

Panera Bread Employee Handbook



TABLE OF CONTENTS

1000.	Introduction
2000.	Employment Policies and Procedures
2001.	Equal Employment Opportunity
2002.	Anti-Harassment Policy
2003.	Open Door Policy
2004.	Retaliation Is Strictly Prohibited
2005.	Personal Relationships in the Work Place
2006.	Work Place Violence Policy
2007.	Security
2008.	Injury Reporting Procedure
2009.	Employment At-Will
2010.	Business Conduct Policy
2011.	Use of Alcohol, Illegal Drugs or Controlled Substances
2012.	No Smoking Policy
2013.	No Loitering or Solicitation
2014.	Bag Checks/Personal Items
2015.	Lost & Found
2016.	Cell Phones/Personal Telephone Calls
2017.	Professional Appearance
2018.	Tattoo Policy
3000.	Employment and Payroll Policies and Procedures
3001.	Exempt vs. Non-Exempt Employee
3002.	Work Hours and Meal Periods
3003.	Employee Discount
3004.	Punctuality and Attendance Standards
3005.	Timekeeping
3006.	Absences
3007.	Over Time
3008.	Pay Days
3009.	Employee Separation Procedures
3010.	Paystubs and W-2s
3011.	Florida Child Labor Law Overview
3012.	Social Media Associate Guidelines
4000.	Leaves of Absence
4001.	Family and Medical Leave (FMLA)
4002.	Personal Leave of Absence
4003.	Bereavement Leave
4004.	Sick Time/Disability
4005.	Vacation
4006.	Jury Duty or Witness Leave
4007.	Domestic Violence Leave
4008.	Time Off to Vote
4009.	Military Leave
5000.	General Policy
5001.	Cash Handling
5002.	Exempt Employees

1000. INTRODUCTION

Updated: 5/1/2017

Covelli Family, LTD Partnership, DBA, Panera Bread, (the "Company") is pleased to have you as one of our employees. We believe that you will find your employment with us to be both rewarding and challenging.

We have prepared this guidebook to help you get acquainted with our policies, practices and working conditions. We know if you are proud of our products, you will be proud to work at Panera Bread.

Covelli Mission Statement: *Our mission is to provide high quality product and exceptional service to our customers.*

This handbook shall replace any and all previous employee handbooks **effective May 1, 2017**. Nothing in this handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee. The employee handbook is not intended to be and shall not be considered all-inclusive. This employee handbook is also not to be a substitute for the good judgment, common sense and discretion of company personnel.

The first 90 days of your employment with Covelli Family Partnership is considered a probationary period, in which your performance, conduct, and contribution will be closely observed, and during which time the Company or you may terminate the employment relationship at will, with no further obligations. Regardless, at all times employment is AT WILL meaning that your employment can be terminated with or without cause, and with our without notice at any time, at the option of either Covelli Family, DBA Panera Bread or yourself, except otherwise provided by law.

Matters are constantly changing and therefore we retain the right to amend or replace this handbook with or without notice. We will provide notice of changes whenever possible.

Employee Relation/HR Contact Information: Any employees may contact either person listed below regardless of café location for assistance.

Orlando and East Coast Human Resources
Kari Ramsdale, Human Resource Director
1400 Hope Road
Maitland Fl. 32751
407.332.7666 *Fax 407.540.9629
Kari.Ramsdale@covelli.com

Tampa Human Resources
Chloe Anderson, Human Resource Generalist
4300 W. Cypress Street, Suite 850
Tampa, Fl. 33607
813.877.7533 *Fax 813.200.1048
Chloe.Anderson@covelli.com

2000. EMPLOYMENT POLICIES AND PROCEDURES

2001. Equal Employment Opportunity

The Company is an equal opportunity employer and makes employment decisions on the basis of merit. Company policy prohibits unlawful discrimination based on race, color, creed, sex (including pregnancy), religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, sickle cell trait, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful and prohibited by the Company. To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, and to the extent required by the Americans With Disabilities Act, the Company will make a reasonable accommodation for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship for the Company would result. Any applicant or employee who requires an accommodation in order to apply for the position or to perform the essential functions of the job should contact their *General Manager, Area Director, Director of Operations or Human Resources*. The individual with the disability should specify what accommodation is required to perform the essential functions of the job. The Company will then engage in a timely, good faith interactive process with the applicant or employee to identify possible accommodations, if any, that will enable the applicant or employee to perform the essential functions of the job. If the accommodation is reasonable, will not create an undue hardship on the Company or create a safety threat, the Company will make the accommodation. If you believe that you have been subjected to any form of unlawful discrimination, provide a complaint to your supervisor, preferably in writing. If the complaint involves your supervisor, the complaint should be directed to Human Resources or the company president. Your complaint should be specific and include the names of the individual(s) involved and any witnesses. The Company will promptly undertake an effective, thorough and objective investigation.

