

Welcome to HPV Staff, LLC

By joining HPV Staff, LLC, you have acquired another family. We hope this will be a fulfilling and long-lasting relationship.

It is the policy of HPV Staff, LLC to provide equal employment opportunity for all applicants and team members without regard to race, color, religious creed, sex, age, marital status, ancestry, national origin or protected disability.

We owe our success in the fast food business to our people. By training top-flight people to do things the time-tested, proven HPV Staff, LLC way both the Company and you will continue to grow and be successful. Therefore, your strict adherence to our policies and procedures is a must. We strive to produce the finest quality pizza, deliver this pizza fast and hot to our customers and make a reasonable profit.

While working at HPV Staff, LLC, the customer is the most important person. The customer is your boss and he signs your check.

This handbook contains information you need while working for HPV Staff, LLC. Many questions you have about HPV Staff, LLC will be answered by reading this handbook. If you have any additional questions, please ask your manager.

As our company grows, we continually evaluate and improve our policies and procedures. Therefore, we retain the right to add, change, delete or interpret any of the provisions written here at any time without notice.

We welcome you to HPV Staff, LLC and hope this is a rewarding, challenging and exciting experience.

Our Mission

HPV Staff, LLC is successful because we continually strive to deliver the highest quality pizza in the shortest possible time. HPV Staff, LLC will not sacrifice the quality of its pizza or the safety of its team members in order to make a deadline, regardless of other pizza companies that deliver. Because we are constantly striving to maintain our quality standards, we believe that HPV Staff, LLC's pizza is the best pizza on the market today.

In order for us to be successful and continue to grow, we need the cooperation of all our team members. Therefore, we must refuse to let you, the team member become just another number.

Our Product

Our commissary supplies each store with the best possible ingredients, delivered a maximum of twice a week. Our commissary team members constantly strive to improve their produce and service, helping us to make a GREAT pizza of which we're proud.

Our Future

At HPV Staff, LLC we believe in growth but only if we can maintain and improve the product and service to our customers. HPV Staff, LLC will not sacrifice quality for the sake of profit.

THE CUSTOMER IS ALWAYS RIGHT!

Our Team

Each store works as a team to create the best possible pizza, as quickly and efficiently as possible.

The customer's first contact is with the **order-taker**. Your job is to take the order as quickly and politely as possible. The entire system depends on the customer's positive impression of the order-taker.

We consider **pizza making** a highly-skilled function. After the order is taken, we customer make each pizza. In order for us to deliver the perfect pizza, our pizza makers must be able to make a pizza with the correct amount of toppings on it and to insure that the pizza we deliver is pleasing to the customer's eye as well as their palate. We believe half of the customer's impression of the taste of the pizza comes from their impression of the appearance of the pizza. The entire system depends on the accuracy and consistency of the pizza maker.

Oven tending and routing is the store function that insures the quality of the pizza and the amount of time that HPV Staff, LLC takes to deliver the pizza. The responsibilities of the over tender/router are to properly pop all gas bubbles that form on the pizza during the first 2 ½ minutes of the baking process, place the pizza in the correct box, cut it in even portions, arrange the pepperoncinis and butter property, and route the order so the delivery person can deliver the pizza in the quickest possible time. This position requires a thorough knowledge of the delivery area. The oven tender/router should know the times of the pizzas on the oven and when the next delivery driver will be returning. The entire system depends on the knowledge and accuracy of the over tender/router.

Of all of the functions of the HPV Staff, LLC team in some ways the delivery is the most important. For most customers, the **delivery person** is the only face-to-face contact with the store. The order-taker should have left the impression of a trusted, polite, accurate and friendly team member. The driver must carry on this impression by hurrying to the customer's door, being polite while having contact with the customer and leaving that person with a good feeling about our pizza and our Company. The delivery person is the team member that can most affect sales, profits and quality. A happy customer is a repeat customer, and the courtesy and impression that you leave the customer with will determine whether or not the customer will order again. The entire system depends on the impression and the image of the delivery person.

One person may handle one or more functions, depending on the volume of your store. During the slower times, everyone has other duties to perform, such as box folding, stocking the make line, couponing or any other duty assigned by your manager.

