ensure tills are counted down and worksheet initialed **before** Cashier's leave their shift. As business slows, minimal amounts of cash, as well as open tills should be kept at the front counters.
- Do not block vision into the store by placing displays in the window.
- Keep the parking lot well lighted after dark. (If you are in a shopping center, report burnt out bulbs to the shopping center manager or landlord.)
- Bank deposits are made daily, according to our bank deposit policy.
- Help make your employees security conscious. The following is a list of things about which your employees should be cautious.

Section 1. Shoppers wearing hats, sunglasses, gloves or any article of clothing obviously not in general conformity with the time of year or location

- Section 2.** Clear garbage bags should be used when practical for smaller waste cans in service areas. If black bags are used to consolidate garbage before taking out, Managers should randomly inspect the contents. Never take garbage out after dark-no exceptions. If you must use a rear door for garbage do it during the middle of the day and have a second person manning the door to prevent unauthorized entry.
- Section 3.** Never leave the door unlocked before opening or after closing! If someone is watching your store, this could allow a burglar easy access. Do not open the back door after dark – no exceptions.
- Section 4.** Keep all lights on until just before leaving the store.
- Section 5.** When closing the store, move your vehicle to a well-lighted area near the store entrance prior to closing time. When locking up the store, one employee should go to his car, lock the doors, turn on the lights and drive to a point in plain view of the person who is still in the store. The person locking the store can then let himself out and proceed to his car. This procedure ensures that at least one person is always in a position to call or go for help.

In Case of a Robbery

The following actions should be taken if a robbery actually occurs.

- Section 1.** Keep calm, hit the silent alarm (the panic button), and do not resist the persons attempting the robbery. Your personal safety is our number one priority.
- Section 2.** Attempt to obtain a description of the suspect, observing what type of gun and listening to his/her voice. In order to permit a search for possible evidence, always preserve and protect evidence (don't touch registers, etc.).
- Section 3.** If possible, send someone to the window in an attempt to see the vehicle. Try to observe the color, license number and direction of departure.
- Section 4.** Call police immediately. Stay on the telephone until the officer states that you have given all the information needed. If questioned about the amount of money lost, reply "an undetermined amount." Explain that the District Manager will let the police know this as soon as it has been determined.
- Section 5.** Call your District Manager who will assist the Store Manager in making a written report in as much detail as possible.
- Section 6.** Preserve and protect evidence (don't touch anything that has been touched by the robber).
- Section 7.** Obtain names, address and telephone numbers of any customers who are involved or are witnesses.
- Section 8.** Do not attempt to apprehend a robber or suspect shoplifter. Always think about security and train your help to be security conscious. Resolve any doubts by calling the police; "play your hunches." Never ignore your feelings about something being funny or not just quite right. The police will not criticize you and would rather receive a false alarm than miss the opportunity to prevent or detect criminals in action.

Burglary

All stores must be aware of the preventive measures, which can be taken to control burglaries and/or break-ins, as well as the procedures, which should be followed in the event a store is burglarized.

All stores are equipped with alarm systems - know their operation and use them properly. The following preventive measures should be kept in mind:

- Section 1.** Verify that all cash drawers are empty.

- Section 2.** When counting cash in the store before opening or after closing, do not count the money where you can be observed from the outside.
- Section 3.** Be sure all money is locked in the safe.
- Section 4.** Do not leave the combination of the safe written down anywhere in the store.
- Section 5.** Be sure that the alarm system is set when leaving the store at closing. (Double check by calling the security company if you are unsure.)
- Section 6.** Don't leave the store at night until you are sure all doors and windows are locked.
- Section 7.** Do not leave the exit door open for employees to enter through. If someone is watching the store, this could allow him or her access.

In Case of a Burglary

The following procedures should be followed in the event your store is burglarized.

- Section 1.** Secure the store. Do not allow anyone to touch potential evidence until the police have arrived and all the money is counted.
- Section 2.** Contact your District Manager.
- Section 3.** Do not touch anything until the police have finished their investigation.
- Section 4.** Only the District Manager is authorized to reveal the amount stolen to the police.
- Section 5.** Get names and phone numbers from any witnesses.

Immediate Termination Security Violations

- 1. Leaving the safe open.
- 2. Leaving the safe on day-lock.
- 3. Failure to make a daily deposit.
- 4. Using any security code, other than the one assigned to you, for store entry or closing.
- 5. Unauthorized person(s) in store before opening or after closing.
- 6. Giving employees keys to locked areas (after prior warning by supervisor).
- 7. Giving employees the code and/or access to the safe.
- 8. Falsifying over/short moneys (i.e. taking money from or adding money to daily deposit).
- 9. Borrowing money from the safe or change fund.
- 10. Failure to complete shift change procedures (after prior warning by supervisor).
- 11. Using ID other than your own (after prior warning by supervisor).
- 12. Failure to open store on scheduled shift (after prior warning by supervisor).
- 13. Falsification or manipulation of the store's inventory.
- 14. Time clock manipulation. Managers may not edit their own time clock entries. If there is a time card or clock in/clock out error, it must be changed by another member of the management team.
- 15. Any "Class A" - Gross Violation from the Disciplinary Actions section of this handbook.

If you have a Problem

If you have any questions concerning your job or if you encounter any work-related problems, we encourage you to discuss your questions or problems with us. We cannot address any of your questions, concerns, or problems unless we know about them.

If you have a problem, please talk to with your immediate supervisor as soon as possible. Your immediate supervisor is the person responsible for what goes on in your immediate work area and may be in the best position to help you.

If you prefer not to speak with your immediate supervisor, or if you feel your immediate supervisor cannot or has not satisfactorily resolved the problem, please ask to speak with your District Manager. Your District Manager is available to assist you and work on solving your problem at any time. Finally, if you still feel the need to speak to other members of the management team, we encourage you to speak to the Director of Operations.

The Company takes all concerns and problem brought to its attention seriously. We will work to address your concerns or resolve your problem as soon as possible under the circumstances. You are encouraged to utilize this procedure without fear of reprisal.

Summary

Once again, this Employee Handbook provides answers to most of the questions you may have about the Company's policies and procedures, as well as the Company's benefits programs. If anything is unclear, please discuss the matter with your Manager. You are responsible for reading and understanding this Employee Handbook, and your performance evaluations will reflect your adherence to the Company policies and procedures. In addition to clarifying responsibilities, we hope this Employee Handbook also gives you an indication of the Company's interest in the welfare of all employees who work here. By always keeping the contents of this Employee Handbook in mind, you should be happy and successful in your work with us.

Again, welcome to the Company. We look forward to working with you.

Notes

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HANDBOOK ACKNOWLEDGMENT

I acknowledge that I have received the Company's Employee Handbook ("the Handbook"), and understand that violations of the policies contained in the Handbook, including the anti-harassment policy, could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for the Company and that the Company reserves the right to modify the Handbook or amend or terminate any policy, procedure, or employee benefit program at any time.

I further understand that the contents of the Handbook do not form a written employment contract. Either the Company or I have the right to terminate my employment at any time.

I further understand that no manager, supervisor or representative of the Company, other than the an officer, has any authority to enter into any agreement guaranteeing employment for any specific period of time or on any specific terms; and then only if said agreement is in writing, approved by the Board of Directors and signed by an officer.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the on-site supervisor.

Location Name

PC# _____

Employee Signature

Date

Name Printed

Social Security Number

Employer Name

Please sign and keep this acknowledgment for your records.