If the Company determines that unlawful discrimination has occurred, effective and appropriate remedial action will be taken. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint of:

2002. Anti-Harassment Policy

The Company is committed to providing a work environment that encourages mutual respect and is free of unlawful harassment and strongly condemns any form of unlawful employment-related harassment. Company policy prohibits unlawful discrimination and bias. The Company's anti-harassment policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including supervisors and coworkers.

Prohibited unlawful harassment includes, but is not limited to, the following: Any harassment or use by anyone in its employ of any verbally-derogatory epithet based on race, religious creed, color, age, sex (including pregnancy), physical or mental disability, national origin, ancestry, medical condition, sickle cell trait, marital status, sexual orientation, or any other consideration made unlawful by federal, state or local laws; or sexual harassment, defined as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature; or sexual harassment including any form of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser when (1) submission to the conduct is made explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of the conduct by an individual is used for employment decisions affecting an individual, or (3) such conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating an intimidating, hostile, or offensive work environment.

If you believe that this anti-harassment policy is being violated, either with respect to yourself or with respect to another employee, you are strongly encouraged to report that belief immediately, either:

- to your supervisor (either in writing or personally), or
- to your supervisor's superior, if you believe that your supervisor is violating this policy

Upon notice of an employee's concern about being harassed, the Company will act to stop any further harassment and to correct any effect of the harassment and will:

1. Inform the complainant of his or her rights and of any obligation to secure those rights;
2. Promptly investigate the complaint. The investigation will be immediate, thorough, objective and complete. We will make diligent efforts to interview all persons with information on the matter.
3. Take prompt and effective action to remedy/correct harassment.
4. Respond in a timely manner to any complaint of harassment describing the disposition of the complaint and any action taken in resolution of the complaint.

The Company will not retaliate against you for filing a harassment complaint and will not knowingly permit retaliation by management or your coworkers.

2003. Open Door Policy

All employees have free and immediate access to management to raise any type of work-related concerns. If an employee believes that their immediate supervisor is not the appropriate person with whom to raise such matters; the employee is encouraged to bring their concerns to the attention of any other supervisor or any member of management. Employees are further encouraged to pursue discussion of their work-related concerns until the matters they have raised are fully resolved. The Company cannot guarantee that in each instance the employee will be satisfied with the result, but in each case an attempt will be made to resolve the matter, even when it is not the result the employee sought. No employee will be disciplined or otherwise penalized for raising a good-faith concern. The Company will attempt to keep confidential all such expressions of concerns, their investigation, and the terms of their resolution. At the same time, however, some dissemination of information to others may be appropriate during the process of investigation and resolution of the employee's concerns.

Written Grievances: Employees are encouraged to submit a written grievance or complaint and should do so in such a manner, that will not disrupt or interfere with the work of any other employee. Grievances and written complaints should be forwarded to the Human Resource Department. Thereafter the matter will be resolved promptly or the Company will conduct a formal investigation.

2004. Retaliation Is Strictly Prohibited

In addition to prohibiting harassment in the workplace, state and federal law also prohibits retaliation. Retaliation means taking employment action against an employee who complains about harassment or discrimination if such action may likely discourage a reasonable employee from making or supporting a claim of harassment or discrimination. Examples may include, depending on the circumstances, demoting, failing to promote, terminating, changing work hours or changing job duties. It is illegal to retaliate against an employee because they complained about harassment or discrimination, even if no harassment or discrimination ever happened. Company policy STRICTLY PROHIBITS any form of retaliation against an employee because they complained about harassment or discrimination.

2005. Personal Relationships in the Workplace

The employment of relatives, married couples or persons involved in a romantic relationship may cause conflicts, raise issues of favoritism and damage employee morale. A supervisor may not oversee a related employee. An employee in a "romantic relationship" may not be supervised by the romantic partner. A supervisor involved in a "romantic relationship" with another employee or applicant must immediately disclose the relationship to management. A supervisor who is related to another employee or applicant must immediately disclose the relationship to management. A supervisor who fails to follow this policy of disclosure can be disciplined or terminated. Employees in a romantic relationship shall refrain from displays of affection or excessive conversation during work hours, at Company functions or on Company property. Related or romantically involved employees in any position; that have raised a conflict of interest or potential conflict of interest will have ten days to decide which employee will transfer to an available position or resign. This policy is designed to provide safeguards so that the workplace is not compromised by interpersonal relationships. This policy does not prohibit and will not be enforced in any manner which could interfere with, restrain, or coerce employees from engaging in concerted activities including the right to discuss terms and conditions of employment.

What happens on personal time, the Company has no involvement; however, if personal circumstances or relationships outside of the Company interfere with the business of the Company, the Company reserves the right to take action if applicable.

2006. Workplace Violence Policy

The Company has a zero tolerance policy for workplace violence, verbal and nonverbal threats and related actions. Firearms and weapons **cannot** be brought into the workplace at any time. Employees who violate this policy are subject to immediate discipline up to and including termination. Maintaining a safe workplace is one of the Company's top priorities. Suggestions regarding ways to improve security and reduce the risks of workplace violence are welcome and encouraged. Employees who experience, witness or have information about incidents of workplace violence or threats thereof must promptly report what they know to any supervisor or manager. The Company will not retaliate against any employee for providing information about actual or threatened violence. Additionally, the Company will not knowingly tolerate retaliation by your coworkers.

2007. Security

In simplest terms, security is for the purpose of protecting people, Company property and information. The security of our facility as well as the welfare of our employees requires that every individual be constantly aware of potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner, in or around the facility, or when keys, security passes or identification badges are lost or misplaced. Employees entrusted with keys to the office or other Company facilities are responsible for the safekeeping of the keys and/or access cards, the security and protection of Company property, as well as any activity taking place while the employee is present and the office is closed. The Company and your supervisor should always have a current address and telephone number for each employee, as well as information regarding the person to be contacted in case of an emergency. You are responsible for advising the Company and your supervisor of any changes.

2008. Injury Reporting Procedure

Employees are required to report any work-related injury or illness, no matter how small, to their immediate supervisor within 3 days of the injury. The supervisor will supply a "First Report of Injury" form, and with the assistance of the employee, the supervisor will complete the form. Failure to submit a timely claim can adversely affect workers' compensation benefits. The Company will aggressively seek to return associates to work for light/full duty. If you are released back to work, the Company will attempt to accommodate your medical restrictions for a limited period of time. Your rate of pay and schedule will be determined upon the job you are able to perform. If the injured employee has health/dental insurance through the Company and out of work for a month or more, the premium is expected to be paid out of pocket by the employee or the employee/dependents will be removed from insurance and sent COBRA papers.

Company-Wide "Post Accident" Drug & Alcohol Testing Policy:

The Company is committed to a safe and productive work environment and workplace. The use of illegal drugs and the abuse or improper use of drugs, including alcohol while working is prohibited. Medical and indemnity benefits are forfeited, and an employee may be discharged if he or she tests positive for alcohol or a prohibited drug, or refuses a test, provided that the employee has in place a program in compliance with Workers' Compensation, Florida Law found in Section 440.102, of the Florida Statutes.

As a condition of employment, the Company will maintain and enforce the following:

- The manufacture, distribution, dispensation, possession, sale or use of a controlled substance on our Company premises or that of our client's, including vehicles, parking lots, while on Company business, during working or non-working hours, is prohibited and will subject employee to immediate discharge.
- Any employee who uses, possesses, or is under the influence of alcohol or controlled substance, whether legal or illegal, while on Company or client premises, including parking lots and vehicles, or while on Company business, during working or non-working hours is subject to discharge.
- It is the responsibility of each employee to promptly notify his or her supervisor of the use of any prescribed medication which may affect judgement, performance, behavior or safety. When an employee does not comply with this requirement, a physician's prescription will not be an acceptable excuse for the use of possession of a controlled substance and the employee will be subject to immediate discharge.
- Any employee convicted of violating any criminal statute which violation occurred on Company or client premises, including parking lots and vehicles, or while on Company business, during working hours or under circumstances that adversely affect job performance, or our Company or client's reputation, will be subject to immediate discharge.

Drug & Alcohol Testing Procedures

- Testing is conducted by qualified collection site personnel at a collection site designated by an approved laboratory: *lists of approved providers can be found in café office and on authorization form.*
- Drug testing will normally be completed through urinalysis; blood will be used as the initial and confirmation test for alcohol. **Employee will be required to produce photo ID at the testing facility.**
- The employer/Work Comp Carrier will pay the initial testing costs; additional tests will be paid by the employee.
 - Employees shall be given the opportunity to disclose any unlawful medication being taken which might affect the test results before the collection and after specimen analysis if the test shows positive for any reason.
- Approved collection site personnel include: physician, physician's assistant, registered nurse, license practical nurse, nurse practitioner or certified paramedics or other qualified laboratory personnel.
- The PCP/Initial care center handles everything from beginning to end, including review, collection and communicating with the employee if the test is positive/explanation if needed, etc.

Confidentiality

All information produced as a result of testing will remain confidential unless the employee authorizes the release by written consent. The only exceptions to this are 1) When such a release is compelled by a hearing officer or a court of competent jurisdiction and 2) For determining qualification for unemployment compensation benefits.

This information may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except as provided in the law. Information on drug testing shall not be released or used in any criminal proceeding(s) against the employee. The employer, agent or the employer, or laboratory may have access to employee drug testing information when consulting with legal counsel in connection with actions relating to defense of a civil action.

Consequences of Refusal to Submit to Drug Test or "Testing Positive" for a drug/loss of benefits

An employee injured on the job (meaning arising out of and in the course of employment) that refuses to submit to a test under this program for drugs and/or alcohol forfeits and will lose his or her eligibility for medical and indemnity benefits. An employee injured on the job; at the time of injury, has 0.08 percent or more by weight of alcohol in the blood or who has a positive confirmation of a drug as defined herein will lose his or her eligibility for medical indemnity benefits. The Company may discipline, up to and including termination, any employee who is asked to undergo drug testing in accordance with this program and who refuses or who tests positive for drug in the initial and confirmation drug test if applicable.

EAP (Employee Assistance Programs):

A list of names and telephone numbers of Employee Assistance Programs and local drug rehabilitation programs will be provided upon employee request. It is not the Companies responsibility to pay for any treatment an employee may seek nor is it the Companies place to diagnose whether or not an employee should seek treatment.

Positive Test Results:

If an employee tests positive they may contest or explain the result to the PCP within 5 working days after receiving notification of the test and the PCP will determine if it should be positive or negative

- Employees have the right to consult with the PCP for technical information regarding prescription and/or nonprescription medications
- If the employees explanation or challenge is unsatisfactory to the PCP, the PCP may report a positive test result back to the employer
- It is the responsibility of the employee to notify the Laboratory of any Administrative or Civil Action brought pursuant to Section 440.102, F.S.

Controlled Substance: means any item listed in Schedule I through V of the *Federal Controlled Substance Act*. As used in this policy, controlled substances also include any substance, the use, possession, or sale of which is illegal under Federal or State law and any substance which cannot be purchased over the counter and which is not prescribed and being used under the supervision of a physician. Testing may include such substances, but are not limited to:

- Marijuana/Cannabinoids
- Opiates
- Amphetamines
- Cocaine

- Phencyclidine (PCP)
- Hallucinogens
- Methaqualone
- (Synthetic)Narcotics, Barbiturates
- Benzodiazepines
- All other substances that alter perception of impair physical or mental performance; designer drugs
- Alcohol in one's body above the legal limits of individual states.

The Company knows that people need to take medications for various illnesses and may affect a drug test. Medications prescribed by a doctor or bought over the counter could possibly test positive on a drug test. To avoid the potential problems created by a false test result, you may report the use of medication on the back of your copy of the chain of custody form after your specimen is collected and discuss only with the PCP/Initial Care Center. *A list of medications which may alter or affect a drug test is also included with the provider list on the authorization form.*

2009. Employment At-Will

Employment at the Company is employment at-will. Employment at-will may be terminated at the will of either the employer or the employee. Employment may be terminated with or without cause, and with or without notice, at any time by you or the Company. Terms and conditions of employment with the Company may be modified at the sole discretion of the Company with or without cause and with or without notice. No one has the authority to make employment other than "at-will" except company president and then only in writing and between an individual and the Company. No one has the authority to make any verbal statements of any kind at any time; that legally bind the Company. No implied contract concerning any employment-based decision or terms and conditions of employment can be established by any other statement, conduct, policy or practice. Examples of the types of terms and conditions of employment that are within the sole discretion of the Company include, but are not limited to, the following: Promotion; demotion; transfers; hiring and discharge decisions; compensation; benefits; qualifications; discipline; layoff or recall; rules; hours and schedules; work assignments; job duties and responsibilities; production standards; subcontracting; reduction, cessation or expansion of operations; sale, relocation, merger or consolidation of operations; determinations concerning the use of equipment, methods or facilities; or any other terms and conditions that the Company may determine to be necessary for the safe, efficient and economic operation of its business.

2010. Business Conduct Policy

A key element to our continued success is each employee's commitment to be guided by certain standards and principles in performing his or her job. It is important that employees be guided by the following:

1. Adhering to all applicable international, federal, state and local laws and regulations.
2. Protecting our corporate reputation and assets.
3. Acting responsibly to avoid situations potentially harmful to the company or conflicts of interest.
4. Being ethical and honest, including providing truthful information in response to any management inquiry or investigation.

Unacceptable Job Performance and Misconduct, Violations of the rules and guidelines; or an employee's failure to improve work performance as determined by the Company may result in disciplinary action, up to and including termination.

The Company considers work rules, guidelines, and work performance important responsibilities. Any set of rules cannot identify all types of unacceptable conduct or behavior. Conduct not specifically listed below may result in disciplinary action if it adversely affects or is otherwise detrimental to the interests of the Company, employees or customers.

Prohibited Conduct

1. Making false statements or omitting pertinent information on Company applications, records of employment, forms or reports, or in the course of participation in Company investigations or in responding to management inquiries. Dishonesty of any kind in your relations to the Company or its customers and clients.
2. Insubordination: Refusal to obey work orders of supervisors, refusal to perform job assignments or the use of abusive or threatening language toward a supervisor or member of management.
3. Committing any act of violence, threats or intimidation, fighting or using abusive or profane language on Company premises
4. Theft, unauthorized removal, or willful damage of property belonging to the Company, Company employees or customers. Theft of company resources.

5. Disregard of safety including; horseplay, wrestling, dangerous practical jokes, or throwing objects.
6. Discourtesy or gossiping.
7. Unauthorized entry or exit from Company property at any location at any time: leaving the workplace without properly notifying your supervisor.
8. Substandard or unsatisfactory work performance: not performing to standards outlined in Panera Bread training materials, handbooks, written counseling's etc.
9. Repeated absences or tardiness, including unreported absences, and absences due to incarceration
10. Gambling, in any form, on Company premises.
11. Possessing a firearm or other weapon on Company property or while conducting Company business.
12. Sleeping or deliberately loafing during working hours.
13. Smoking on Company premise in Panera dress code: **see Dress Code for specifics**
14. Failure to fully cooperate with any Company investigation
15. Conviction of a crime and/or failing to report to the Company of being convicted of a felony or for a violation occurring in the workplace
16. Poor attitude, rudeness, uncooperative: interference with the work performance of others: discrimination, harassment or retaliation of another employee, customer, or client. Creating hostile work environment.
17. Unauthorized use or disclosure of confidential or proprietary information.
18. Accepting cash or gifts from customers or clients that do business with the Company
19. Unauthorized alteration of time cards, manager cards, or clocking in/out another employee.
20. Other conduct that is prohibited by law. There is no substitute for good judgment and common sense.

This is not meant to be a total list of all work rules. This statement of prohibited conduct does not alter the company's policy of at-will employment. Both you and the company remain free to terminate the employment relationship at any time, with or without reason or advance notice.

2011. Use of Alcohol, Illegal Drugs or Controlled Substances

Illegal drugs and alcohol misuse are inconsistent with the Company's longstanding commitment to a safe and productive work environment. This Policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their ability to work safely, and promptly disclose any restrictions to their supervisor. (Employees should not, however, disclose underlying medical conditions unless specifically directed to do so.) The following are strictly prohibited by Company:

1. Possession or use of alcohol, or being under the influence of alcohol while on the job.
2. Driving a company vehicle while under the influence of alcohol or a controlled substance.
3. Distribution, sale or purchase of an illegal or controlled substance while on the job.
4. Possession or use of an illegal or controlled substance or being under the influence of an illegal or controlled substance while on the job.
5. Being under the influence of a controlled or prescription drug while at work if it in any way negatively affects the employee's ability to perform his or her job in a safe and efficient manner.

Violation of the above rules and standards of conduct will not be tolerated. Company may also bring the matter to the attention of appropriate law enforcement authorities.

2012. No Smoking Policy

Employee smoking is prohibited on Company property and is prohibited during shifts and in Panera Bread uniform items: shirts, hats and aprons. Smoking is restricted to regularly scheduled breaks off the clock and off Company premises.

2013. No Loitering or Solicitation

Employees are prohibited from loitering and/or unnecessary visiting or roaming through the bakery-cafes inclusive of patio areas when not scheduled to work. Likewise, soliciting or distribution of any product or material by an Associate is prohibited during business hours. Non-associate solicitors should be referred to a manager immediately.

2014. "Bag" Checks/Personal Items

It is strongly recommended that employees NOT bring personal handbags, purses, backpacks, briefcases etc. into the work place during their scheduled shifts. The Company is NOT responsible for employee items that are worn/carried/used. The Company is not responsible for lost, stolen, or destroyed items in the work place regardless of the circumstances or

what the item is or its value. Furthermore, the Company reserves the right to do random bag checks at the end of each shift.

2015. Lost & Found

Items that were left behind by customers or other associates are to be turned in to your manager immediately. If the item is a wallet or purse (or something similar), the manager must open it in front of two witnesses, count the monetary contents, write the amount down, have the two witnesses sign the inventory, and lock everything in the safe. A claim for the item is to be accompanied by a detailed description and/or I.D. from the person claiming it as their property.

2016. Cell Phones/Personal Telephone Calls

General Managers are the only authorized personnel to have cell phones in the cafes. All other employees, including Assistant Managers and Shift Supervisors, must keep cell phones locked in vehicles. If there is an emergency situation where an employee must have their cell phone in the café, it must be authorized by the General Manager and kept in the café office and checked only on breaks. The Company recognizes that employees will need to make personal telephone calls from time to time. Please keep in mind that company phone lines are generally intended for business use. Personal calls should be limited in amount and kept to no more than one or two minutes in duration. No long distance calls are to be made with advance supervisor approval and the cost of such calls must be reimbursed upon completion. Employees who make or receive an excessive amount of personal phone calls or who are otherwise in violation of this policy will be subject to disciplinary action up to and including termination.

2017. Professional Appearance

All personnel are required to dress professionally and appropriately during regular business hours. Each employee is a representative of the Company in the eyes of our clients and the public, so it is important that each employee report to work properly groomed and wearing appropriate dress. Employees who report to work inappropriately dressed will be asked to leave and return in acceptable attire or sent home for the day; unpaid.

Associate Dress Code:

- Shirts: Clean, pressed, bright solid colored (except black, white, navy, brown, gray, and burgundy) and collared polo style, good repair, and tucked in. Sport logos, emblems, flannel (plaid); sweatshirts are not permitted. Undershirts/t-shirts worn under shirts must be white and must be short sleeve.
- Aprons, Hat, & Name Tags: Aprons are to be worn by all associates *EXCEPT* Cashiers. Aprons must be tied in the back and neck loop placed neatly under polo collar, aprons are to be left in Cafes. Hats must fit comfortably and be adjusted to be securely form fitted on the head, pulled forward with the logo facing forward, not sideways and kept in good condition. *All hair styles will need to accommodate this policy, please see hair policy below.* Name tags must be worn at all times, (must have the name P-Touched neatly on the name tag). While on break: Hats, Aprons and Nametags should be removed. Shirts should remain tucked in at all times. Slacks: Clean, pressed, good repair, khaki colored "Docker" style ONLY. Jeans, cargos, shorts, baggie, and skinny pants are not permitted. Slacks are worn with a plain black belt and must not sit below the waist.
- Hair & Facial Hair: All personnel are expected to be dressed and groomed in a manner that projects a professional and businesslike image while adhering to company and industry standards and/or guidelines, hairstyles should reflect a business/professional image. Hair needs to be neat, clean, and appropriately maintained. Hair color needs to be of a natural color. Brightly colored/multicolored hair, non-natural dyed hair, dreadlocks/long braided extensions/extensions/gels or "extreme" styles, shaved/cut designs, hair nets, head bands and accessories are not permitted. If you have a question or concern about a specific hair style, please see a manager BEFORE you proceed with the new hair style in question. Hair styles will need to accommodate the hat policy above, following these standards will achieve this goal. **Females**: Shoulder length or longer must be pulled back, off shoulders and back entirely, no braids or long pony tails are to be below the shoulders. A tight single bun or bun style with no hair protruding from the bun and hair should be centered through the hole at the back of your hat. Hair including bangs and stray hair must be neatly tucked away from your face and must remain inside your hat at all times. **Males**: must have short cuts/above the top of ears, crew cut is recommended. Hair long enough to pull back is not permitted. Facial hair is not permitted in retail operations and side burns are not to extend below the bottom of the ear.
- Shoes: Black **non-slip**, closed toe shoe and must completely cover feet. Cloth material shoes, boat shoes, converse style or flats are not permitted. Nylons/socks must be worn at all times. If there is a question about a shoe being permitted or not, please see your manager.
- Facial Piercings are not permitted (Tragus, Tongue and Dermal included)
- Visible Tattoos: See policy 2018. Below

- Jewelry & Nail Polish: “Gauge” earrings are not permitted. Females: no more than one earring per ear and must be stud earrings. Male: not permitted to wear earrings. No more than one solid ring total. Bracelets, watches, and neck chains are not permitted. Nails must be neat and cut at sport length and must not exceed the tip of the finger. Nail polish is permitted but must not be chipped and must cover entire nail. Acrylic and gel nails must be up kept.
- Religious Exceptions: An employee is to be afforded a reasonable accommodation or exception to these rules if there are religious beliefs necessitates adhering to certain standards.

Manager Dress Code:

Females:

- Shirts: Clean, pressed, professionally fitting Panera logoed button down oxford shirt. Shirts do not have to be tucked in but shirts are to be pressed and wrinkle free.
- Slacks: Clean, pressed, professionally fitting pants- dress or “Docker” style. Slacks are to be worn with a black or brown belt. “Skinny” pants are not permitted.
- Shoes: Black or Brown, non-slip, closed toe shoes. Nylons/socks must be worn at all times
- Hair: must be pulled up neatly and off shoulders entirely. See hair policy above.
- Facial Piercings are not permitted (Tragus, Tongue and Dermal included)
- Visible Tattoos: *See policy 2018. below*
- Jewelry & Nail Polish: “Gauge” earrings are not permitted. No more than one earring per ear and must be stud earrings. No more than one solid ring total. Bracelets, watches, and neck chains are not permitted. Nails must be neat and cut at sport length and must not exceed the tip of the finger. Nail polish is permitted but must not be chipped and must cover entire nail. Acrylic and gel nails must be up kept.

Males:

- Shirts: Clean, pressed, professionally fitting Panera logoed button down oxford shirt and must be tucked in, pressed and wrinkle free.
- Slacks: Clean, pressed, professionally fitting pants- dress or “Docker” style. Slacks are to be worn with a black or brown belt. “Skinny” pants are not permitted.
- Facial Hair- Facial hair is not permitted. Clean shaven faces are required.
- Hair: Neat, clean and appropriately maintained. Brightly colored hair extension/gel or “extreme” styles, shaves/cut designs are not permitted. Must have short cuts/above the top of the ears. Hair long enough to pull back is not permitted in retail operations. Sideburns are not to extend below the bottom of the ear.
- Facial Piercings are not permitted (Tragus, Tongue and Dermal included)
- Visible Tattoos: *See policy 2018. below*
- Jewelry: “Gauge” earrings are not permitted. Earrings are not permitted to wear. No more than one solid ring total. Bracelets, watches, and neck chains are not permitted.

Catering Professionals Dress Code:

- Shirts: Clean, pressed, professionally fitting colored Panera Bread issued logo button down. Tucked in if necessary.
 - Female’s shirts do not have to be tucked in. Male’s shirts must be tucked in.
- Slacks: Clean, pressed, professionally fitting black pants- dress or “Docker” style. Slacks are to be worn with a black belt. “Skinny” pants are not permitted.
- Shoes: Black non-slip, closed toe shoes and black socks.
- Hair & Facial Hair: All personnel are expected to be dressed and groomed in a manner that projects a professional and businesslike image while adhering to company and industry standards and/or guidelines, hairstyles should reflect a business/professional image. Hair needs to be neat, clean, and appropriately maintained. Hair color needs to be of a natural color. Brightly colored/multicolored hair, non-natural dyed hair, dreadlocks/long braided extensions/extensions/gels or “extreme” styles, shaved/cut designs, hair nets, head bands and accessories are not permitted. If you have a question or concern about a specific hair style, please see a manager BEFORE you proceed with the new hair style in question. Hair styles will need to accommodate the hat policy above, following these standards will achieve this goal. **Females**: Shoulder length or longer must be pulled back, off shoulders and back entirely, no braids or long pony tails are to be below the shoulders. A tight single bun or bun style with no hair protruding from the bun and hair should be centered through the hole at the back of your hat. Hair including bangs and stray hair must be neatly tucked away from your face and must remain inside your hat at all times. **Males**: must have short cuts/above the top of ears, crew cut is recommended. Hair long enough to pull back is not permitted. Facial hair is not permitted in retail operations and side burns are not to extend below the bottom of the ear.
- Facial Piercings are not permitted (Tragus, Tongue and Dermal included)
- Visible Tattoos: *See policy 2018. below*

- **Jewelry & Nail Polish:** “Gauge” earrings are not permitted. Females: no more than one earring per ear and must be stud earrings. Male: not permitted to wear earrings. No more than one solid ring total. Bracelets, watches, and neck chains are not permitted. Nails must be neat and cut at sport length and must not exceed the tip of the finger. Nail polish is permitted but must not be chipped and must cover entire nail. Acrylic and gel nails must be up kept.

Bakers Dress Code:

- **Shirts:** Clean, pressed, professionally fitting, Panera Bread issued polo. Shirts must be tucked in.
- **Slacks:** Clean, pressed, “Docker” style, khaki pants. “Skinny” pants are not permitted.
- **Shoes:** Black **non-slip**, closed toe shoe and must cover completely cover feet. Cloth material shoes, boat shoes, converse style or flats are not permitted. Nylons/socks must be worn at all times. If there is a question about a shoe being permitted or not, please see your manager.
- **Hair:** See associate hair policy.
- **Facial Piercings** are not permitted (Tragus, Tongue and Dermal included)
- **Visible Tattoos:** *See policy 2018. below*
- **Jewelry & Nail Polish:** “Gauge” earrings are not permitted. Females: no more than one earring per ear and must be stud earrings. Male: not permitted to wear earrings. No more than one solid ring total. Bracelets, watches, and neck chains are not permitted. Nails must be neat and cut at sport length and must not exceed the tip of the finger. Nail polish is permitted but must not be chipped and must cover entire nail. Acrylic and gel nails must be up kept.

2018. TATTOO POLICY

- Each employee shall be allowed to have no more than two tattoos.
- Visible tattoos/body art that is permissible shall be no bigger than 2 inches long by 2 inches wide (the size of the bottom of a 16oz coffee cup).
- No tattoos/body art are allowed on the head, face, or neck.
- Tattoos/body art that are excessive, obscene, and sexually explicit or advocate or symbolize sex, gender, racial, religious, ethnic or national origin discrimination are prohibited.
- In addition, tattoos/body art that advocate or symbolize gang affiliation, supremacist or extremist groups, or drug use are prohibited.
- No band aids, long sleeve shirts, or cover-up makeup will be approved for non-permissible tattoos.
- **The company in its sole discretion shall decide which tattoos comply with the policy.**

3000. EMPLOYMENT AND PAYROLL POLICIES AND PROCEDURES

3001. Exempt vs. Non-Exempt Employee

Nonexempt employees are entitled to overtime pay. Exempt employees are not. Whether they are exempt or nonexempt depends on (a) how much they are paid, (b) how they are paid, and (c) what kind of work they do. ***Exempt Employee, please see 5002.***

3002. Work Hours and Meal Periods

Unless otherwise discussed, employees are expected to have flexible scheduling: days, nights, weekdays and weekends. Your supervisor will designate your normal work hours. Please be advised that scheduled hours are never promised or guaranteed and amount of needed employees is regulated by business; therefore, employees may be asked to come in earlier/later than scheduled or may be dismissed from shifts earlier/later than scheduled. ***Please note that there are State regulations that must be met regarding minor employees break periods: please see section: 3010 for specifications that must be followed.*** Meal periods are unpaid and not counted as part of the work shift. Meal periods may not be used for late arrival or early departure. Employees receive 50% discount on one meal per worked shift: discount is not eligible for use on days off. Employee discount may not be used on some café items, please see your manager for specifics.

3003. