



# EMPLOYEE HANDBOOK

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# TABLE OF CONTENTS

## Table of Contents

About this handbook _____	7
Chapter 1: Central Pop! _____	8
About US _____	8
Products _____	8
Customers _____	8
Non- Discriminatory Service Policy _____	9
Our Mission _____	9
Expectations _____	9
Chapter 2: Employment _____	11
Receipt of Employee Guidebook _____	11
Personnel File Copy _____	11
Posting of Open Positions _____	12
Equal Employment Opportunity Policy _____	12
Reporting Violations of EEO _____	13
Authorization to Work in U.S. _____	13
Reasonable Accommodations _____	13
Staff Meetings _____	13
Food Handling _____	14
OSHA _____	14
Bulletin Boards _____	14
Confidentiality _____	15
Test Kitchen _____	16
Resignation _____	16
Re-Employment _____	16

# TABLE OF CONTENTS

Dismissed Employees _____	16
Diversity _____	17
Conflict of Interest _____	18
Chapter 3: Employment Status & Records _____	19
Hire Date _____	19
Classification of Position _____	19
Hours of Work _____	19
Reference Letters _____	20
Performance _____	20
90 day probationary period _____	20
Annual Reviews _____	20
Performance Improvement Notices _____	20
Disciplinary Process _____	21
Time Records _____	21
Personal Changes _____	21
Chapter 4: Benefits _____	23
Benefit Schedule for Employee Classification _____	23
Full Time Employee Benefits _____	23
Part Time Employee Benefits _____	23
Paid Sick Time _____	24
Paid Time off _____	24
Jury Duty _____	24
Funeral Leave _____	24
Holidays _____	25
Holiday Schedule for 2019 _____	25

# TABLE OF CONTENTS

Workers' Compensation Insurance _____	25
Social Security _____	26
Unemployment Compensation Insurance _____	26
Chapter 5: Payroll _____	27
Wage and Salary administration _____	27
Wage and SALary Changed _____	27
MERIT INCREASES AND DEMERITS _____	27
Payroll Distribution _____	28
Employee authorized deductions _____	28
Deductions for Exempt Salaries _____	28
Deductions _____	29
Deduction Complaint Procedure _____	29
Tax Lien and Wage Garnishments _____	29
Overtime _____	30
Chapter 6: Workplace _____	31
Behaviors _____	31
Employee Conduct _____	31
Work Schedules/ Attendance _____	33
Unplanned absence and lateness _____	34
Fraud policy _____	34
Security _____	35
Accidents _____	35
Professional Appearance _____	35
Good Judgment _____	35
Body Alteration/ Modification _____	35

# TABLE OF CONTENTS

Makeup & Hair Color _____	36
Personal Hygiene _____	36
Undergarments _____	36
Grooming _____	37
Fragrances _____	37
Dress Code _____	37
Unacceptable Attire/Shoes _____	38
Dress Code Violation _____	38
Smoke free guidelines _____	39
Work Schedules _____	39
Rest Periods _____	39
Lunch Periods _____	39
Personal Phone calls and visitors _____	39
Cell phone use _____	40
Leave Policy _____	40
Family and Medical Leave Policy _____	40
Military Family Leave _____	46
American Disability Act (ADA) _____	48
Drug-Free/ Alcohol-Free Workplace _____	48
Prohibitions _____	49
Legally Prescribed Medications _____	49
Reasonable Cause _____	50
Anti-Harassment Policy _____	51
Workplace Violence _____	53
Reporting of Dangerous Situations _____	54

# TABLE OF CONTENTS

Solicitation or distribution _____	54
Cooperation with Investigations _____	54
Employee Conflict-Resolution Procedures _____	55
Chapter 7: E-Policies _____	56
Technology _____	56
Social Media Policy _____	56
General Considerations _____	56
Personal Social Media Interaction _____	57
Retaliation is prohibited _____	58
Media Contacts _____	58
Computer Viruses/ Unauthorized Software _____	58
Internet Guidelines _____	58
Internet Access Agreement _____	60
Personnel File Copy _____	60
Contact Information _____	72
Policies and Procedures Manual _____	61
Purpose: _____	61
Applicability: _____	61
Policy Effective Date _____	61
General Store Cleaning Policy _____	61
Cooking Policy _____	62
Restroom Cleaning Policy _____	63
Kitchen and Equipment Cleaning Policy _____	64
Handwashing Policy _____	66
Food Source Policy _____	67

# TABLE OF CONTENTS

Warewashing Policy _____	68
Employee Health Policy _____	70

# “Central Pop!”

## About this handbook

At “Central Pop!” LLC, we believe in empowering our team to make our customer experience memorable. The provisions of this handbook are guidelines and do not establish a contract or any particular terms of employment between you and ““Central Pop!” LLC” nor does it constitute a promise of continued employment.

This handbook supersedes all prior policies, procedures, and practices- verbal or written. Unless provided by a written contract signed by an authorized officer of the company, employment at “Central Pop!” LLC is on an “at-will” basis; meaning you have the right to resign when you choose and “Central Pop!” LLC reserves the right to terminate your employment at any time, without advance notice and with or without good cause.

This handbook may be updated, discontinued, replaced or revised at any time at “Central Pop!”’s sole discretion. We can make any changes to this handbook as deemed necessary to ensure the proper policies, procedures, and guidance for the betterment of the organization and those who work here.

In certain cases, this guide refers to policies, procedures or benefits which are governed by the terms of specific controlling documents, plans, employee benefit trust agreements, and the like (e.g., a Retirement Plan). In such cases, if there is a conflict in the language or information contained in this guide and the controlling document, the latter shall govern. Similarly, there may be other policies and procedures adopted by “Central Pop!” that are not referred to in this guide that cover specific employee activities. In such instances, those specific policies and procedures control the general terms of this guide.

Any change implemented will be in accordance with legal requirements.

If, after reading the handbook, you have any questions, please reach out to your supervisor or manager.



# “Central Pop!”

## Chapter 1: Central Pop!

### ABOUT US

Central Pop! LLC is a retail food company specializing in “craft” or gourmet popcorn, protein balls, crispy rice bubbles, and fresh-made marshmallows. We are a Limited Liability Corporation in the State of Arizona. We are a local family owned business established in 2017. We are providing products that everyone loves to snack on using the various flavors available to us.

### PRODUCTS

Americans consume about 16 billion quarts of popped popcorn annually, about 52 quarts per man, woman and child. 70% of popcorn is consumed in one's home which is about 11.2 billion quarts of the 16 billion. Popcorn is loved by young and old making this is a large target market. Central Pop's primary product line is craft or gourmet popcorn. We offer 80 to 90 flavors and flavor combinations on a daily basis. Flavors will be changed/rotated on a regular basis to maintain a changing variety of the product line. Secondary lines include specialty crispy rice bubbles (“rice krispy treats”), marshmallows, and protein crunch balls. We will offer a variety of flavors, mix-ins and toppings.

Additional products include fountain drinks and/or bottled specialty drinks such as Snapple, CORE Organic Waters and others. We offer a limited variety of boutique coffees and teas as an additional alternative to fountain drinks.

### CUSTOMERS

**“Central Pop!” maintains a high level of integrity and will provide our customers with a one of a kind memorable experience.**

Once a customer enters “Central Pop!” it's all about the experience. We welcome our customers to try the different flavors of popcorn, marshmallows, protein balls and crispy rice bubbles before they make a decision to buy. We want our customers to feel welcomed and offer them selections based on their

# “Central Pop!”

choice of savory or sweet. As a team member of “Central Pop!”, it's up to you to make that experience; one that will invite customers to return. We want them to share our popcorn but remember who you are the next time they visit. You make a difference to everyone you interact with at “Central Pop!”. Popcorn and sweet treats are enjoyable to everyone.

## **NON- DISCRIMINATORY SERVICE POLICY**

“Central Pop!” is committed to ensuring that all customers and employees are treated with the highest regard irrespective of their race, sex, age, color, religion, national origin, sexual orientation, ancestry, or disability. It is the responsibility of all employees to treat all customers equally in providing service to them. All customers are provided the same rights, privileges, and services; unless an individual has a medical condition, which poses a direct threat to the health and safety of the individual, employees, or public or disrupts the orderly flow of business. “Central Pop!” will take appropriate steps to provide reasonable accommodations upon request to individuals with disabilities so long as doing so does not cause any undue hardship.

## **OUR MISSION**

“Central Pop!” brings craft popcorn to markets with little or no presence of similar stores and gives customers a unique experience as well as unique products. We offer a variety of snacks from indulgent to healthy, sweet or savory, and in many cases suitable for those who are glucose or gluten intolerant, or even vegan. Our focus on continuous improvement will always have the customer experience in mind and will allow our operation to follow demand as we monitor customer feedback.

At “Central Pop!” we believe that family is important and there needs to be a balance between work and family. We believe in rewarding hard work and recognizing employees who create those memorable experiences which encourages customer loyalty to “Central Pop!”.

## **EXPECTATIONS**

We believe you are a good fit for “Central Pop!” and we are confident that you will provide a memorable and positive experience for our customers. Working

# “Central Pop!”

together and assisting customers sets the tone and future business. When we treat not only our customers with respect but also our internal employees, we set the expectation that they are important and valued customers of “CENTRAL POP!” team. When you possess knowledge of “Central Pop!” products and get to know your customers, you can then help your customers find flavors and combinations of popcorn they will enjoy.

# “Central Pop!”

## Chapter 2: Employment

### RECEIPT OF EMPLOYEE GUIDEBOOK

#### Personnel File Copy

guidebook for future reference and to direct any questions about the contents of the guidebook to Human Resources.

I understand that as a term and condition of my employment I am to comply with and abide by the policies in the guidebook. I understand and agree that this guidebook is not a contract of employment, nor a guarantee of continued employment. I understand that “Central Pop!” reserves the right to discontinue employment at any time with or without cause or advance notice, just as I may terminate my employment at any time for any reason.

I understand that “Central Pop!” may modify, change, delete, or add to, as it deems appropriate, the policies, procedures, benefits, and other general information in this guidebook. Employees will be notified of any changes to the contents if there are any changes.

Further, I understand and recognize that in my employment I will receive and have access to confidential information, including but not limited to vendor information, customer lists, pricing policy, trade secrets, product descriptions, recipes and other related information. I understand that this information is critical to the success of “Central Pop!” and must not be disseminated or used outside “Central Pop!” premises at any time. I understand that all recipes I create while employed at Central Pop! is the property of Central Pop.

In the event of termination of my employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual, business, or entity at any time.

I also agree to immediately return any such information, in whatever form found, to “Central Pop!” upon my termination of employment.

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**EMPLOYEE**

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**DATE**

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**HUMAN RESOURCES**

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**DATE**

# “Central Pop!”

## POSTING OF OPEN POSITIONS

When there are position vacancies, these positions may be posted through an online job site, our website or onsite bulletin boards. These notices may be posted for five days and contain such information as title, job grade, duties and qualifications for the position. If you are interested in a posted position, please submit a letter of interest to apply. Upon review, all **qualified** internal candidates will be interviewed. Qualified candidates are employees who are in good standing in their current role and do not have any corrective action within six (6) months of applying for an open position.

### Positions That May Not Be Subject to Posting:

- Re-classified positions that do not create a vacancy
- Positions for which an employee has been in succession planning
- Transfers necessary to maintain efficient operations and production

## EQUAL EMPLOYMENT OPPORTUNITY POLICY

Our commitment to equal opportunity applies to all terms and conditions of employment, including recruitment, hiring, placement, compensation, promotion, training, transfers, layoffs, termination, education, and social and work sponsored events. It is “Central Pop!”’s policy that, as required by law, equal employment opportunities be available to all persons without regard to race, sex, age, color, religion, sexual orientation, gender identity, national origin, disability, citizenship status, or any other category protected under state or local law. This policy applies to employees and applicants and to all phases of employment including hiring, promotion, demotion, and treatment during employment, rates of pay or other forms of compensation, and termination of employment.

- “Gender identity” is defined as “an individual having or being perceived as having a gender-related self-identity, self-image, appearance, expression or behavior different from those characteristics traditionally associated with the individual’s assigned sex at birth.”
- “Sexual orientation” is defined as “an individual’s actual or perceived identity or practice as a lesbian woman, gay man, bisexual person or heterosexual person.”

# “Central Pop!”

## Reporting Violations of EEO

If you believe this Policy has been or is being violated, you must report the violation immediately to Human Resources or to your area Supervisor. No action will be taken against anyone merely because he reports behavior believed to violate this policy. Given the nature of this type of conduct, “Central Pop!” treats alleged violations of this policy seriously and, to the extent possible, confidentially. “Central Pop!” expects all individuals to treat alleged violations in the same responsible manner. Violations of this policy will not be tolerated and will result in appropriate discipline up to and including discharge.

## Authorization to Work in U.S.

Central Pop! is committed to employing only United States Citizens and those who are authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. As a condition of employment, all new employees are required to complete and sign an Immigration and Naturalization Service Employment Eligibility Form I-9 and provide the required documentation evidencing proof of their status. Prior to recommending employment, new rehired employees must also complete a new or updated INS Form I-9.

## Reasonable Accommodations

“Central Pop!” will take appropriate steps to provide reasonable accommodations upon request to qualified individuals with disabilities so long as doing so does not cause any undue hardship. “Central Pop!” will also provide reasonable accommodation, upon request, to an employee’s religious beliefs so long as doing so does not constitute an undue hardship. If you need accommodation, please provide a written description of your situation and your needs to management, and someone will contact you to discuss your request.