Our Image

HPV Staff, LLC should always be viewed by the public in a positive way. Personal appearance is a large part of our public image and begins with a clean uniform and good grooming. Each member of the HPV Staff, LLC team needs to have a positive, winning attitude. Always remember these tips and use them every day.

- Maintain a friendly, courteous attitude.
- Greet each and every customer in a cheerful, upbeat manner.
- Hustle! Customers are impressed with efficiency.
- Handle customer concerns carefully and with a caring attitude.
- Always be friendly and don't forget to smile.
- Treat your customers as you would want to be treated.
- Drive safely at all the times.

**Remember, the customer is ALWAYS right
And that a happy customer is a repeat customer.**

Appearance Standards

In order to maintain a professional image, we must insist on the following standards for every HPV Staff, LLC's team member:

Hair:

Hair should be clean, combed, neatly trimmed away from the face and off the collar. Unnatural hair coloring (e.g. pink, green, etc.) is prohibited. Shaggy, unkempt hair is not allowed. Hair below collar length must be restrained or put up neatly under the uniform cap. Team members with long hair may put the hair in a ponytail or braid through the back of their cap.

Facial Hair:

Any facial hair must be fully-grown and neatly trimmed. The "grow out" stage must be accomplished while away from the restaurant, unless required by a medical condition. Sideburns should not extend below the earlobe and the width may not exceed 1 ½ inches. Mustaches are allowed but may not extend below the corners of the mouth. Goatees are allowed but are limited to the chin area and may not extend beyond the corner of the mouth. The neck area must be clean-shaven. Beards are allowed but must be contained using a beard hair restraint when working in food production. The beard restraint may be removed when performing non-food production duties.

Jewelry:

For security reasons, it is suggested that all team members limit the size, value and amount of personal jewelry worn during working hours. Other than wedding rings or watches (of limited value) personnel should refrain from wearing jewelry.

Toilet Articles:

Team members should use perfumes and lotions with restraint, knowing that working conditions call for close personal contact. Because of health department regulations, team members working in the preparation of the pizzas cannot wear lotions, etc., on their hands.

Make-up:

Please be discreet

Personal hygiene:

Because of the close personal contact with other team members and the public which we serve, personal cleanliness is of primary importance. Team members are to report for work clean and should take the proper precautions to ensure that body odor will be kept at a minimum regardless of the working conditions.

Uniform standards:

Company uniform standards are in accordance with weather and company needs. An apron is provided by your store for use during work hours for all team member personnel. Team members are required to purchase a hat and shirt with logo and wear khaki pants. For those pants with belt loops, a brown or black belt is required. Your shirt should be neatly ironed and tucked into pants. In addition you will be required to wear flat, rubber-soled, laced shoes with socks. No open-toed shoes.

Employment Information

Age Limits:

Candidates for a Delivery Driver must have reached their 18th birthday. Persons who have reached their 16th birthday may be considered for employment within the limits of state and federal law. The age limitations stated above are only the limitations related to age and employment utilized by the Company.

Anniversary Date:

Your anniversary date is that day when you are assigned to a position with the Company and is used to calculate your eligibility for team member benefits and salary adjustments. This anniversary date will remain the same so long as you do not have a break in your service with the company. When a temporary team member is transferred as a permanent position, without a break in service, the date of the appointment as a permanent team member will be considered the anniversary date. Continuous service means employment in a permanent position which is uninterrupted by a break in service. Leave of absence, which do not result in termination, are not considered as interruptions of continuous service. Anniversary year is the period of time from one anniversary date to the next.

Application for Employment:

All applicants will be subject to an employment investigation into their work background and personal references. Applicants who falsify information by misrepresentation or omission of essential facts on their application will not be considered for employment, or if employed, will be subject to immediate dismissal.

Attendance and Punctuality:

HPV Staff, LLC operates a seven days a week organization and it must be ready to meet customer needs throughout each day every day of the year, except Thanksgiving and Christmas. To meet this obligation, the company needs everyone on duty every scheduled workday. Since no job or individual can function independently, being on time is your first step in meeting your job responsibilities. Your absence of lateness not only affects company operations, but also the working conditions of your fellow team members. Therefore, HPV Staff, LLC places a very high premium on attendance and punctuality.

Frequent absences or tardiness may result in disciplinary action or termination or employment. All team members are to be in appropriate uniform when reporting to duty. Seven days notice must be given before a schedule change can be honored. In the event of an emergency, such as an illness or a tragedy, you must notify your supervisor immediately and make arrangements for your replacement as approved by your supervisor. If you fail to report on time, report immediately to your supervisor. If you are absent two consecutive work days without notification to your supervisor, you will be considered to have voluntarily resigned.

Change of Status:

It is important that the company keep an accurate record of each team member's personal status. Any change in name, address, telephone number, marital status, number of dependents claimed or level of education must be reported immediately to the corporate office.

Check Cashing:

The company does not cash payroll checks or personal checks. No cash advances on credit cards.

Classification of Team Members:

Team members are classified as one of the following:

Full-Time

A full-time team member is one who is scheduled to work a minimum of 30 hour per week on a regular basis. It must be the intention of the company and the team member continue this schedule on a regular basis.

Part-Time

A part-time team member is one who is scheduled to work 16 – 29 hours per week on a regular basis.

Part-time Staffing Pool

A part time staffing pool team member is one who is employed to work flexible hours, only as needed.

Salaried-Exempt

A salaried-exempt team member is one who is not eligible for overtime pay under the Fair Labor Standards Act of 1938 as amended.

Salaried Non-Exempt

A salaried non-exempt team member is one who is eligible for overtime pay under the Fair Labor Standards Act of 1938 as amended.

Team members who are not sure of their classification should ask their supervisor because team member benefits may vary from one classification to another.

Re-employment

Former team members who leave after providing adequate notice and with a satisfactory work record will be eligible for consideration for rehire. Former team members who left without adequate notice (quit) or who were dismissed for just cause may be negatively affected. When a team member who has terminated his position at the company is re-employed, he will be considered a new team member from the date of re-employment and the team member's prior service may not be counted toward benefit accrual.

Smoking

Although the use of tobacco is discourage as an unnecessary health hazard, team members may smoke in authorized areas.

Personal Telephone Calls

The company telephone is limited. Personal telephone calls must be kept to a maximum of two minutes and be limited to calls of an urgent or emergency nature only.

OSHA Employee Injury

HPV Staff, LLC complies with OSHA standards, so that we provide team members with safe and healthful working conditions. HPV Staff, LLC carries an employee injury benefit plan. In the event of any work-related injury, immediately report the injury to your immediate supervisor so that the incident may be properly reported.

Store Hours

Store hours vary per location, but normal run from 11:00 am through 11:00 pm Sunday through Thursday: Friday and Saturday 11:00 am through 1:00 am. The hours may be lengthened or shortened to accommodate business. The store manager will post a schedule by opening on Friday for the upcoming week.

Team member are expected to report at their scheduled time, in uniform and ready to perform their duties. Because HPV Staff, LLC is busiest on weekend, all team members are expected to work at least one weekend night. Our stores are open almost every day of the year and team members are expected to report at their scheduled time even on holidays.

Your Pay

Wages offered by HPV Staff, LLC will always meet or exceed Federal Minimum Wage standards. You must be paid for all hours worked. We cannot allow you to work "off the clock." HPV Staff, LLC complies

with all state laws regarding overtime. Questions regarding your pay scale, deductions, etc. should be directed to your manager or area supervisor.

Pay increases will be issued on the basis of merit and not on the basis of seniority. Payday is Monday. Personal checks will not be cashed for team members, and pay advances are not issued.

Sexual Harassment Policy

Sexual harassment of HPV Staff, LLC's team members in the workplace is strictly forbidden. This policy applies to all team members, vendor, suppliers, and customers while on work premises, while on company business or when attending company-sponsored events.

As a part of HPV Staff, LLC's continuing commitment to equal employment opportunity, it adheres to the following policy:

It is illegal and against the policies of HPV Staff, LLC for any team member, male or female to:

- Sexually harass another team member **OR**
- Make any of the following a condition of a team member's continued employment:
- Making unwelcome sexual advances **OR**
- Other verbal or physical conduct of a sexual nature **OR**
- Make submission to or rejection of such conduct the basis for employment decisions affecting the team member **OR**
- Create an intimidating, hostile or offensive working environment by such conduct **OR**
- Use vulgar language, tell sexual stories and use sexual innuendos or sexually oriented "kidding" or "teasing."

Any team member who believes he or she has been the subject of sexual harassment should report the alleged act immediately to management. If not handled properly, then contact their Vice President or Keith Sullins. An investigation of all complaints will be undertaken immediately to ascertain the pertinent facts.

Any team member who observes or becomes aware of any illegal conduct should immediately advise management or anyone in the chain of command.

Any retaliatory action of any kind taken by any person as a result of an individual making a report of sexual harassment is prohibited and shall be regarded as a separate and distinct cause for complaint.

The case will be documented with names, dates, witnesses, facts, findings and resolutions (founded, unfounded or no-conclusion – not sufficient evidence to make a ruling either way). All information reported will be held in strict confidence and will only be disclosed on a need-to-know basis in order to investigate and resolve the matter.

Any manager, agent or other team member who has been found by HPV Staff, LLC after appropriate investigation to have sexually harassed another team member will be subject to appropriate sanctions depending on the circumstances a warning in his or her file, counseling, demotion, suspension without pay or disciplinary action up to and including termination.

When traveling on company business or even when socializing with co-workers, team members must act with respect toward one another. Behavior outside the work premises, which is unprofessional, offensive or inappropriate, may have an adverse effect upon the workplace.

HPV Staff, LLC recognizes that false accusations of sexual harassment can have serious effects on the innocent women and men accused. We trust that all team members of HPV Staff, LLC will continue to act responsibly to maintain a pleasant working environment, free of discrimination. HPV Staff, LLC encourages all team members to ask questions they may have regarding discrimination with their managers or their Vice President.

Drug and Alcohol Policy

HPV Staff, LLC takes seriously the problem of drug and alcohol abuse and is committed to provide a substance abuse free work place for its employees. This policy applies to all employees of HPV Staff, LLC, without exception, including part-time and temporary employees.

No employee is allowed to consume, possess, sell or purchase any alcoholic beverages on any property owned or leased on behalf of HPV Staff, LLC, or in any vehicle owned or leased on behalf of HPV Staff, LLC.

No employee may use, possess, sell, transfer or purchase any drug or other controlled substance which may alter an individuals mental or physical capacity. The exceptions are aspirin, ibuprofen based products and legal drugs which have been prescribed to that employee, which are being used in the manner prescribed.

HPV Staff, LLC will not tolerate employees who report for duty while impaired by use of alcoholic beverages or drugs.

All employees should report evidence of alcohol or drug abuse to a manager or an area manager immediately. In cases where the use of alcohol or drugs poses an imminent threat to the safety of persons or property, an employee must report the violation. Failure to do so could result in disciplinary action for the non-reporting employee.

Employees who violate the Drug and Alcohol Policy will be subject to disciplinary action, including termination.

As part of our policy to ensure a substance abuse free workplace, HPV Staff, LLC employees may be asked to submit to a clinical test for the presence of alcohol and/or drugs. Within the limits of Federal and State laws, we reserve the right, at our discretion, to examine and test for drugs and alcohol. Some situations may include, but not be limited, to the following:

1. All employees who are offered employment with HPV Staff, LLC;
2. Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;
3. As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
4. On a random basis, where allowed by statute;
5. As necessary for the safety of employees, customer's clients or the public at large, where allowed by statute.
6. Employees who are offered management positions.

This is only a summary of HPV Staff, LLC Drug and Alcohol Policy. You are required to read the full policy. It is your responsibility to obtain a copy from your manager if once has not been provided to you. It is a condition of you continued employment with HPV Staff, LLC that you company with the Drug and Alcohol Policy. NOTHING IN THE DRUG AND ALCOHOL ABUSE POLICY SHALL BE CONTRUED TO ALTER OR AMEND THE AT-WILL EMPLOYMENT RELATIONSHIP BETWEEN HPV STAFF, LLC AND ITS EMPLOYEES.

Family Medical Leave Act

HPV Staff, LLC has a Family and Medical Leave Policy that is in compliance with the Family and Medical Leave Act of 1003 (FMLA) which is unpaid leave absence. Eligible employees must be employed by HPV Staff, LLC at least twelve months (but this period need not be consecutive) and have worked at least 1250 hours of service during the twelve month period prior to the request. Forms for leave requests are available from your manager.

Under the Leave Policy a total of up to twelve weeks unpaid leave of absence is available to eligible employees under the following circumstances:

- The birth of a child, but only within the first twelve months of the birth
- The placement of a child for adoption or other legal placement, within the first twelve months of the adoption or placement.
- The need to care for a dependent, spouse or parent that has a serious medical condition.
- The serious health condition of the requesting employee, which renders the employee unable to perform the functions of his/her position.

During the unpaid leave, employees retain the same medical and dental coverage and must still contribute the same amount toward medical benefits as he/she paid before the leave began. Upon return to HPV Staff, LLC at the end of the leave, the employee will be restored to his/her former position with the same rights, benefits, pay and other terms and conditions which existed prior to the leave; or to an equivalent position with equivalent rights, benefits, pay and other terms and conditions of employment.

Employees will be required to use all accrued vacation days prior to being granted unpaid leave as outlined above for the birth or placement of a child, or to care for a seriously ill family member. If the employee requests the leave due to his/her own serious health conditions, the employee may also be eligible for sick leave pay or short term disability payments if the condition of the leave meets the qualifications of those plans.

Employees requesting leave for their own or an eligible family member's serious health condition will be required to provide medical certification. Medical certification must be provided thirty days in advance of the request for leave when possible.

HPV Staff, LLC may, at its discretion, require a second medical opinion on the health condition and periodic recertification at the company's expense.

Please see the FMLA policy for more information.

Safety and Accident Rules

Safety is a joint venture at HPV Staff, LLC. HPV Staff, LLC provides a clean, hazard free, healthy, safe environment in which to work in accordance with the Occupational Safety and Health Act of 1970. As an employee, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your work place should be kept neat, clean and orderly.

It is your responsibility to learn the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers. A copy of the Crisis Manual will be kept in each work area along with a safety bulletin board.

All safety equipment will be provided by HPV Staff, LLC and employees will be responsible for the reasonable upkeep of this equipment. Any problems with or defects in, equipment should be reported immediately to management.

As an employee, you have a duty to comply with the safety rules of HPV Staff, LLC, assist in maintaining a hazard free environment, to report any accidents or injuries – including any breaches of safety – and to report any unsafe equipment, working condition, process or procedure, at once to a supervisor.

Employees may report safety violations or injuries anonymously to the Safety Coordinator, if they are not the injured or violating party. **NO EMPLOYEE WILL BE PUNISHED OR REPRIMANDED FOR REPORTING SAFETY VIOLATIONS OR HAZARDS.** However, any deliberate or ongoing safety violation, or creation of hazard, by an employee will be dealt with through disciplinary action by HPV Staff, LLC, up to and including termination.

Personal Conduct Expectations

At HPV Staff, LLC we work hard to provide each team member with a pleasant working atmosphere. To this end we have established some minimum standards of personal conduct, to which we expect each team member to adhere. These expectations are meant to insure that no one's safety, health or well-being are endangered at any time.

HPV Staff, LLC wants to provide you with a working atmosphere in which you can grow and progress with the company. We strive to allow each team member the maximum of personal freedom, consistent with the rights and welfare of fellow workers, and with the company's obligation to manage the business effectively and efficiently.

This requires that minimum standards of personal conduct be established and implemented. In doing this, many possible misunderstanding will be avoided.

General standards of conduct:

1. Follow instructions and requests from your supervisor or, in his/her absence, from any recognized member of your company's management.
2. Respect the rights and privileges of your fellow team members by not engaging in conduct which may endanger their health, safety, property or well being.
3. Maintain good housekeeping practices.
4. Exercise care in handling company equipment, facilities and other property and records and secure proper authorization before removing same from company premises.
5. Report for work on time when scheduled, properly dressed in uniform and ready to work.
6. Treat company products, processes, documents and records as confidential.
7. Never possess or be under the influence of drugs, narcotics, or alcoholic beverage while working or before work.
8. Never threaten or engage in any kind of violence while working.
9. Never possess property belonging to the company or any of its team members without authorization of the owner.
10. Never knowingly make false statements about fellow team members or the company's products.
11. Do not admit unauthorized persons to company premises at any time.
12. Never attempt dishonesty, fraud, or deception; including, but not limited to, employment applications, hours worked, payroll records and other records.
13. No other business or solicitation during working hours.
14. Smoke only in designated areas.
15. Keep personal phone calls to two minutes during working hours.
16. Never leave your designated work area unless directed to do so by your supervisor.
17. Never engage in any loud or vulgar language while working.
18. Immoral conduct and/or indecency by team members will not be tolerated while working, or on the company premises.
19. Loitering by off-duty team members and other must not be allowed.
20. Team members may not gamble on company property.
21. Team members are expected to properly assume their financial responsibilities.
22. Any outside employment (except student) is subject to review for conflicts of interest.
23. Cash/Inventory Control:
 - a. No IOU's in till (or borrowing)
 - b. No holding checks
 - c. No personal checks cashed in the store
 - d. No sale of food for personal gain
 - e. No borrowing product or equipment for personal use
 - f. No trading food for other food or items without approval from their area manager in advance.
24. Driver's car must be locked when not in use
25. ROBBERY:
 - a. Do not resist

- b. Give anything asked for by assailant
 - c. Do not pursue assailant
 - d. Police report – do not disclose amount of cash taken (i.e. undetermined amount)
26. Do not discuss cash or sale volumes.
 27. Cash counting, out of sight from store exterior.
 28. No weapons or firearms.
 29. Team member should always maintain a positive attitude and should show “hustle” and excitement.

The company feels that most minor infringements of these rules of conduct are probably due to some misunderstanding. If such infringements occur, your supervisor will discuss them with you in a friendly and constructive manner. However, if the transgression is serious, or becomes repetitive, disciplinary action will be taken immediately.

Discipline:

For the protection of our team members and customers, certain rules of conduct have been established. The rules are not designed to restrict the team member, but to protect you by assuring safe working conditions and equal treatment with your fellow team members.

If you are in doubt about the interpretation of any company rules of regulations, ask your supervisor for clarification or contact the corporate office. The following is a summary of the company's disciplinary action policies and procedures.

1. **Warning.** A documented verbal or written warning will be issued when the conduct of the team member does not at that time warrant suspension or discharge. Such warnings are considered serious matters and each written warning becomes an official part of the team member's personnel record. Team members will be asked to sign a written warning to acknowledge receipt of the warnings.
2. **Suspension without pay.** More serious misconduct or repetition of an offense for which a warning was previously issued by result in disciplinary suspension without pay.
3. **Discharge.** Repetition of an offense for which prior discipline has been imposed may result in discharge from employment at HPV Staff, LLC. It is important, however, to point out that a team member may be discharged without prior warning for serious violations of company rules and regulations.

CASH HANDLING POLICY

Because of the important and sensitive nature of your job as a driver or cashier, we are asking you to read this policy for both your protection and ours.

1. Your shift should be started with a twenty-dollar bank or a seventy-five dollar drawer. The money in your bank or drawer must be counted prior to using it. Your count must agree with that of the manager or shift leader.
2. You're to use only your bank or drawer. Do not permit anyone else to use your bank or drawer. Close the drawer to secure your bank after each transaction.
3. Once a customer's order is complete, changes to the order must be made only by the manager in charge.
4. Do not purposely make change between banks or from the cash drawer. This will be done only by the manager in charge.
5. Your restaurant manager will tell you if you can make change or not. Under no circumstances can you make change for more than one dollar without permission.
6. When customers have questions about their change, immediately call the manager in charge.
7. At no time and for no reason will you have more than \$75.00 in your drawer.
8. When you finish your shift or close out your drawer or bank personally observe your drawer or bank being counted. Then proceed to clock out.

9. IT IS A SERIOUS VIOLATION OF COMPANY POLICY TO UNDERCHARGE OR GIVE FOOD AWAY WITHOUT PAYMENT. ANY SUCH INCIDENT MAY RESULT IN IMMEDIATE TERMINATION AND POSSIBLE CRIMINAL ACTION.
10. If you have more than a \$10.00 overage or shortage in your drawer or bank per shift you may be subject to disciplinary action.
11. Drivers are to make a drop after each run.

WORK RULES

The HPV Staff, LLC work rules are signed to maintain the positive environment, which the company strives to maintain for all employees. HPV Staff, LLC's objective is to ensure that uniform and consistent standards are applied through the constructive discipline program. The purpose of constructive discipline is to communicate what conduct is unacceptable and to specify the correct action required.

Disciplinary options include informal coaching, documented verbal consultation, written consultation or termination. The nature and severity of the work rule violation will be considered in choosing among the disciplinary options and any action taken is done so at the sole discretion of the company. The employee's supervisor will consider the facts and any special circumstances and may consult his/her supervisor and/or other resources, if that person deems it necessary, before making a disciplinary decision. The emphasis of the program is to communicate openly regarding employee conduct and to encourage change, where appropriate to acceptable standards. HPV Staff, LLC has no legal obligation to counsel an employee prior to taking action. The company maintains the policy that any individual's employment can be terminated, with or without notice, any any time at the option of the employee or HPV Staff, LLC.

The following list represents examples of conduct that may result in disciplinary action. This list is not to be considered all-inclusive. Other actions may result in disciplinary action.

1. Procedural violations involving safety, security and cash handling.
2. Misappropriation of company funds or food product or gross negligence resulting in a cash loss or shortage.
3. Theft (including unauthorized possessions) of company, suppliers, customers, or another employee's property.
4. Unauthorized use of or willful neglect of company facilities, property or equipment.
5. Defacing, damaging or destroying company property.
6. Fighting with or attempting to cause bodily harm to another employee or customer or attempting to fight or cause bodily harm.
7. Engaging in horseplay, harassment or other behavior disruptive to co-workers, customer or suppliers.
8. Refusal to perform assigned work or insubordination.
9. Falsifying application for employment, time sheets or any other official company records.
10. Unprofessional conduct that is blatant and intentional.
11. Use of extreme, abusive or threatening language towards co-workers, customers or suppliers.
12. Absenteeism.
13. Tardiness.
14. Unavailability for work.
15. Failure to give prompt and satisfactory notice to the company for absences and tardiness or failure to secure authorization from the company for absences.
16. Failure to give prompt and satisfactory reason for leaving work during scheduled work hours.
17. Unauthorized closing of a restaurant during normal operation hours.
18. Unsatisfactory performance of assigned job responsibilities and duties.
19. Possession or use of alcohol or illegal drugs while on company property as evidenced by observed behavior.
20. Reporting to work under the influence of drugs or intoxicating beverages as evidenced by observed behavior.
21. Possession of a weapon on company property.

22. Distributing or posting literature or soliciting co-workers or customers while on company property.
23. Failure to adhere to company personal appearance standards.
24. Failure to follow established meal policies and practices.
25. Conviction of a crime related to employee's ability to perform effectively in a customer service, cash handling job.
26. Revealing company trade secrets to anyone other than a company employee, without written approval.
27. Any other action by an employee which in the opinion of the employee's supervisor warrants discipline or discharge.
28. Not having valid automobile insurance.
29. Calling a customer back for personal reasons.
30. Placing remarks in customer comment section of order.
31. Failure to obtain manager's approval on bad orders.

SAFE DRIVING at a GLANCE

Quick Tips

1. Drive under the speed limit. Do not speed.
2. Always wear a seat belt.
3. Obey all local traffic rules and regulations.
4. Always check the mirrors.
5. Have turn signal on early.
6. Keep eyes on the road.
7. Don't cheat the signals. Stop at red light rather than trying to "speed through a yellow."
8. Look in both directions.
9. Do not tailgate.
10. Respect weather conditions.
11. Avoid sudden stops.
12. Check for traffic, including bicycles, before opening the car door.
13. Keep two hands on the steering wheel.
14. Use spotlight to help locate address.
15. Do not leave keys in your car unattended.
16. Do not leave your vehicle running.
17. No team member is allowed to operate a vehicle on behalf of HPV Staff, LLC if he/she is taking any type of medication that may limit or affect the team member's ability to safely operate a vehicle. It's each team member's responsibility to read and understand the instructions for medication which he or she is taking for any warnings.

PROPER DELIVERY PROCEDURE

When making a delivery, follow these procedures:

1. Drive safely to your destination
2. Always take the order to the door in a hot bag.
3. Look sharp-clean clothes, hat on.
4. Ring doorbell and knock briefly.
5. Greet customer with a smile and by their name (Mr., Mrs.)
6. Repeat the order and state the price.
7. Remove the order from the hot bag and give to the customer.
8. Place hot bag under your arm, freeing hand so to make change.
9. Make change quickly and efficiently. Count back out loud to customer.
10. Always thank the customer with a smile.
11. When you arrive back at the store, make your money drop.
12. Never speed or violate posted traffic laws.
13. Never enter customer's home. If possible, call customer if they do not answer door at delivery.

PROPER DRIVING FOR DIFFERENT AREAS

FOG

1. Use headlights on low beam.
2. Try not to drive in fog and wait until it lifts.
3. Reduce speed, get ready for braking.
4. Watch right side of road.
5. If you stop, pull off the road entirely. Use flashers, not lights.

RAIN/WET ROADS

1. Turn the lights on
2. Reduce speed.
3. Allow extra distance for stopping.
4. Drive in tracks of the vehicle in front of you.
5. Avoid puddles if deep water. The increase the danger of hydroplaning.
6. Replace badly worn tires.
7. Check wipers.

INTERSECTION

1. Approach all intersections prepared to yield the right of way even if it legally belongs to you.
2. Decide what evasive action you might need to take if there is a conflict and have your vehicle under control so you can make any necessary maneuvers.
3. Keep your eyes moving to the sides and to the rear as you approach and pass through intersections.
4. Do not assume the other person will stop.

WINTER DRIVING

1. Check tires, battery, wiper blades, brakes, steering fluid and antifreeze in radiator.
2. Start vehicle and least five to ten minutes before you first plan to use vehicle.
3. Scrape all snow and ice off of all the glass areas of your vehicle.
4. Start off slowly on ice.
5. Have sand, salt or a mat available to get out of being stuck with no traction.
6. Pump brakes when slowing down.
7. Do not lock up the wheels.

IF A SKID OCCURS

1. Keep yourself under control.
2. Do not slam on the brakes. Steer in the direction of the skid, but do not over steer.
3. Keep vehicle in gear.

BACKING UP

1. Lift foot from accelerator when backing up.
2. Look before you back up.
3. Check around your vehicle before you enter.
4. Honk your horn if you do not think you have been seen.

AVOID HITTING ANOTHER VEHICLE

1. Begin braking early
2. Pay strict attention.
3. Use good vision habits.
4. Look for things ahead that would cause a driver to stop.
5. Always maintain an escape path to the right if you have to swerve based on road conditions.

SECURITY

1. Only 1 watch, 1 ring. No other jewelry.
2. Be alert – ALWAYS
3. Leave store with only \$20.00 in cash.
4. Know where the high security areas are in your delivery area. Your store manager can help you.
5. Never carry any kind of weapon on your person or in your vehicle.

6. Do customer callbacks.

WHT TO DO IF A ROBBERY OCCURS

1. Do not resist – cooperate.
2. Give them what they want.
3. Get a good description of the robber.
4. Do not try to stare him down; he might see that as a threat.
5. Go to the safest place – call police from the nearest pay phone. 911 works without depositing money. Also call the store manager.
6. Wait for police.
7. Cooperate fully with the police.
8. Return to store and notify supervisor.