## STAFF MEETINGS

Both general staff meetings and departmental meetings are conducted periodically. These meetings are essential and cover many topics that are an important means of communicating our policies and procedures while providing instructional information, as well as introducing new products for our customers. It is important for all employees to attend the staff meetings, which is considered to be part of your work time.

# “Central Pop!”

## FOOD HANDLING

As part of the condition of employment, all Central Pop! employees must successfully provide Central Pop! with a copy of their successful completion of a food handling course. These courses are 30 minutes in length and can be completed online for a \$10.00 fee. It is your responsibility to provide the proper documentation within 30 days of hire date. Violations to the food handling safety policies may result in disciplinary action up to and including termination. The following policies will be followed in compliance with the Maricopa County Health Department.

- [Handwashing Policy](#)
- [Warewashing Policy](#)
- [Kitchen/ Equipment Cleaning Procedures](#)
- [General Store Cleaning Procedures](#)
- [Restroom Cleaning Policy](#)
- [Food Source Policy](#)
- [Cooking Policy](#)
- [Employee Health Policy](#)
- [Cross Contamination Policy](#)

## OSHA

OSHA determines what procedures should be in place to maintain a healthy and safe work environment. When you work in a safe and healthy environment, you are more productive and less stressed. The OSHA training you are provided will go over the use of equipment, food safety, and illnesses/injuries. As part of the condition of employment, it is important to follow OSHA regulations in regards to illnesses, blood borne pathogens, food safety and workplace safety. Violations to the OSHA regulations may result in disciplinary action up to and including termination.

## BULLETIN BOARDS

Bulletin Boards are located in the back areas of “Central Pop!”. You are urged to check the Bulletin Boards daily and to read posted items so that you remain abreast of new policies, procedures, product updates and activities. All bulletin

# “Central Pop!”

boards are for communicating the official business of “Central Pop!”. No other notices shall be posted, unless approved by management.

## CONFIDENTIALITY

“Central Pop!” recognizes and respects the privacy expectations of our customers. In this regard, “Central Pop!” has established a set of policy guidelines agreed to and followed by each of our employees.

The guidelines are as follows:

- “Central Pop!” will collect, retain and use information about individual customers only where “Central Pop!” reasonably believes it would be useful (and allowed by law) to administer our organization’s business and to provide products, services, and other opportunities to its customers. “Central Pop!” will collect non-public personal customer information from the following sources: information we receive from rewards program, mailing lists, customer databases, or other forms; information about transactions with “Central Pop!”, affiliates, or others.
- “Central Pop!” will also takes appropriate disciplinary measures to enforce employee privacy responsibilities.
- “Central Pop!” employees will not copy, share, or distribute our vendor lists, customer database, recipes or trade secrets.
- “Central Pop!” does not disclose any non-public personal information about customers and/or former customers to anyone, except as permitted by law. “Central Pop!” may disclose such information, as described above to companies that perform marketing services for us.
- If, for some reason, non-public personal information will need to be disclosed to any unaffiliated party for marketing or similar purpose, customers of “Central Pop!” will be informed of such through prior communications and such customers will be given the option to decline such disclosures through a reasonable means such as writing or calling “Central Pop!”.

“Central Pop!” insists that if personal identifiable customer information is provided to a third party, “Central Pop!” will assure that similar privacy principles are provided for keeping such information confidential.

Employees may share this policy upon request of customers.



# “Central Pop!”

## TEST KITCHEN

Central Pop! LLC encourages creativity and innovation therefore we provide you with the ingredients and time to create new products to share with our customers. Test kitchen time is permitted with prior management approval. Your ideas must be shared with your manager and an agreed upon time will be scheduled. Please note that our customers are priority and this time may be adjusted based on the business need.

## RESIGNATION

If you must resign from your position with “Central Pop!” please submit a written letter of resignation notifying management of your departure date. Non-exempt employees are requested to provide at least 14 days or 2 weeks, and exempt employees at least 28 days or 4 weeks notice of resignation, which does not include any scheduled time off or holiday time. This will ensure that all eligible payments for accrued benefits will be granted. Once resignation is given, “Central Pop!” reserves the right to separate the employee immediately.

“Central Pop!” asks those employees resigning from their position to complete an exit interview. This information will help “Central Pop!” better understand the needs of our employees.

## RE-EMPLOYMENT

“Central Pop!” staff who leave in good standing are welcome to re-apply for consideration of employment at any time. Any employee who is dismissed by disciplinary action or who left without giving proper notice may not be considered for re-employment. If you are re-employed, your previous tenure at “CENTRAL POP!” will not be reinstated and your benefits will begin with your new hire date.

## DISMISSED EMPLOYEES

The dismissed employee's final check will include all pay entitlements. It is expected that all property such as keys will be returned 24 hours prior to the final pay check being deposited.

# “Central Pop!”

## DIVERSITY

“Central Pop!” is committed to fostering, cultivating and preserving a culture of diversity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company’s achievement as well.

“Central Pop!”’s diversity initiatives include ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees’ varying needs.
- Employer and employees contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All employees of “Central Pop!” have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action up to and including discharge.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company’s diversity policy and initiatives should seek assistance from Human Resources.

# “Central Pop!”

## **CONFLICT OF INTEREST**

No employee of “Central Pop!” may use their position for personal gain, or for the benefit of family customers, friends, or business associates, in dealing with outside vendors or suppliers. No employee shall work at an establishment similar to “Central Pop!” where they have the responsibility to promote and/or create the products offered.

# "Central Pop!"

## Chapter 3: Employment Status & Records

### HIRE DATE

Your hire date is established as the first workday of your employment with "Central Pop!". It is used primarily to determine benefit eligibility and length of service. This date does not change as long as employment is continuous. There is a 90- day probationary period upon the first date of hire and when you start a new position in the organization.

### CLASSIFICATION OF POSITION

All positions are classified on the basis of duties and responsibilities. Each class of positions has its duties defined in terms of special knowledge, skill, and ability, which are required for the minimum experience and training necessary to do a particular job. Job classifications, based on duties and responsibilities, are essential to a compensation plan, which is fair and equitable to all employees. We have two classifications:

- **Exempt** employees are paid a salary, usually are managers, executives, or directors, and are excluded from minimum wage, and overtime regulations.
- **Non-exempt** employees are not exempt from the FLSA requirements. Employees who fall within this category must be paid at least the federal minimum wage, given overtime pay of not less than one and a half times their hourly rate for hours worked beyond 40 each week.

Whenever the duties of a position are substantially changed, the position shall be reviewed to determine if it is properly classified.

### HOURS OF WORK

- **Full Time** – A full time business employee is one who is scheduled to work 40 hours per week.
- **Part Time** – A part time business employee is one who is regularly scheduled to work less than 36 hours per week. Your supervisor may periodically assign additional hours.

# "Central Pop!"

## REFERENCE LETTERS

Employees may **not** provide reference letters. Upon telephone and/or written request to Human Resources, "Central Pop!" will confirm the employee's hire and termination date and the position held at termination. All requests that supervisors may receive for references must be referred to the Human Resources department. You may also fill out an employment verification form. Please allow 3 to 5 business days to process your request.

## PERFORMANCE

Our interactions with our customers is critical to the success of Central Pop!. We also need to assure we are able to manage our time, meet with food safety, OSHA and company policies. Central Pop! maintains a performance planning and evaluation program to help employees understand the performance expectations and any goals for the position, provide feedback to employees on performance against expectations; identify needs/opportunities for employee development and to support management decisions affecting the employee's rate of pay and employment related matters. A demotion based on performance issues requires a new performance evaluation to support the action taken. Performance evaluations will be completed using the approved forms.

### 90 day probationary period

Newly hired and promoted employees' performance will be evaluated at ninety (90) days to determine their abilities to perform their jobs.

### Annual Reviews

Employees are reviewed on their yearly hire date with the employee's merit review.

### Performance Improvement Notices

We want our employees to succeed in our organization. Therefore, there may be times when performance may warrant a "Performance Improvement Plan." These plans are written with managers to strengthen employee performance through strategies that bring the employee and the organization success. These plans are written, agreed upon and added to their Performance Management profile for

# "Central Pop!"

evaluation and improvement. Performance Improvement Plans usually are no more than three months in length with clear defined goals and strategies in place for the employee's improved performance. At-will employees remain at-will, and the existence of a Performance Improvement Plan does not guarantee employment during the plan's anticipated duration or for any other period of time.

## **Disciplinary Process**

We reserve the right to modify or change the appropriate disciplinary action based on the infraction.

## **TIME RECORDS**

In order to keep accurate records of time worked, all non-exempt employees must record all hours worked, including their start time at the beginning of each workday, when leaving, returning, and at the end of each workday. Otherwise it may be considered falsifying time records, which may be cause for immediate dismissal.

Recording of time in and out for another employee or allowing another employee to record your time is not permitted. Falsifying time records or any other official document is not permitted. Both activities may be grounds for immediate dismissal.

Each employee must verify his/her own time record prior to the processing period. In the event that the time record cannot be verified by the employee, the immediate manager will review the time record for processing. Any time card corrections must be signed off by your manager.

Exempt and non-exempt personnel **MUST** keep accurate records of their use of benefit time. Exempt and non-exempt personnel must submit a request of taking any benefit time.

## **PERSONAL CHANGES**

Please report any change of name, address and telephone number, or number of dependents to management as soon as possible after the event. This may be very

## **"Central Pop!"**

important in the case of an emergency, insurance coverage or for tax documents, etc.

# "Central Pop!"

## Chapter 4: Benefits

### **BENEFIT SCHEDULE FOR EMPLOYEE CLASSIFICATION**

This chapter contains information concerning certain benefits offered by "Central Pop!". When you become eligible for a benefit plan, you will receive a copy of the plan information. If you do not receive information, please contact management. The terms of our benefit plans are described in detail in these materials. In the event the description of benefits in this guidebook conflicts with anything stated in a plan document, the plan document will govern and supersede this guidebook.

The benefits may change from time to time at the sole discretion of "Central Pop!". This is not a contract of benefits to be offered by "Central Pop!". "Central Pop!" reserves the right to amend, terminate, suspend, withdraw or modify the plan, in whole or in part at any time and without notice. In the event of a discrepancy between the employee benefit plan and this summary, the benefit plan will control. The following benefits are provided for "Central Pop!" staff. Employees' eligibility to participate in benefit programs are as follows:

#### **Full Time Employee Benefits**

Full time employees are regularly scheduled at least 40 working hours per week. The following is a list of benefits for which they may be eligible:

- Health Care Plan including dental, vision, prescription drugs, and flexible spending program
- Paid Holidays
- Paid Sick Time(PST)
- Workers' Compensation
- 401K Savings Program

#### **Part Time Employee Benefits**

Part time employees who have less than 39 working hours per week are eligible for the following benefits, some on a pro-rated basis, determined by their actual hours worked:



## "Central Pop!"

- Paid Holiday
- Paid Sick Time
- Military Leave
- Workers' Compensation

Part-time employees may occasionally be required to work full-time hours because of business needs. These occasions will not alter the employee's part-time status unless "Central Pop!" determines that the requirements of the position warrant converting the position to full-time status. If "Central Pop!" makes that determination, the employee will be notified in writing that the employment status is changed from part-time to full-time.

### PAID SICK TIME

**"Central Pop!"** ("CENTRAL POP!") offers paid sick time to full-time and part-time employees. You may carry over your accrued PST in accordance with Arizona laws. PST starts to accumulate from date of hire. Each employee receives 1 hour of PST for every 30 hours worked. Once all PST has been used in a particular calendar year, taking additional time off without pay will not be permitted and is subject to disciplinary action.

If you miss more than three (3) consecutive days, your supervisor has the right and may request a doctor's note. PST may not be used if an employee is a no call/no show.

### PAID TIME OFF

**"Central Pop!"** offers paid time off for full-time employees using an accrual method. Time off is available to use after 6 months of full-time employment. You can see your time available on your pay stub.

### JURY DUTY

"Central Pop!" staff shall be granted a leave of absence necessary for serving on a jury or attending court as a third-party witness under a formal subpoena. Employees will be required to furnish written verification of the dates and times of jury duty service upon return from their leave.

### FUNERAL LEAVE

Employees are allowed up to three consecutive days off from regularly scheduled duty in the event of the death of the employee's spouse, child, father, father-in-law, mother, grandparents, grandchild, mother-in-law, son-in-law, daughter-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson, or stepdaughter. In the event of the death of the employee's brother-in-law, sister-in-law, aunt, or uncle, you may take the day of the services off. Any time off which exceeds the funeral leave policy can be considered unpaid leave and will require the approval of management. Any other relationship that

## "Central Pop!"

does not fall within the policy guidelines will need approval from management. Bereavement leave is unpaid and we request that you provide a copy of the funeral card for any bereavement time you have taken.

### HOLIDAYS

"Central Pop!" will observe most of the major holidays throughout the year.

Full and part time employees are eligible to receive paid holidays approved by "Central Pop!". All employees must work their scheduled day preceding and following a holiday in order to be eligible for holiday pay. Part time employees will be eligible to receive holiday pay only if they are normally scheduled to work the holiday. You can view the Holiday Schedule on our site.

#### Holiday Schedule for 2019

New Year's Day	Tuesday, January 1
Martin Luther King Jr. Day	Monday, January 21
Presidents' Day	Monday, February 18
Memorial Day	Monday, May 27
Independence Day	Thursday, July 4
Labor Day	Monday, September 2
Columbus Day	Monday, October 14
Veterans Day	Monday, November 11
Thanksgiving Day	Thursday, November 28
Christmas Eve	Tuesday, December 24 - we close at 1pm
Christmas Day	Wednesday, December 25
New Year's Eve	Tuesday, December 31 – we close at 1pm

### WORKERS' COMPENSATION INSURANCE

"Central Pop!" provides insurance coverage for an employee in Workers' Compensation Act of the State of Arizona. If an employee is injured in the performance of their duties, he/she may be eligible for benefits. In this plan, the law determines compensation levels. This paid coverage begins with the first day of employment.

If an employee is injured on the job, it should be reported **immediately** to management. This assures we are in compliance with the Industrial Commission as well as make sure you get the proper care due to any injuries sustained from the workplace. If an employee refuses treatment, you must complete the declination of treatment form and send it to management.

# "Central Pop!"

## **SOCIAL SECURITY**

While you work, "Central Pop!" matches the Social Security taxes you pay on your earnings through the FICA deduction. Benefits upon retirement are based on your earnings over your work life and are adjusted for increases in national average wages. Your spouse can also be entitled to benefits based on your work history. Benefits for you and/or your family may also be available in the event of your disability or death. For further details, contact your local Social Security Office.

## **UNEMPLOYMENT COMPENSATION INSURANCE**

Unemployment insurance is a coordinated Federal/State plan designed to provide economic security for the worker during temporary periods of unemployment. Solely "Central Pop!" in accordance with State law finances the plan. Eligibility for these benefits is determined by the State through the Arizona Workforce Development.

# "Central Pop!"

## Chapter 5: Payroll

### WAGE AND SALARY ADMINISTRATION

Central Pop! maintains a "pay for performance" approach to employee compensation. Every effort is made to keep Central Pop!" compensation plan equitable based on qualifications, performance, and position. The two basic objectives are:

- To maintain the wages and salaries at levels competitive with those of the local market.
- To maintain a wage and salary scale that reflects the proper relationship of positions within "Central Pop!" in consideration of the degree and responsibility assumed.

"Central Pop!"'s compensation plan is reviewed regularly and adjusted periodically, as necessary, to assure equitable treatment based upon the above guidelines and to reward employees appropriately for performance. Each position has a written job description that defines pertinent information about the position, such as title, purpose, reporting relationships, responsibilities and qualifications. A copy of the current job description will be provided to each employee.

### WAGE AND SALARY CHANGED

Employee rate of pay will be reviewed annually and at certain other times deemed appropriate by management such as upon promotion or demotion, transfer to another position or completion of an orientation period. Changes to a rate of pay are based on Central Pop!'s ability to grant wage changes, the employee's demonstrated performance and the position of the employee's wage in the salary range for his/her job.

### MERIT INCREASES AND DEMERITS

Merit increase guidelines will be provided periodically by Human Resources. Wage changes associated with a promotion, demotion or transfer will be determined on a case by case bases, but wages will be changed in such circumstances to bring the employee's rate of pay to an appropriate amount within the salary range for the new position. Changes to employee merit rate of pay must be accompanied by a current performance evaluation that is dated within six months of the date of change. A demotion based on performance issues requires a new performance evaluation to support the action taken.

# "Central Pop!"

## PAYROLL DISTRIBUTION

Employees will be paid every other Friday. The pay will cover the prior two-week pay period, which begins on Sunday and ends on Saturday. In the event that a particular Friday should be a holiday, the first business day prior to the date will be the actual payday.

Checks will be available for pickup on Friday after noon. If you have elected for direct deposit we will process the payroll as we do for printed checks. Your access will depend on your bank's processing time. To participate, a completed authorization form must be submitted to Human Resources. Please notify **management immediately** if there appears to be any discrepancy in your pay.

## EMPLOYEE AUTHORIZED DEDUCTIONS

Payroll deductions may be authorized by the employee for required and/or authorized withholdings. Written authorization is necessary in order to initiate, change or terminate these deductions.

## DEDUCTIONS FOR EXEMPT SALARIES

Salaried exempt employees work as few or as many hours as are necessary to get the job done. For this reason, and subject to the exceptions below, "Central Pop!"'s policy does not reduce a salaried exempt employee's predetermined compensation for any partial-day absence (other than intermittent FMLA leave); any partial-week absence occasioned by "Central Pop!" or its operating requirements, including holidays and partial-week shutdowns; or because of variations in the quality of work performed. In keeping with the salary deduction rules, it is "Central Pop!"'s policy NOT to make deductions from the salary of an exempt employee, except in the following circumstances:

- Salary deductions may be made in full-day increments when an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability
- Salary deductions may be made in full-day increments for absences of a day or more caused by sickness or disability (including work-related accidents) only if "Central Pop!" maintains a policy for providing salary replacement benefits for sickness or disability and the employee does not meet eligibility requirements, or has exhausted his/her leave. Salary deductions are also permissible when salary replacement benefits are being provided under state disability insurance laws or workers' compensation laws.

## "Central Pop!"

- Salary deductions are generally permissible if there is a violation of safety rules of major significance and for unpaid disciplinary suspensions of one or more full days for infractions of established workplace conduct rules.
- Prorated deductions may be made for partial weeks of work during an employee's first or last week of employment, or pursuant to federal law when a salaried employee works a reduced or intermittent schedule pursuant to the Family and Medical Leave Act.
- Salary deductions may be made when no work is performed in a workweek.

Note: "Central Pop!"'s attendance and disciplinary action policies are applicable to an absence even though the absence may not be one for which a deduction from salary will be taken.

## DEDUCTIONS

Your gross wages are subjected to payroll deductions. These include Federal and State income taxes and well as County taxes, if applicable, and Federal Social Security/Medicare taxes. At the end of the year, you will be given a statement of your total earnings and tax deductions. You may authorize other payroll deductions from your personal account as well.

## DEDUCTION COMPLAINT PROCEDURE

If, at any time, you believe that "Central Pop!" has made an improper deduction from your salary or has otherwise violated wage and hour rules, please report the matter to management. We take complaints seriously and prohibit retaliation of any kind. We will take appropriate measures to remedy the situation including, without limitation, reimbursing affected employees, modifying relevant pay policies and practices, and making future compliance efforts.

## TAX LIEN AND WAGE GARNISHMENTS

Tax liens and wage garnishments including but not limited to child support, will be honored in accordance with the State's Garnishment Law and the Federal Wage Garnishment Act. A garnishment or lien means any legal procedure through which your earnings are required to be withheld for the payment of any debt. Both Federal and State Law prohibit the discharge of any employee because their earnings have been subjected to garnishment. In addition, Arizona law provides for the collection of an administrative fee each time a payroll deduction is made in honoring a garnishment. The employee will be notified when possible.

# "Central Pop!"

## **OVERTIME**

Occasionally, in order to maintain a high quality of service to our customers, it is necessary for a supervisor to have staff work overtime. Non-exempt employees are compensated at one and a half times their regular rate for all overtime. Overtime is defined as all hours worked in excess of forty (40) hours per week. Employees will need to obtain prior authorization from their manager if they are seeking to work overtime. In addition, managers will notify their employees in advance, where possible, to request the overtime.

Paid absences (such as holidays, Paid Sick Time (PST)) are not included as hours worked for computing overtime in accordance with the FLSA.

# "Central Pop!"

## Chapter 6: Workplace

### BEHAVIORS

Courtesy, respect, ethical conduct, communications, and interactions with other employees and customers are required of all "Central Pop!" employees at all times. Such conduct, communications, and interactions are essential to "Central Pop!"'s ability to fulfill its mission. Failure to follow workplace behavior will subject an employee to appropriate coach and counseling.

### EMPLOYEE CONDUCT

"Central Pop!" hopes that our working relationship will be mutually satisfactory. However, your employment will continue only so long as you are satisfied with "Central Pop!", and "Central Pop!" is satisfied with your performance. Just as you may resign at any time, "Central Pop!" may terminate your employment relationship at any time. "Central Pop!" cannot promise continued employment or employment for a specified period of time.

We expect all employees to follow our established policies, procedures, and rules and to act in a professional manner at all times. "Central Pop!" also expects employees to perform their assigned duties in an efficient, effective, and competent manner. There may be occasions, however, where employees perform at an unsatisfactory level, violate a policy, or behave inappropriately. "Central Pop!" will endeavor, when it deems appropriate, to provide employees with reasonable opportunities to correct their deficiencies.

However, as previously noted, employment may be terminated at will by the employee or the employer at any time with or without cause and without following any system of discipline or warning. Nevertheless, "Central Pop!" may choose to utilize certain forms of discipline that are less severe than discharge in certain cases. Examples of such less severe form of discipline include verbal counseling, written counseling, and suspension with or without pay and performance probation. While every attempt will be made to follow the disciplinary process, Central Pop! reserves the right to skip any of the steps in the disciplinary process depending on the severity of the infraction. Additionally, you may be placed on an investigative leave to allow "Central Pop!" time to review fully the circumstances related to a potential disciplinary matter. Investigative leave is not disciplinary and will not be reflected in your performance review or in your personnel file.

Because circumstances vary in each case involving possible disciplinary action, each situation will be handled on an individual basis with the severity and frequency of the conduct being taken into consideration. Although one or more of the steps described



## "Central Pop!"

above may be taken in connection with a particular employee, no formal order or system is necessary.

Whenever a disciplinary action is documented, you will be asked to acknowledge that you have been given a copy of the document by signing the original. Your signature will not signify your agreement with the contents of the document.

The policies set forth below, as well as in prior sections of this guidebook, are intended to provide you with fair notice of what is expected of you. It is not possible, however, to provide an exhaustive list of all types of impermissible conduct and performance, and the following are only examples of behaviors that are unacceptable and, if found to exist, can result in disciplinary action up to and including immediate discharge. You should, therefore, be aware that conduct not specifically listed below, but which adversely affects or is otherwise detrimental to the interests of "Central Pop!", other employees, or customers may also result in disciplinary action, including separation from "CENTRAL POP!":

**Attendance** – Engaging in a pattern of absenteeism/tardiness/leaving early

**Confidential Matters** – Discussing or revealing confidential business matters with individuals outside of "Central Pop!" or with individuals within "CENTRAL POP!" who are not authorized to have such information.

**Criminal Activity** – Being convicted of or pleading guilty to crime that reflects unfitness for the job or raises a threat to the safety or well-being of "Central Pop!", its employees, customers, or property.

**Detrimental Behavior** – Making false, misleading, or malicious statements about "CENTRAL POP!", other employees, "CENTRAL POP!" practices or engaging in conduct that undermines, or is intended to undermine, the reputation of "Central Pop!"

**Dishonesty** – Falsifying, altering, or making an omission on an employment application or any other "CENTRAL POP!" record; giving false information to management personnel or concealing defective work, damage, or other matters that may affect "Central Pop!" 's services, clients, customers, reputation etc.

**Drugs and Alcohol** – Violating "Central Pop!"'s Drug-Free-Alcohol-Free Workplace Policy.

**Equal Employment Opportunity/Anti-Harassment** – Failing to support or violating "Central Pop!"'s Equal Employment Opportunity or Anti-Harassment Policies.

**Fighting** – Fighting, baiting, or other behavior that instigates fighting or other conduct that violates "Central Pop!"'s Workplace Violence Policy.

# "Central Pop!"

**Customer, Public and Coworker Relations** – Mistreating, abusing, or intimidating customers, visitors, or other employees.

**Mishandling "Central Pop!" Property** – Mishandling, misusing, stealing or improper accounting for the money, funds, or property of "Central Pop!".

**Insubordination** – Failing to follow or comply with instructions or work orders in a timely manner.

**Failure to Cooperate** – Failing or refusing to cooperate in an investigation conducted by "Central Pop!".

**Poor Performance** – Failing to produce quality and timely work or meet performance expectations.

**Safety** – Failing to use equipment, materials, and supplies in accordance with "Central Pop!" policies and practices; violating safety or health rules or practices or engaging in horseplay or other conduct that creates a safety or health hazard.

**Unauthorized Use of "Central Pop!" Time/Property** – Using "Central Pop!" time or property for non-work-related activities.

**Failing To Remain Alert** – Failing to remain alert at all times while on duty.

**Non-compliance with Laws/Regulations** – Failing to comply with local, state and federal laws and/or regulations.

**Other Policies, Procedures, and Practices** – Failure to comply with other expectations for performance and behavior set forth in this guidebook.

You may be placed on investigatory leave to allow management time to review fully the circumstances related to a potential disciplinary matter. Investigatory leave is typically paid and is not disciplinary and will not be reflected in your performance review or in your personnel file although the results of the investigation may lead to documentation in your file and loss of pay.

If you have any questions about the information included in this guidebook, please direct them to management.

## **WORK SCHEDULES/ ATTENDANCE**

All employees will complete accurate weekly time sheets. Every employee is responsible for arriving at work on time and showing up to work when you are scheduled to do so.

# "Central Pop!"

## UNPLANNED ABSENCE AND LATENESS

In order to provide our customers with quality products and outstanding customer service, regular and on-time attendance by every employee is necessary. Therefore, strict adherence to work schedules is required. All staff are expected to be at their work area promptly at the beginning of each day and the end of a lunch or rest period.

If you will be late or cannot report to work because of illness or for other reasons, **YOU** must notify your direct supervisor on a daily basis before your shift begins. **Only if you are unable to call**, can an immediate family member or friend contact your supervisor regarding your absence.

"Central Pop!" reserves the right to request verification from the doctor regarding the employee's ability to perform normal duties in the event of an absence. Such verification is required after an extended absence of three (3) or more consecutive workdays.

Unplanned absenteeism or lateness may be considered cause for corrective action, which may result in dismissal. In determining excessive unplanned absenteeism, and/or lateness, the specific circumstances will be considered including number of times absent and /or late. Any staff member absent for three (3) consecutive working days without notifying "Central Pop!" is considered to have voluntarily resigned.

We adhere to the following attendance point system:

- Calling off a scheduled day- 1 point per day called off
- Unapproved late start (late is considered 3 minutes to 2 hours of your scheduled) - 0.5 points
- Unapproved early leave- 0.5 points

Termination of employment occurs upon reaching 4 points.

## FRAUD POLICY

Fraudulent or dishonest activity will not be tolerated and will result in disciplinary action. The following activities violate "Central Pop!"'s Fraud Policy and may be cause for discipline up to and including termination:

- Theft of any kind
- Falsifying time worked by you or another

# "Central Pop!"

DISCIPLINARY ACTION IS NOT LIMITED TO INFRACTIONS LISTED ABOVE. "CENTRAL POP!" RESERVES THE RIGHT TO DISCIPLINE ITS EMPLOYEES BASED UPON THE SEVERITY AND TYPE OF INFRACTION, WHICH MAY INCLUDE INCIDENTS NOT LISTED ABOVE.

## SECURITY

It is the intention of "Central Pop!" to provide not only a safe environment in which to work, but also a secure one for "Central Pop!" and its customers. Therefore, you are responsible for following the proper security procedures. No staff member of Central Pop! is allowed to bear arms or other weapons in any capacity while on Central Pop! property or Central Pop! sponsored events. Guns and other weapons are not allowed on any property or event sponsored by Central Pop!.

All staff members are encouraged to take an active role in providing a secure environment by reporting any suspicious persons or activities to their supervisor and/or "Central Pop!"'s management immediately.

## ACCIDENTS

For the employee's own protection and to comply with the Workers' Compensation Act of the State of Arizona, all injuries or accidents occurring to the employee while on "Central Pop!" premises must be reported to your supervisor **immediately**. A report will be obtained at the time of injury.

## PROFESSIONAL APPEARANCE

"Central Pop!" wishes to convey trust and integrity to our customers therefore we have developed a dress code. Please note: **No gum, candy, or other objects in your mouth while with a customer.**

### Good Judgment

You are expected to demonstrate professionalism and good judgment at all times related to your appearance. For this reason, if you are ever in doubt about the appropriateness of your appearance, please keep in mind that anything that could be considered distracting or not presenting the right professional image will not be permitted.

### Body Alteration/ Modification

In keeping with our culture of professionalism toward our customers, outward appearances should portray a professional and kid friendly image. Therefore, visible body piercing, tattoos,

## "Central Pop!"

but not limited to, piercings in the tongue, lip, eyebrow or nose are not permitted during your shifts.

Intentional body alteration or modification for the purpose of achieving a visible, physical effect that disfigures, deforms or similarly detracts from professional image is prohibited. Examples include, but are not limited to: body piercing (other than traditional ear piercing for women), tongue piercing or splitting, tooth filing, earlobe expansion and disfiguring skin implants. Visible body art or tattoos that are offensive or depict illegal activities are prohibited. The employer is the sole judge of what constitutes unacceptable tattoos. Jewelry, spacers, retainers, or plugs are not permitted in any body piercing while working. Tongue piercings are not permitted, although they may not be seen. Earrings of any type are not acceptable for men.

Management will enforce this policy, including with respect to other distracting personal hygiene issues that may affect customer service, and will select the most appropriate corrective action to be taken.

### **Makeup & Hair Color**

A professional appearance is encouraged. Grooming is essential for the overall professional appearance of all partners. Make-up must appear professional and natural and should be conservative in styles and colors. Men and Women's hair shall be styled and worn so that their eyes are visible. Excessive or distracting make-up or hair color is not permitted. Hair colors must be of natural tones. Two-tone hair and non-natural colors such as purple, green, etc. are distracting and a violation of the dress code. Because you will work with food and the public, hair must be tied back or in a hair net. You may be required to use a net for facial hair.

### **Personal Hygiene**

Due to close contact with customers, regular bathing; clean, neat hair; and the use of an antiperspirant or deodorant are required. For the same reasons, the use of strong, heavy scents and fragrances is not permitted. Employees should have clean and trimmed fingernails. Well-brushed teeth and fresh breath are expected.

### **Undergarments**

Employees are required to wear appropriate undergarments at all times. Undergarments should not be visible at any time. Male employees: When a shirt and tie are worn, the shirt must be buttoned all of the way, including the top button. Men

# "Central Pop!"

are encouraged to wear white tee-shirts under their dress shirts. Shirts that are thin / see through require a white tee shirt to be worn underneath.

## Grooming

Grooming is essential for the overall professional appearance of all employees. Due to close contact with customers and fellow employees, regular bathing; clean, neat hair; and the use of an antiperspirant or deodorant are required. For the same reasons, the use of strong, heavy scents and fragrances is not permitted. Employees should have clean and trimmed fingernails. Well-brushed teeth and fresh breath are expected.

## Fragrances

In order to accommodate employees who are sensitive to the chemicals in scented products, Central Pop! requests that employees use good judgment when wearing or using scented products including but not limited to:

- personal fragrances such as colognes, body sprays, lotions, hair sprays, etc.
- area fragrances such as fresheners, room deodorizers, candles, etc.
- cleaning or chemical products

Specifically, employees should avoid using any product that could potentially affect a coworker, vendor, or customer.

## Dress Code

Clothing must be in good condition and fit appropriately; if it is tight, stained, torn, worn-out, faded, sloppy, or mismatched you may be asked to go home and change your attire. In addition to the dress code below, employees must be in compliance with the Federal Food Code 2017 Section 2-304.11. The following will be the dress code for all employees:

**Name Tags:** You will be required to wear your name tag during scheduled hours on site or at local events.

**Shirts:** You will be provided with "Central Pop!" shirts to be worn during your scheduled shifts.

**Pants:** You can wear black pants/jeans or blue jeans. Capris and long shorts are allowed.

**Footwear:** Footwear must be in good condition. It is recommended that you wear comfortable foot attire since you will be standing for long periods of time. Close toed shoes must be worn at all times due to the equipment used for cooking and because we are in the food industry.

# "Central Pop!"

**Accessories:** stud earrings and plain wedding bands are allowed according to Food Safety and Handling Regulations Code: 2-303.11.

**Note:** Temporary exceptions may be made if an employee has a medical note from their Doctor for a specific type of attire and/or footwear due to injury.

## Unacceptable Attire/Shoes

- Clothing that is unnecessarily revealing due to the type of material, the fit or the cut being too low. Clothing should not be tight or form-fitting.
- Inappropriate pants include: shorts, skirts or skorts shorter than 1 inch above the knee or LYCRA® or legging style stretch pants
- Inappropriate shirts include: Tee shirts with inappropriate words or signs, tank tops, halter tops, spaghetti strap shirts, midriff tops, sheer clothing or garments that are unnecessarily revealing.
- Inappropriate shoes include: flip flops, open toed shoes, open toed sandals.
- **Accessories not allowed due to health code regulations 2-302.11:** bracelets, acrylic nails, nail polish, watches, or long earrings

Exceptions:

- Religious clothing or other items are generally allowed if they are prescribed by a recognized religion.
- Special occasion (i.e. promotions, football weekends, community events, etc.) will be communicated on a case-by-case basis.

Requests for advice and assistance in administrating or interpreting this guideline should be directed to your supervisor.

## Dress Code Violation

Department managers and supervisors are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

1. If questionable attire is worn in the office, the respective department supervisor/manager will hold a personal, private discussion with the employee to advice and counsel the employee regarding the inappropriateness of the attire.
2. If an obvious policy violation occurs, the department supervisor/manager will hold a private discussion with the employee and ask the employee to go home and change his/her attire immediately.

# "Central Pop!"

3. Management may provide verbal, written, or disciplinary action, up to and including termination.

## **SMOKE FREE GUIDELINES**

"Central Pop!" is committed to a philosophy of good health and a safe work place. In keeping with this philosophy, it is important that the work place and office environment reflect "Central Pop!"'s concern for good health. Smoking is, therefore, prohibited on "Central Pop!"'s premises, except in designated areas at least 8 feet away from "CENTRAL POP!" buildings. This is keeping with Arizona Law and our health philosophy.

## **WORK SCHEDULES**

Due to the nature of its service to customers, "Central Pop!" reserves the right to alter work schedules, as it deems necessary. Therefore, it may be necessary for you to work hours other than your specified work schedule when circumstances dictate. Your supervisor determines schedules and will give advance notice of changes whenever possible.

### **Rest Periods**

All full-time employees are entitled to two ten-minute rest period, which are not to be combined to one twenty minute rest period. Keep in mind that rest periods are short and you may want to plan accordingly. Part time employees who work at least four hours per day will receive one 15-minute rest period.

### **Lunch Periods**

Any full time or part time non—exempt employee who works 6 or more hours in a given day, will be given duty free (no work allowed) unpaid lunch period to include 30 minutes to an hour subject to supervisor approval and scheduling needs. When approved by a supervisor, non- exempt employees may on rare occasions work through the lunch period.

## **PERSONAL PHONE CALLS AND VISITORS**

Personal phone calls, including the use of cell phones, should be made during rest or lunch periods. If you have visitors, it must be during your breaks or rest periods. Visitors are not allowed in the kitchen due to the equipment and health code requirements that must be met.



# "Central Pop!"

## CELL PHONE USE

Smartphones, tablets and other mobile devices have made it easier for employees to use their own devices to perform work, both at the office and during non-working hours. We encourage the use of social media marketing when posting information about our products however it also comes with the responsibility that customers need to sign agreements for pictures we take and post. If customers wish to post pictures of themselves on our site, they are welcome to do so.

## LEAVE POLICY

### Family and Medical Leave Policy

To balance the demands of high-quality service and the needs of family development and cohesiveness, "Central Pop!" provides leaves of absence to eligible employees for certain family and medical reasons. This policy is intended to comply with a federal law known as the Family and Medical Leave Act of 1993 ("FMLA")

#### *Eligibility*

An "eligible" employee of "Central Pop!" may request FMLA leave. To be "eligible," an employee must have worked for "Central Pop!" as of the date the requested leave is to begin for:

- at least 12 months, and
- at least 1,250 hours during the previous 12 months.

An employee may request FMLA leave for the following reasons:

- **Parenting Leave:** This type of leave can be taken by an employee to care for a new son or daughter, including by birth or by adoption or foster care placement;
- **Family Medical Leave:** This type of leave can be taken by an employee to care for the "serious health condition" of the employee's spouse, child, or parent; or
- **Employee Medical Leave:** This type of leave can be taken by the employee for his or her own "serious health condition," if the condition renders the employee unable to perform his or her job functions.
- **Military Family Exigency Leave:** This leave can be taken by an employee because of a qualifying exigency arising from the fact that the employee's spouse, son or daughter, or parent is a Covered Military Customer on Covered Active Duty (or has been notified of an impending call or order to active duty). Qualifying exigencies

## "Central Pop!"

include things such as making arrangements necessitated by short-term deployments, attending certain military events and related activities, assisting the Covered Military Customer with alternative child care arrangements when the active duty or call to active duty status necessitates a change in the existing arrangements, assisting the Covered Military Customer with certain financial and legal arrangements related to active duty or the call to active duty, attending counseling arising from covered active duty or the call to covered active duty, spending time with the military customer who is on short-term, temporary rest and recuperation leave, and caring for a military customer's parent when the parent is incapable of self-care.

- **Military Family Caregiver Leave:** An employee may take this leave to care for the employee's spouse, son or daughter, or parent who is a Covered Service customer with a Serious Illness or Injury incurred in the line of duty on active duty that may render the Covered Service customer medically unfit to perform his or her military duties. Also, this leave may be taken by an employee who is the next of kin of a Covered Service customer.

The FMLA and its interpretive regulations define terms and establish rules for each of these types of leave. For example, an employee may only take Parenting Leave during the 12-month period that begins on the date of the birth, adoption or placement. In addition, for purposes of Family Medical Leave, a "parent" means an employee's biological parent or an individual who stood in the place of the employee's parent when the employee was a child. The term "parent" does not include parents-in-law. "Son or daughter" means a biological, adopted or foster child, a stepchild or legal ward of an employee, or a child for whom the employee stands in the place of his or her parent, who is either under age 18 or is over age 18 and incapable of self-care because of a mental or physical disability

### *Duration of Leave*

An eligible employee is entitled to a total of 12 work weeks of leave (based on the employee's normal hours per week) during a 12-month period. A 12-month period for purposes of FMLA leave is a "rolling" 12-month period measured backward for each employee from the date he or she uses FMLA leave.

For Military Family Caregiver Leave, eligible employees are entitled to up to 26 workweeks of leave in a single 12-month period. For purposes of Military Family Caregiver Leave only, the "single 12-month period" is the 12-month period measured forward from the first date of Military Family Caregiver Leave.

When a husband and wife are both eligible employees of "Central Pop!", during the rolling 12-month period, the husband and wife will be permitted to take only: 1) a combined total

## "Central Pop!"

of 12 weeks for Parenting Leave a combined total of 12 weeks for Family Medical Leave if the leave is for the care of a parent; and 3) a combined total of 26 weeks in a single 12-month period for Military Family Caregiver Leave.

FMLA leave is unpaid. FMLA will run concurrently with disability or worker's compensation benefits.

### *Intermittent or Reduced Schedule Leave*

Under certain circumstances, an employee may take intermittent or reduced schedule leave in increments of no less than one hour. "Intermittent leave" generally means leave taken on an occasional basis for such reasons as medical treatments. "Reduced schedule leave" means a temporary, but regular, change in the employee's usual number of hours per day or hours per week.

If an employee takes a Parenting Leave, the employee is not entitled to take leave intermittently or on a reduced schedule unless otherwise authorized by "Central Pop!".

For Family Medical or Employee Medical Leave, or Military Family Caregiver leave, the employee may take an intermittent or reduced schedule leave if it is medically necessary. An employee must provide to "Central Pop!" certification that a medical need for leave exists and that the medical need can best be accommodated through an intermittent or reduced schedule leave. Military Family Exigency Leave may also be taken on an intermittent or reduced schedule basis.

Employees needing intermittent FMLA leave or leave on a reduced leave schedule must attempt to schedule their leave so as not to disrupt "Central Pop!" operations. In addition, if an employee requests intermittent or reduced schedule leave that is foreseeable based on planned medical treatment, "Central Pop!" may require the employee to transfer temporarily to an available alternative position, with equivalent pay and benefits, for which the employee is qualified and which better accommodates intermittent or reduced schedule leaves.

Upon the conclusion of an employee Medical Leave, the employee must present certification to Human Resources from his or her health care provider that he or she is able to return to work. Unless and until an employee provides this fitness-for-duty certification, the employee will not be able to return to work.

### *Notification Requirements*

An employee must request FMLA leave at least 30 days before the date FMLA leave is to begin by requesting and completing a Request for Leave Form except in cases of medical

## "Central Pop!"

emergency, unexpected changed circumstances, or where the need for leave is unforeseeable. In those cases, the employee must give notice as soon as practicable after the employee is aware that he needs to take FMLA leave and follow "Central Pop!"'s protocol for reporting an absence. Request for Leave Forms can be obtained from Human Resources.

If an employee requests Family Medical, Employee Medical, or Military Family Caregiver Leave, the employee must submit a medical certification from the employee's or family customer's health care provider within 15 days after "Central Pop!" delivers the written request for medical certification for FMLA leave. The certification must also notify "Central Pop!" of the reasons why the intermittent or reduced schedule leave is medically necessary and of the schedule for treatment if applicable. Employees requesting Military Family Exigency Leave must also submit certification of the qualifying exigency within 15 days after "Central Pop!"'s written request.

If an employee fails to give 30 days' notice for a foreseeable leave with no reasonable excuse for the delay, "Central Pop!" may deny FMLA leave until at least 30 days after the date the employee provides notice of the need for FMLA leave. After an employee submits a medical certification, "Central Pop!" may require an employee to obtain a second opinion from a provider of "Central Pop!"'s choice and at its expense. In some cases, "Central Pop!" may require, at its expense, a third opinion from a provider selected jointly by the employee and "Central Pop!".

During FMLA leave, an employee may be required to report periodically on his/her status and intent to return to work.

Employees on a Family or Employee Medical Leave may also be required to submit medical recertification's periodically during the leave period subject to the same rules as the initial medical certification. Medical recertification's may also be required under certain specific circumstances, for example, (1) when an employee requests an extension for a leave, (2) when circumstances under an initial certification have significantly changed, (3) when there is information which casts doubt on the current medical certification, or (4) when an employee is unable to return to work after FMLA leave.

Upon the conclusion of an employee Medical Leave, the employee must present certification from his health care provider that he is able to return to work. Unless and until an employee provides this fitness-for-duty certification, the employee will not be able to return to work.

# "Central Pop!"

## *Continuation of Benefits*

As a general rule, FMLA leave is unpaid leave. "Central Pop!", however, will maintain an employee's coverage under its health insurance plan on the same conditions during FMLA leave as if the employee had been employed continuously during FMLA leave period. An employee may choose not to continue coverage. An employee who continues health coverage must continue to pay his or her share of the premiums during FMLA leave period to maintain coverage. An employee's premium payment is due on the same schedule as premium payments are made under COBRA.

"Central Pop!"'s obligation to continue health coverage during FMLA leave will end if the employee's premium payment is more than 30 days late. Even if an employee does not continue health coverage during FMLA leave, "Central Pop!" will restore regular coverage if the employee returns to work.

## *Right to Job Restoration*

Upon return from FMLA leave, employees will generally be restored to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. Certain salaried, key employees of "Central Pop!" may be denied restoration if their reinstatement would cause substantial and grievous economic injury to "Central Pop!". If, during FMLA leave, a layoff or other event occurs that would have changed, or even eliminated, the employee's job had he or she not taken leave, the returning employee will have no greater rights than if the employee had been continuously employed during FMLA leave. "Central Pop!" will determine whether an employee will be restored to the same position or to an equivalent position.

If an employee chooses not to return to work after his FMLA leave expires, "Central Pop!" may recover its share of health insurance premiums paid on the employee's behalf during the period of FMLA leave. "Central Pop!" will seek to recover those premiums unless the employee fails to return because of (1) the continuation, recurrence, or onset of a serious health condition that would otherwise entitle the employee to FMLA leave or (2) other circumstances beyond the employee's control. If an employee fails to return to work because of the continuation, recurrence, or onset of a serious health condition, the employee must provide a medical certification of his or her serious health condition. The employee must provide the certification within 30 days from the date human resources requests it. If the employee does not provide the certification in a timely manner, "Central Pop!" may recover its share of the health insurance premiums paid for the employee during the entire period of FMLA leave.

## "Central Pop!"

At the exhaustion of FMLA leave time, if an employee is unable to return to work, employment will be administratively terminated unless an evaluation of the employee's circumstances indicates that the employee is a qualified individual with a disability for whom an extension of leave would be a reasonable accommodation, and "Central Pop!" can provide that accommodation without causing an undue hardship on its operation.

### *Selected Definitions*

"Parent" means a biological, adoptive, step or foster father or mother, or any other individual who stood in the place of the employee's parent when the employee was a Son or Daughter (see definition of "Son or Daughter" below).

"Son or Daughter" means a biological, adopted or foster child, a stepchild or legal ward of an employee, or a child for whom the employee stands in the place of his parent, who is either (1) under age 18 or (2) an eligible adult child age 18 or older and incapable of self-care because of a mental or physical disability at the time that FMLA leave is to commence. (This definition does not apply to Military Family Caregiver Leave or Military Family Exigency Leave.)

"Son or Daughter of a Covered Service customer" means a Covered Service customer's biological, adopted or foster child, stepchild or legal ward, or a child for whom the Covered Service customer stood in the place of his parent, who is of any age. (This definition only applies to Military Family Caregiver Leave.)

"Son or Daughter on covered active duty or call to active duty status" means (1) the employee's biological, adopted or foster child, stepchild, or legal ward, or a child for whom the employee stood in the place of the parent when the Covered Military Customer was under 18, (2) who is on active duty or call to active duty status, and (3) who is of any age. (This definition only applies to Military Family Exigency Leave.)

"Covered Active Duty" means, in the case of a customer of the regular Armed Forces, duty during deployment to a foreign country. In the case of a customer of a reserve component of the Armed Forces, covered active duty means duty during deployment to a foreign country under a call or order to active duty under a provision of law referred to in 10 U.S.C. § 101(a)(13)(B).

"Covered Military Customer" means the employee's spouse, son, daughter, or parent on covered active duty or call to active duty status.

"Covered Service Customer" means a veteran who (1) is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and (2) was a customer of the Armed Forces (including a customer of the National Guard or Reserves) and was released or

## "Central Pop!"

discharged, other than dishonorably, at any time during the 5-year period before the first date the eligible employee takes Covered Service Customer Leave.

"Serious Illness or Injury" with respect to a customer of the Armed Forces, including a customer of the National Guard or Reserves, means an injury or illness incurred or aggravated in the line of duty and on active duty that renders the Covered Service customer unfit to perform the duties of his or her office, grade, rank or rating. With respect to a Covered Service customer who is a veteran, Serious Illness or Injury means a qualifying illness or injury (as defined by the Secretary of Labor) that was incurred or aggravated in the line of duty on active duty in the Armed Forces and that manifested itself before or after the customer became a veteran and is (1) a continuation of a serious injury or illness incurred or aggravated when the veteran was a customer of the Armed Forces and rendered him unable to perform the duties of his office, grade, rank, or rating; (2) a physical or mental condition for which the veteran has a VA Service Related Disability Rating of 50% or greater; (3) a physical or mental condition that substantially impairs the veteran's ability to secure or hold gainful employment because of disability related to military service; or (4) an injury (including a psychological injury) for which the veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

"Outpatient Status" with respect to a Covered Service customer means the status of a customer of the Armed Forces assigned to a military medical treatment facility as an outpatient or a unit established for the purpose of providing command and control of customers of the Armed Forces receiving medical care as outpatients.

### *Benefit Payments while on FMLA*

Employees are required to pay their benefits while on FMLA.

### *Physician's Statement*

"Central Pop!" reserves the right to request a physician's statement about the ability of an employee to perform his or her duties upon return from a medical leave of absence and/or illness.

### **Military Family Leave**

In accordance with Arizona's Military Family Leave Act, "Central Pop!" provides leave to eligible family customers of individuals on active duty in the United States Armed Forces or the Arizona Army or Air National Guard. "Active duty" means full-time service on active duty orders for a period of at least 90 consecutive calendar days.

# "Central Pop!"

## **Eligibility**

Eligible employees include the following relatives of the individual on active duty:

- spouse;
- biological or adoptive parent;
- court-appointed guardian or custodian;
- biological grandparent;
- sibling (by blood or adoption);
- child (by blood or adoption).

To be eligible for Military Family Leave, an employee

- must have been employed by "Central Pop!" for at least 12 months and
- must have worked at least 1,500 hours during the 12-month period immediately preceding the date that the leave is to begin.

## **Leave Entitlement**

Eligible employees may take up to 10 days off work per year as Military Family Leave. Under this policy, a year is a "rolling" 12-month period measured backward for each employee from the date he/she uses Military Family Leave. Leave can be taken during the 30 days before active duty orders are in effect;

- during a leave provided to the one on active duty while the active duty orders are in effect; and
- the 30 days after the termination of the active duty orders.

## **Notification Requirements**

Employees must provide a written request for Military Family Leave to Human Resources and provide a copy of active duty orders, if available, before taking leave. This request must be made at least 30 days before the date the requested leave is to begin unless the active duty orders are issued fewer than 30 days prior to the date the requested leave is to begin.

## **Substitution of Paid Leave**

Generally, Military Family Leave is unpaid. Employees may not request or use any paid sick benefit while on Military Family Leave.

## **Continuation of Benefits**

"Central Pop!" will maintain an employee's coverage under its Health Plan on the same conditions during Military Family Leave as if the employee had been employed continuously



## "Central Pop!"

during the leave period. An employee who wishes to continue health coverage must continue to pay his share of the premiums during the leave period to maintain coverage.

### *Job Restoration/ No Retaliation*

Upon return from Military Family Leave, employees will generally be restored to their position. No action will be taken against an employee because of the use of Military Family Leave. If, during the leave, a layoff or other event occurs that would have changed, or even eliminated, the employee's job had he not taken leave, the employee will have no greater rights than if he had been continuously employed during the leave.

## **AMERICAN DISABILITY ACT (ADA)**

In keeping with Central Pop's! commitment to equal employment opportunity, we are in full compliance with the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973. Central Pop! provides reasonable accommodations to assure that no otherwise qualified individual will be excluded from employment or any program, service, or activity provided by Central Pop! on the basis of a mental or physical disability.

A reasonable accommodation is any change or adjustment to a job or work environment that permits a qualified applicant or employee with a disability to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities.

Examples of reasonable accommodation include:

- providing or modifying equipment or devices
- providing reader and interpreters
- modifying work schedules
- adjusting or modifying examinations, training materials or policies

In order to assess the need for accommodation, Central Pop! requires either a detailed reference letter or a diagnostic report from a certified healthcare professional explaining the disability **and** providing recommendations for accommodations. Please submit the accommodation request form with your supporting documentation.

Questions regarding the ADA and its interpretation can be directed to the Human Resources department.

## **DRUG-FREE/ ALCOHOL-FREE WORKPLACE**

"Central Pop!" is committed to being a drug-free, healthful, and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform

# "Central Pop!"

your job satisfactorily. As a condition of employment, employees are required to abide by the terms of this policy.

## Prohibitions

Employees may not use, possess, distribute, manufacture, sell, dispense of, or be under the influence of alcohol or illegal drugs while on the premises or while conducting any business-related activity away from the premises. Violations are cause for immediate termination.

- It is against Central Pop!'s It is against our policy for any employee to report to work or work with the presence of illegal drugs in the employee's body.
- Use or possession of illegal drugs off our property is prohibited if such use or possession adversely affects an individuals' work performance, employee safety, or Central Pop! regard or reputation in the community.
- Legal drugs may also affect the safety of the employees or fellow employees or members of the public. Any legal drug that might impair safety, performance, or any motor functions must advise his manager of such impairment before reporting to work under such medication.

## Legally Prescribed Medications

You may use legally prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering yourself or others. Employees using a prescription drug that may impair your ability to perform your duties effectively or safely must report the use of that prescription drug to your supervisor or Human Resources prior to reporting to work after its use. Working while impaired by legal drugs and the improper use of legal drugs is strictly prohibited, including but not limited to the smoking or consumption of marijuana (even if the employee's use of marijuana is otherwise permissible by the Arizona Medical Marijuana Act) on Central Pop!'s property or while on duty. Due to the responsibilities required for the position at Central Pop!, any drug which impairs your ability is not allowed. The Arizona Medical Marijuana Act specifically states that employers are not required to allow the ingestion of marijuana in their workplaces, and authorizes employers to discipline employees who do so. Central Pop! can take disciplinary action on any employees who test positive for the use of marijuana if they used or possessed the drug on the employer's premises or during their working hours.

The impairing effects of marijuana have been shown to last for up to 48 hours after ingestion. Using medical marijuana may have adverse and occasionally even catastrophic workplace consequences. If Central Pop! were to allow an employee to continue working after testing

## "Central Pop!"

positive for marijuana may be placing the employee, the employee's coworkers, and innocent third parties at risk, thereby subjecting Central Pop! to potential civil liability to those who may be injured as a result of the employee's inability to work safely. For this reason, using any prescription drug which may impair your ability to perform the tasks required for your position is not permitted.

Central Pop! may exclude an employee from performing a safety-sensitive position if the drug could cause an impairment or otherwise decrease or lessen the employee's job performance or ability to perform the employee's job duties.

### **Reasonable Cause**

When there is reasonable cause to believe that an employee has used a controlled substance, the employee must submit to a drug test. Testing may also be required when there is reasonable cause to believe that the employee used or is under the influence of alcohol during working hours.

"Reasonable cause" testing may be based upon such things as:

- Specific observations concerning the appearance, behavior, speech, or body odors of the employee, including observation of drug use, drug possession, or possession of drug paraphernalia, physical signs or symptoms of being under the influence of a drug or alcohol, and signs and symptoms of chronic and/or withdrawal effects of drugs;
- A pattern of abnormal or erratic behavior as evidenced by the employee's work time actions, appearance, or conduct; or
- Arrest or conviction for a drug and/or alcohol-related offense. Employees must notify Human Resources in writing within three (3) calendar days of any such arrest or conviction or immediately upon reporting to work following such arrest or conviction, whichever is earlier.

If practical, two supervisors will witness the employee's conduct. If not, one supervisor's observations are sufficient. Reasonable cause may be based on a third-party observer's report if the report is independently corroborated or if the employee frequently works in an unsupervised environment.

An employee who must submit to a reasonable cause drug or alcohol screen will be suspended until "Central Pop!" receives the results of the test. If the test result is negative, the employee will be paid for regularly scheduled hours missed because of the suspension.

## "Central Pop!"

In any reasonable cause situation, "Central Pop!" will ensure that the employee is transported to an appropriate facility and then transported back to the work site, where an individual identified by the employee will be contacted to transport the employee home. If the employee refuses to agree to any of these procedures and attempts to operate his own vehicle, "Central Pop!" will make appropriate efforts to discourage the employee from doing so, up to and including contacting law enforcement officials. Failing to cooperate with any of the procedures described above will result in discharge.

If you have questions or concerns about substance dependency or abuse, you are encouraged to use the Employee Assistance Program. You can also discuss these matters with your supervisor or the Human Resources department to get help and referrals to community resources

### **ANTI-HARASSMENT POLICY**

"Central Pop!" is further committed to providing a workplace free of harassment of any employee because of the employee's race, sex, sexual orientation, gender identity, religion, age, national origin, disability, pregnancy, or any other category protected under state or local law. To be unlawful, harassing conduct must be sufficiently severe and pervasive to unreasonably interfere with an employee's ability to work. Harassment affects an employee's work performance, professional advancement, or mental health. Harassment affects those who commit – employees at all levels, customers, members of the same sex the infraction and those who are targeted – victims, bystanders and, in some cases, witnesses who are affected by the harassment.

"Central Pop!", however, does not condone or tolerate, any harassing conduct based on an employee's race, sex, sexual orientation, gender identity, age, religion, national origin, disability, or any other category protected under state or local law.

Harassing conduct may include, among other things,

- epithets, slurs, stereotyping, or threatening, intimidating, or hostile acts that relate to race, sex, sexual orientation, gender identity, age, religion, national origin, or disability
- written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, sex, sexual orientation, gender identity, age, religion, national origin, or disability
- physical threats or assaults, ridicule, mockery, or put-downs, constant or unwelcome questions about an individual's identity, or undue attention

## "Central Pop!"

"Central Pop!" is committed to protecting employees from such harassment whether from other employees or non-employees such as vendors, clients, customers, and contractors.

Specifically included in this policy is a commitment to provide a workplace free of sexual harassment. Sexual harassing conduct may include, among other things:

- Unsolicited and unwelcome comments or conduct of a sexual nature or that are demeaning to women or men as a group (for example, offensive or vulgar jokes, name-calling, comments about one's body or sex life, stereotyping based on a person's sex, touching, leering, ogling, patting, pinching, indecent exposure, physical gestures, or displaying sexually explicit photographs or objects that might interfere with a reasonable person's work);
- Unsolicited and unwelcome demands or requests for sexual favors or social or sexual encounters;
- An explicit or implicit promise of preferential treatment with regard to a person's employment in exchange for sexual favors or sexual activity; and
- The use of an employee's or applicant's submission to or rejection of sexual conduct as the basis for making, influencing, or affecting an employment decision that has an impact upon the terms and conditions of the individual's employment (for example, hiring, firing, promotion, demotion, compensation, benefits, or working conditions).

Given the nature of this type of conduct and the serious effects such conduct can have on the person harassed and the accused, "Central Pop!" treats alleged violations of this policy seriously and, to the extent possible, confidentially. "Central Pop!" expects all individuals to treat alleged violations in the same responsible manner.

If you believe you or any other employee is being subjected to conduct or comments that violate this policy, you are encouraged to and have a responsibility immediately to report these matters to Human Resources. If for any reason you do not feel comfortable reporting your concerns to Human Resources, you may report your concerns to your area Supervisor.

Supervisors who become aware of any potential violation of this policy must report the potential violation to Human Resources or the area Supervisor. Failure to report potential violations will result in appropriate discipline, up to and including discharge.

No action will be taken against any employee because he or she reports behavior believed to violate this policy. All employees are assured that action will be taken to investigate and resolve complaints and that "CENTRAL POP!" is firm in its commitment to maintaining an environment free of discrimination and harassment.

# "Central Pop!"

Violations of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including discharge.

Please help us maintain a comfortable work environment free from discrimination and harassment.

## **WORKPLACE VIOLENCE**

Nothing is more important to "Central Pop!" than the safety and security of its employees. Threatening, intimidating, malicious, or violent behavior directed toward employees or other individuals by anyone on "Central Pop!" property or during work time will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees or to others and to reduce the possibility of damage to "Central Pop!" property in the event someone, for whatever reason, may be unhappy with a "Central Pop!" decision or action by an employee or customer of management.

"Central Pop!" will initiate a decisive and appropriate response to inappropriate behavior. This response may include, but is not limited to, suspension and/or termination of a business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person(s) involved.

All employees are responsible for notifying their supervisor or Human Resources of any possible violations of this policy. Possible violations include threatening, intimidating, malicious, or violent behavior of which an employee has been the target, has witnessed, or has heard about from another individual if the behavior is job-related or has been or might be carried out on "Central Pop!" property. Employees are responsible for making this report regardless of the relationship between the individual who initiated the inappropriate behavior and the person who was the target of the behavior.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or anyone else on our premises, contact an emergency agency (such as 911) immediately. Then immediately report the concern to Human Resources.

All reports of work-related threats will be kept confidential to the extent possible, investigated, responded to, and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence.

## "Central Pop!"

Violations of this policy, including your failure to report or fully cooperate in the investigation, may result in disciplinary action up to and including immediate discharge.

"Central Pop!" expects all employees to help create a safe and secure work environment and reduce the risk of threatening, intimidating, malicious, or violent behavior that may affect the employees and those who interact with its employees by complying with the letter and spirit of this policy.

### **REPORTING OF DANGEROUS SITUATIONS**

Any potentially dangerous situation(s) must be reported immediately to a supervisor or Human Resources. Reports can be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and the results of the investigation(s) will be discussed with them. "Central Pop!" will actively intervene at any indication of a possibly hostile or violent situation.

If, for any reason, you are reluctant to report an incident to your immediate supervisor, you are free to contact Human Resources directly.

### **SOLICITATION OR DISTRIBUTION**

There shall be no solicitation for any activity through any means including but not limited to (emails, cell phones, text messages) while the employee is on working time. "Working time" does not include scheduled break or meal periods. However, the use of "Central Pop!" email for non-job related solicitation is prohibited at any time. In addition, there shall be no distribution of literature (that is, printed matter of any kind) by employees on working time, to other employees on working time, or in working areas at any time. Non-employees are prohibited from soliciting or distributing literature or canvassing on "Central Pop!" property at any time. Likewise, no gambling pools, collections, sales of tickets or merchandise, political campaigning or literature by employees or outsiders is permitted.

### **COOPERATION WITH INVESTIGATIONS**

In situations such as suspected theft, dishonesty, destruction of property, or alcohol or drug use arise, "Central Pop!" requires your full cooperation in an investigation. All employees asked to cooperate in such an investigation (excluding issues arising under the National Labor Relations Act) are expected, as a condition of employment, to fully do so. This may

## "Central Pop!"

include submitting to searches of your personal property and "Central Pop!" property. This policy is for the protection of employees and customers.

### EMPLOYEE CONFLICT-RESOLUTION PROCEDURES

In any working relationship where people depend on the cooperation of each other, there will be differences, disagreements, or problems with fellow workers, others with managers. Any vital, growing and mature organization will recognize this and will work through such problems and misunderstandings with prompt, definite actions without any fear, censure or reprisal. "Central Pop!" provides such an atmosphere. The following procedure pertains to significant employment issues that directly affect a current individual's employment:

**First, discuss the complaint or problem with your immediate supervisor and/or manager.**

Your manager is your *employee, coach and guide*, and is open to suggestions and/or changes that will help build trust with relationships or improve business procedures. This discussion should take place within a reasonable period of time, usually not to exceed seven (7) business days after the occurrence.

**Second**, if you have not received a satisfactory response from your supervisor and/or manager, then speak with the department manager.

**Third**, if satisfaction is not received, report the **problem in writing** to the Human Resources Department. In your report, please include the conversations you have had with your supervisor and supervisor of that department. In order to resolve issues, it may be necessary to have a meeting with all parties present to resolve issues in an adult, professional manner. The Human Resources Officer will review the matter and will respond to all parties involved; employee, supervisor/manager, and supervisor. This will take place usually within seven (7) business days after receipt of the written complaint.

The length of these steps may be altered based on the seriousness of the situation, **but each step must be taken.**

If, for any reason, you are reluctant to report an incident to your immediate supervisor, you are free to contact anyone in Human Resources.

Violations of "Central Pop!"'s Equal Employment or Anti-Harassment Policies should be reported under the procedure provided in those policies.



# "Central Pop!"

## Chapter 7: E-Policies

### TECHNOLOGY

"Central Pop!" will provide adequate training to employees so that the employee can do their work in the most efficient manner possible. With advent of technology, skills in this area are vital to "Central Pop!"'s success.

To ensure we have adequate skills in this area, training may be developed internally or outside training may be used as well. Any outside training will meet standards as set by management and will conform to the above objectives of this policy.

"Central Pop!" employees will receive information security and awareness training shortly following his/her start date, such training will be provided as "Central Pop!"'s computing environment evolves and employees computing knowledge levels require expansion, as related to assigned job duties.

### SOCIAL MEDIA POLICY

This Social Media Policy provides guidelines for employees who maintain personal blogs, post on external or internal "CENTRAL POP!" websites, or for employees who interact with others using social media sites and applications. Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook, Instagram, Pinterest, YouTube, Tumblr, LinkedIn and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with "Central Pop!".

### General Considerations

- **Confidential Information:** Employees must not post any information on or through electronic media that "Central Pop!" considers to be confidential, including but not limited to information concerning customers, including addresses, and phone numbers, trade secrets, proprietary information, and all other non-public information and data of or about "Central Pop!" and its business. Trade secrets, proprietary information and non-public information and data about "Central Pop!" includes information regarding the development of systems, processes, products or services, know-how, and technology.
- **Behaviors:** Be respectful and use good judgment. Do not use ethnic slurs, obscenity, or related language that would violate the Company's policies against illegal discrimination and harassment. Always be fair and courteous to fellow

## "Central Pop!"

associates, customers, guests, suppliers or people who work on behalf of "Central Pop!". Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or management than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage clients, guests, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other characteristics protected by law or Company policy.

### Personal Social Media Interaction

If you chose to have your own blog, website or engage in personal social media activity, you must do so outside of employment hours and without using the Company's electronic resources. Please note the following:

- You may not post anything on the Internet in the name of "Central Pop!" nor in a manner that could reasonably be attributed to "Central Pop!" without prior authorization.
- Because our corporate branding must be protected against unauthorized use, you may not use the Company's logo or trademarks on your personal posts unless the Company has provided written consent.
- You may not represent any opinion or statement as the policy or view of "Central Pop!" or of any individual in their capacity as an employee or otherwise on behalf of "Central Pop!".
- Social media activities should not interfere with your duties at work. The Company monitors its computer resources to promote compliance with this restriction. As such, employees are cautioned that they should have no expectation of privacy while using any company computer equipment or resources for any purpose, including authorized blogging. "Central Pop!" reserves the right to use content management tools to monitor, review or block content on Company blogs that violate our blogging guidelines.
- Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Electronic

# "Central Pop!"

Communications Policy. Do not use "Central Pop!" e-mail addresses to register on social networks, blogs or other online tools utilized for personal use.

Employees are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including the Company. The Company reserves the right to monitor comments or discussions about the Company, its employees, clients and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees. "Central Pop!" uses blog-search tools and software to monitor forums such as blogs and other types of personal journals, diaries, personal and business discussion forums, and social networking sites.

## **Retaliation is prohibited**

"Central Pop!" prohibits taking adverse action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

## **Media Contacts**

Employees should not speak to the media on "Central Pop!"'s behalf without permission from the owners. All media inquiries should be directed to Chris Schlabaugh.

## **COMPUTER VIRUSES/ UNAUTHORIZED SOFTWARE**

Be extremely cautious to prevent computer viruses from infecting "Central Pop!"'s computers or computer network or causing computer system problems. In addition, loading pirated software into "Central Pop!"'s computers can create legal liability for "Central Pop!". Therefore, under no circumstances may you load unauthorized computer software onto any computer owned or leased by "Central Pop!". If you wish to load software onto one of "Central Pop!"'s computers, whether via diskette, CD Rom, or from the Internet, you must first receive permission from management. Because of rapidly changing technology, this policy cannot address every possible situation. Instead, it expresses "Central Pop!"'s philosophy and sets forth general principles to be applied to the use of electronic communication systems and other technical resources.

## **INTERNET GUIDELINES**

"Central Pop!" employees may use the World Wide Web (WWW) or Internet to conduct certain "Central Pop!" business.

## "Central Pop!"

It is understood that customer information cannot be released to anyone without the expressed permission of the customer. Other information should be safeguarded and not released to anyone on the WWW without expressed business purpose that serves the legitimate need of "Central Pop!". If such information is duly authorized by a manager to be released, it must be done so in an appropriately safe and secure manner set forth by the manager.

Information of a sexual, racist, violent or criminal nature is prohibited from being viewed, retrieved, or in any way accessed from the Internet using "Central Pop!" resources. Activity of an illegal nature will be investigated and prosecuted to the fullest extent of the law.

Personal use of "Central Pop!" resources to access the Internet is not permissible.

"Central Pop!" may log websites visited, files downloaded, and related information exchanges over the Internet. Employees must not advertise, promote, present, or otherwise make statements about "Central Pop!" products and services in Internet forums, such as mailing lists, news groups, or chat sessions, without prior approval of a supervisor of "Central Pop!". Employees also should not transmit "Central Pop!" sensitive information via the Internet.

The computing resources at "Central Pop!" may only be used for legal business-related purposes and may not be used for any of the following purposes which are illegal, immoral, unethical, dishonest, or damaging to the reputation of "Central Pop!". Impermissible uses (some of which may also constitute illegal uses) include, but are not limited to, the following:

- Harassment
- Libel or slander
- Fraud or misrepresentation
- Unauthorized copying or transmission of copyright protected software
- Unauthorized use of computer accounts, access codes (passwords), or network identification numbers assigned to others
- Violation of software licensing agreements
- Posting, accessing or sending obscene, pornographic, sexually explicit, or offensive material.
- Intentional or negligent distribution of computer viruses

Willful or repeated non-compliance with information security policy standards or procedures is grounds for disciplinary action, including termination and/or criminal prosecution.

# "Central Pop!"

## INTERNET ACCESS AGREEMENT

### Personnel File Copy

Whereas, "Central Pop!" ("Central Pop!") uses the World Wide Web, also known as the Internet, to conduct official business, it becomes necessary for employees to have access to the Internet in order to adequately perform their individual duties. Therefore, the undersigned employee agrees to the following terms and conditions regarding access to the Internet and related security issues.

1. Information of a sexual, racist, violent or criminal nature is prohibited from being viewed, retrieved, or in any way accessed from the Internet using "Central Pop!" resources. Activities of illegal nature will be investigated and prosecuted to the fullest extent of the law. Also, gambling is strictly prohibited from being accessed through the Internet using "Central Pop!" resources.
2. The undersigned employee agrees not to advertise, promote, present, or otherwise make statements about "Central Pop!" products and services in Internet forums, such as mailing lists, news groups, or chat sessions without the prior approval of a Supervisor of "Central Pop!".
3. Use of the Internet is for legitimate business of "Central Pop!". Personal use of "Central Pop!" resources to access the Internet are permissible providing there is no impact to resource availability for legitimate business functions, or reduction in productivity on the part of the undersigned employee.
4. It is understood that customer information cannot be released to anyone without the expressed permission of the customer. Other information should be safeguarded and not released to anyone on the WWW without an expressed business purpose that serves the legitimate need of "Central Pop!". If such information is duly authorized by a manager to be released, it must be done in an appropriately safe and secured manner.
5. It is agreed that "Central Pop!" may log web sites visited, files downloaded, and related information exchanges over the Internet that the undersigned has accessed.
6. It is also agreed that the undersigned will not transmit any "Central Pop!" sensitive information via the Internet.
7. All messages sent by electronic mail are "Central Pop!" records and are not subject to the privacy provisions of the Electronic and Communications Privacy Act of 1986, (which prohibits wiretapping). "Central Pop!" reserves the right to access and disclose all messages sent over its electronic mail system, for any purpose.
8. Employees must be careful whenever opening e-mails from unrelated third parties to prevent the spread of viruses within the network and should never open e-mails if they are unfamiliar with the sender.
9. It is understood that willful or repeated non-compliance with these information security policy standards is grounds for disciplinary action, including termination and/or prosecution.

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Employee

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Date

# "Central Pop!"

## Policies and Procedures Manual

**Purpose:** The purpose of this section of the Policies and Procedures Manual is to describe Central Pop's approved policies and procedures for non-discrimination and equal employment opportunity.

**Applicability:** This policy applies to all applicants, employees, contractors, vendors and those doing business with Central Pop and its affiliates.

**Policy Effective Date:** This policy is effective 10.1.2019.

### GENERAL STORE CLEANING POLICY

**Why is this important?** An establishment should have a working and clean area available for employees and its patrons.

<b>Who does this apply to</b>	All employees are responsible for ensuring the general store area is clean and functions. Trash will be emptied and sinks will be cleaned once daily or as needed.
<b>When will this be performed</b>	All employees are responsible for checking the general store area every 60 minutes.
<b>Where does this take place</b>	The general store area includes customer lobby, store front windows and doors, and the employee retail area where the popcorn, marshmallows, and crispy rice treats are located, and the food prep counters. Store front refrigerators and product displays.
<b>How is this completed</b>	All employee will check the store front and will stock hand soap, paper towels, drinks, and all products on sales floor as needed. The floor will be swept and mopped using the broom and mop head. Floor cleaner is available as well as sanitation solutions to ensure all food prep surface. All utensil are to be cleaned at the end of the day or as needed during the day.
<b>Corrective Action</b>	The manager is responsible for ensuring employees are following the general store cleaning policy. Failures to comply will result in employee cleaning the general store front. Continued disregard with policy may result in disciplinary actions, up to and including termination.
<b>Monitoring Steps</b>	All general store cleaning times are logged. Manager is responsible for reviewing logs to ensure policy is being implemented.
<b>Training of Staff</b>	All employees are required to read the general store cleaning policy when they are hired. The manager then demonstrates

## "Central Pop!"

	the procedures for all employees. Refresher training is provided through daily/weekly staff meetings.
<b>Verification Policy</b>	Managers will review log sheets daily to monitor all cleaning activities. The manager shall review the policy with employees as needed. If infractions of this GSCP are repeated, modifications to the training protocol or monitoring steps will be made based on observations and this GSCP will be updated accordingly.

## COOKING POLICY

**Why is this important?** Foodborne illness can be caused by ingesting food that contain pathogenic microorganisms. To kill microorganisms, food must be held at a sufficient temperature for the specified time.

<b>Who does this apply to</b>	All kitchen employees are responsible for implementing this cooking policy as cooking is part of all job descriptions.
<b>When will this be performed</b>	Food will be cooked during operational hours in addition to food preparation times outside of normal operational hours.
<b>Where does this take place</b>	Food is to be cooked in the kitchen using the following equipment: popcorn popper, tumbler, microwave, kitchen aid, and hot plate.
<b>How is this completed</b>	Using oil and popcorn kernels, you will pop the popcorn in the popcorn popper. Once all popcorn has been removed from the popper, you will put it into the tumbler to coat as needed. When making marshmallows, you will use the hot plate, a pot and the kitchen aid. The crispy rice treats will be made using either the microwave or the hot plate with a pot.
<b>Corrective Action</b>	If any food item is found to not meet the minimum cooking standards by any staff, the food item shall be immediately placed back on to the cooking surface and temperature retaken until the food item has reached the proper time/temperature target. If the integrity of the food has been lost, it shall be discarded and a new order shall be processed.
<b>Monitoring Steps</b>	The only food item that needs refrigeration is the butter. All other items are shelf stable.
<b>Training of Staff</b>	Food employees are required to read these food safety system procedures when they are hired. The manager demonstrates the procedures for all employees and will have ongoing refresher training.
<b>Verification Policy</b>	Managers will train all staff on proper food safety procedures. Butter shall be checked for the best by used date and discard if

## "Central Pop!"

	necessary. If there are infractions, modifications to the training protocol or monitoring steps will be made based on observations and this policy will be updated accordingly.
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### RESTROOM CLEANING POLICY

**Why is this important?** An establishment should have a working and clean restroom available for employees and its patrons.

<b>Who does this apply to</b>	All employees are responsible for ensuring the restroom is clean and functions. Trash will be emptied and sinks, toilet and floors will be cleaned once daily or as needed.
<b>When will this be performed</b>	All employees are responsible for checking the restroom every 60 minutes.
<b>Where does this take place</b>	The restroom is located near the customer lobby.
<b>How is this completed</b>	Designated employee will check the restroom and will stock hand soap, toilet paper and paper towels. Using the designated cleaning supplies, the toilet bowl will be cleaned and wiped down, the sink will be cleaned off and the mirror will be wiped clean. The floor will be swept and mopped.
<b>Corrective Action</b>	The manager is responsible for ensuring employees are following the restroom cleaning policy. Failures to comply will result in employee cleaning the restroom. Continued disregard with policy may result in disciplinary actions, up to and including termination.
<b>Monitoring Steps</b>	All restroom cleaning times are logged. Manager is responsible for reviewing logs to ensure policy is being implemented.
<b>Training of Staff</b>	Food employees are required to read the restroom cleaning policy when they are hired. The manager then demonstrates the procedures for all employees. Refresher training is provided through daily/weekly staff meetings.
<b>Verification Policy</b>	Managers will review log sheets daily to monitor all cleaning activities. The manager shall review the policy with employees as needed. If infractions of this RCP are repeated, modifications to the training protocol or monitoring steps will be made based on observations and this RCP will be updated accordingly.



# "Central Pop!"

## KITCHEN AND EQUIPMENT CLEANING POLICY

**Why is this important?** The kitchen is where we create our products.

<b>Who does this apply to</b>	All employees are responsible for properly cleaning and maintaining the equipment and kitchen area at Central Pop! LLC.
<b>When will this be performed</b>	During all shifts, employees will check the kitchen before, during and after the store opens/closes.
<b>Where does this take place</b>	All employees are required to clean the equipment used during the day to day operations of making our product. This will be done at Central Pop's kitchen.
<b>How is this completed</b>	<p><b>Kitchen Aid:</b> The kitchen aid is used to make marshmallows. The mixer, bowl, and attachments must be cleaned after you have finished making the marshmallows. You will follow the warewashing procedures for the bowl and attachments. You will wipe the machine down with a detergent cloth and then</p> <p><b>Tumbler:</b> The Tumbler is used to make flavored popcorn. After each use you can wipe it clean with a towel to avoid the transfer of flavors. Once you are done using the tumbler, you will remove the pot and follow warewashing procedures. The stand for the tumbler will be wiped down with a detergent cloth and then sanitized.</p> <p><b>Popcorn Popper:</b> The popcorn popper must be completely cooled to clean it out. The kettle must be removed to properly clean it. You will unscrew the lid from the kettle and then it will go through the warewashing procedures. For the portions that are not easily removed, a detergent cloth will be used to clean out the inside of the glass, the floor, and the trays. A clean cycle will be completed once a week or sooner if needed.</p> <p><b>Microwave:</b> The microwave may be used. The plate must be washed according to warewashing procedures. The microwave unit will be washed with a detergent cloth and then sanitized.</p> <p><b>Hot Plate:</b> The hot plate will be used to make marshmallows and crispy rice treats. Once you have stopped using the hot plate, wait for it to cool. Once it is cooled, you will wipe it down with the detergent cloth and then sanitize it.</p> <p><b>Food Prep Surfaces:</b></p>

## "Central Pop!"

	<p>All counters and food prep surfaces must be wiped down with a detergent cloth and then sanitized after use.</p> <p><b>Kitchen:</b> The kitchen floor will be swept as needed throughout the day and will be mopped once a day. All spills will be mopped immediately after the incident.</p> <p><b>Utensils</b> All utensils, bowls, cups, spoons, etc will be washed according to the warewashing policy. All utensils used in the day will be cleaned before you leave for the day.</p> <p><b>Refrigerator:</b> The refrigerator should be wiped down on the outside daily at the end of the day. Should there be a spill inside, it must be cleaned immediately using the detergent cloth and then sanitized. The inside must be inspected daily and must be cleaned weekly if there are no issues throughout the week.</p>
<b>Corrective Action</b>	<p>If management observes that an employee has not followed kitchen and equipment cleaning procedures, employee will be required clean the kitchen and equipment under management supervision. Failure to follow the policies set at Central Pop! LLC may result in disciplinary action up to and including termination.</p>
<b>Monitoring Steps</b>	<p>Managers and team leads will observe all employees throughout the day to identify if staff have properly followed the kitchen and equipment cleaning procedures. The kitchen and equipment will be checked daily to ensure all is working properly and sufficiently stocked. It is also the responsibility of the shift lead and/or manager to ensure detergent, cleaning supplies, and sanitization solutions.</p>
<b>Training of Staff</b>	<p>All employees are required to read these kitchen and equipment cleaning procedures when they are hired. The manager demonstrates the procedures for all employees and refresher training is provided daily/weekly during all meetings or as they seem appropriate to the situation.</p>
<b>Verification Policy</b>	<p>Managers will observe all employees throughout the day to identify if staff have properly followed the kitchen and equipment cleaning procedures. Managers will observe staff to ensure that the kitchen and are cleaned correctly. The manager will check to ensure the kitchen is sufficiently stocked with cleaning supplies. If infractions of this kitchen and equipment cleaning policy are repeated, modification to the training protocol or monitoring steps will be made based on the observations and this policy will be updated accordingly. If</p>

## "Central Pop!"

	employee refuses to follow policies after training, disciplinary actions up to including termination will be implemented.
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### HANDWASHING POLICY

**Why is this important?** The hands are particularly important in transmitting foodborne pathogens. Food employees with dirty hands and/or fingernails may contaminate the food being prepared. Therefore, any activity which may contaminate the hands must be followed by thoroughly handwashing.

<b>Who does this apply to</b>	All food employees are responsible for ensuring employees properly clean and maintain their hands while working at Central Pop! LLC.
<b>When will this be performed</b>	Ensuring employees properly clean and maintain their hands while working occurs during all hours of operation including food preparation and warewashing. This includes pre and post shift tasks.
<b>Where does this take place</b>	All employees are required to wash their hands at designated hand sinks.
<b>How is this completed</b>	Employees hands must be washed at designated hand sinks for at least 20 seconds using soap and hot water and dry their hands with paper towels at the following times: before starting shift, after handling raw animal foods, after handling dirty or spoiled dishware, prior to putting on a pair of gloves or when changing gloves, after using the restroom, when changing tasks, after touching service animals, after touching your face or hair, after eating/drinking/smoking, and after you cough or sneeze. After using the restroom, employees must wash their hands in the restroom and again in their work area prior to returning to work. Employees must use gloves or utensils when handling food. Fingernails must be kept trimmed and free from nail polish.
<b>Corrective Action</b>	If management observes that an employee has either contaminated their hands and not washed their hands or has not followed proper handwashing procedures, the employee will be required to wash their hands again under management supervision. Failure to follow the policies set at Central Pop! LLC may result in disciplinary action up to and including termination.
<b>Monitoring Steps</b>	Managers and team leads will observe all employees throughout the day to identify if staff have contaminated their hands and/or have not properly followed handwashing

## "Central Pop!"

	<p>procedures. The handwashing stations will be checked daily to ensure they are working properly and sufficiently stocked with soap and paper towels. Shift leads and managers will observe staff to ensure that bare hands contact is not occurring. It is also the responsibility of the shift lead and/or manager to ensure glove stations are sufficiently stocked and conveniently located.</p>
<b>Training of Staff</b>	<p>All employees are required to read these hand washing procedures when they are hired. The manager demonstrates the procedures for all employees and refresher training is provided daily/weekly during all meetings or as they seem appropriate to the situation.</p>
<b>Verification Policy</b>	<p>Managers will observe all employees throughout the day to identify if staff have contaminated their hands and/or have not properly followed handwashing procedures. The hand sinks will be checked daily to ensure they are working properly and sufficiently stocked with soap and hand towels. Managers will observe staff to ensure that bare hand contact is not occurring. The manager will check to ensure stations are sufficiently stocked and conveniently located. If infractions of this handwashing policy are repeated, modification to the training protocol or monitoring steps will be made based on the observations and this policy will be updated accordingly. If employee refuses to follow policies after training, disciplinary actions up to including termination will be implemented.</p>

## FOOD SOURCE POLICY

**Why is this important?** An establishment has direct control over the quality and safety of its food once it has been received. If food is received and accepted that has been mishandled prior to receipt, it can impact the ability of a business to serve safe food. A business must be familiar with their food provider network and verify that only food that it is in good condition is accepted.

<b>Who does this apply to</b>	<p>Owner is responsible for purchasing contracts and ordering. All food employees are responsible for receiving food orders and verifying the completeness and integrity of the food.</p>
<b>When will this be performed</b>	<p>Food supply orders are completed every week. Management will purchase based on business needs.</p>

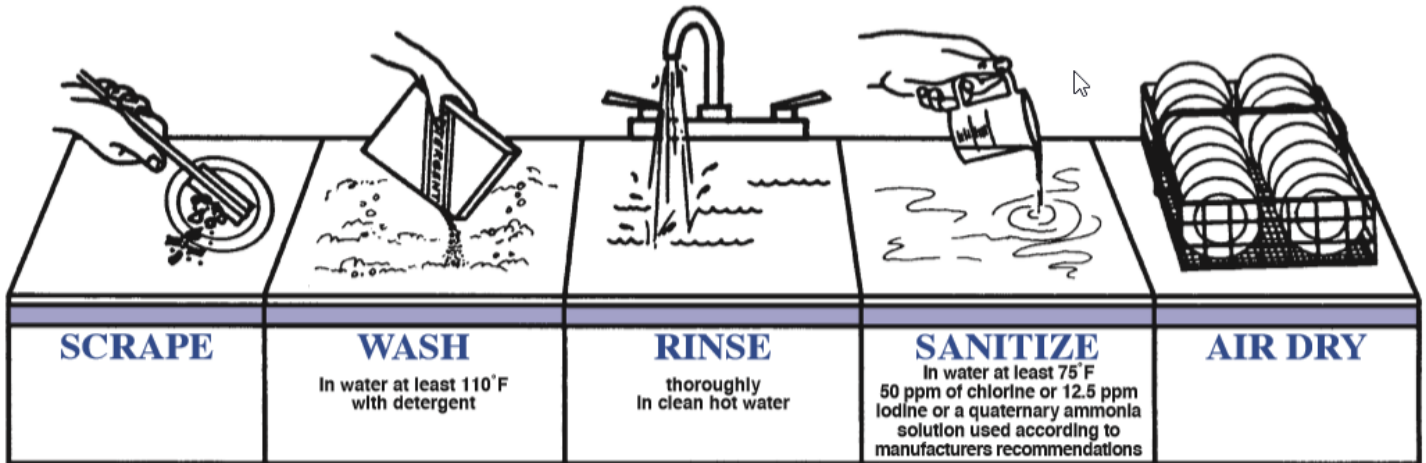
## "Central Pop!"

<b>Where does this take place</b>	Food supply orders are completed at Central Pop! LLC's office using the designated process. All food orders are received in the back door in the kitchen.
<b>How is this completed</b>	Whenever a food supplier is identified, the manager or owner must verify the supplier is properly licensed and in good standing. Any employee who processes a food delivery shall inspect the order to ensure the packaging is intact, sell by date is in the future, and the food is in wholesome condition. Temperature checks shall be performed on all TCS foods. Any food found out of acceptable temperature control or in an unwholesome state, shall be refused.
<b>Corrective Action</b>	If food suppliers are found to be operating without integrity, managers are required to use a new food supplier. If food has been accepted by staff that is unwholesome or has been mishandled prior to receipt, the food will immediately be taken out of production for credit. The manager will report findings to the supplier and place a new order. Staff will be retraining on receiving policy twice a year and when new employees start.
<b>Monitoring Steps</b>	All food deliveries are logged along with applicable temperatures and conditions notes. These will be entered into a binder located in the kitchen workspace.
<b>Training of Staff</b>	Food employees are required to read these food safety system procedures when they are hired. The manager then demonstrates the procedures for all employees. Refresher training is provided through daily/weekly staff meetings.
<b>Verification Policy</b>	Managers will review log sheets daily to monitor all food deliveries. The manager shall review the inspection records of all food suppliers at least every 6 months. If infractions of this FSS are repeated, modifications to the training protocol or monitoring steps will be made based on observations and this FSS will be updated accordingly.

## WAREWASHING POLICY

**Why is this important?** Proper warewashing is particularly important to avoid transmitting foodborne pathogens. Proper warewashing requires 5 steps and the sign below is posted over the kitchen sink.

## "Central Pop!"



***Change water often. Utensils cannot be sanitized unless they are properly cleaned.***

<b>Who does this apply to</b>	All food employees are responsible for ensuring employees properly clean dishes and utensils while working at Central Pop! LLC.
<b>When will this be performed</b>	Ensuring employees properly clean, sanitize and dry is required throughout the day.
<b>Where does this take place</b>	All employees are required to follow the procedures set forth in this policy. All warewashing is done in the kitchen and may be before, during or after Central Pop's hours of operation.
<b>How is this completed</b>	Dishes are to be washed at the designated dish washing sink in the kitchen. In the first compartment, you must scrape off all debris from the utensils and equipment. Next, you must put the item into the wash compartment. The water must be at least 110 degrees F and must have detergent. In the third compartment, you must rinse the item thoroughly in clean hot water. The fourth compartment is designated for the sanitize process. Water must be at least 75 degrees, 50 ppm of chlorine or 12.5 ppm of iodine or quaternary ammonia solution used according to manufacturers recommendations. In the last compartment, items must be set to air dry. For the popcorn tubs, you will put them on the rack in the kitchen with the open part face down.
<b>Corrective Action</b>	If management observes that an employee has not followed the established procedures, the employee will be required to complete the tasks as outlined under supervision. Failure to follow the policies set at Central Pop! LLC may result in disciplinary action up to and including termination.
<b>Monitoring Steps</b>	Managers and team leads will observe all employees throughout the day to identify if staff have properly followed

## "Central Pop!"

	warewashing procedures. Shift leads and managers will observe staff to ensure that all 5 steps are completed when cleaning up the kitchen. It is also the responsibility of the shift lead and/or manager to ensure sanitation solutions and detergent are easily identified and available for employees.
<b>Training of Staff</b>	All employees are required to read these warewashing procedures when they are hired. The manager demonstrates the procedures for all employees and refresher training is provided daily/weekly during all meetings or as they seem appropriate to the situation.
<b>Verification Policy</b>	Managers will observe all employees throughout the day to identify if staff have followed warewashing procedures. The sink will be checked daily to ensure it is working properly and sufficiently stocked with detergent and sanitation solution. The manager will check to ensure stations are sufficiently stocked and conveniently located. If infractions of this warewashing policy are repeated, modification to the training protocol or monitoring steps will be made based on the observations and this policy will be updated accordingly. If employee refuses to follow policies after training, disciplinary actions up to including termination will be implemented.

## EMPLOYEE HEALTH POLICY

**Why is this important?** Proper management of a food establishment operations begins with employing healthy people and instituting a system of identifying employees who present a risk of transmitting foodborne pathogens to food or other employees.

<b>Who does this apply to</b>	All food employees are responsible for ensuring employees are in a healthy state while working.
<b>When will this be performed</b>	Ensuring employees are in a healthy state while working occurs 24/7/365 during hours of operation at Central Pop! LLC.
<b>Where does this take place</b>	Ensuring employees are in a healthy state while working happens at the establishment, over the phone and any interaction with the employee including emails and text messages.
<b>How is this completed</b>	All employees are required to report illnesses to management as soon as symptoms arise. Employees will not be allowed to work if they appear to be ill or have the following symptoms: vomiting, diarrhea, jaundice (yellowing of skin and eyes), sore throat with fever, and open lesions. According to the Arizona Department of /health Services, employees should stay home

## "Central Pop!"

	when sick with Salmonella, Typhi, Hepatitis A, Shigella, Norovirus, Escherichia Coli 0157:H7, Norovirus, Non-Typhoidal Salmonella
<b>Corrective Action</b>	If management observes that an employee is ill and/or has some of the reportable symptoms, the employee will be sent home. Staff may be offered an opportunity to make up hours if business needs permit.
<b>Monitoring Steps</b>	Shift managers will visually observe all employees at the beginning of their shift to asses employee health. In addition to this, managers will evaluate the health as the shift progresses and will follow policies in sending employees home if they present with any of the following symptoms : vomiting, diarrhea, jaundice (yellowing of skin and eyes), sore throat with fever, and open lesions.
<b>Training of Staff</b>	Employees are required to read these food safety procedures when they are hired. The manager/supervisor will remind staff of regulations and when they are to stay home via refresher trainings or as incidents arise.
<b>Verification Policy</b>	Employees are required to read these food safety procedures and the company handbook when they are hired. The manager/supervisor then demonstrates the procedures for all employees. Refresher training is provided weekly as well as when incidents arise.



# "Central Pop!"

## Contact Information

Central Pop! LLC

1929 E Ray Road #6

Chandler, AZ 85225

480-726-1887

Email Address: [information@centralpopalicious.com](mailto:information@centralpopalicious.com)

CHRIS SCHLABAUGH	LISA SCHLABAUGH
OWNER	HUMAN RESOURCES, SOCIAL MEDIA MARKETING,
<b>Tel</b> 480-907-9606 <a href="mailto:cschlabaugh@centralpopalicious.com">cschlabaugh@centralpopalicious.com</a>	<b>Tel</b> 480-907-9605 <a href="mailto:lisa-s@centralpopalicious.com">lisa-s@centralpopalicious.com</a>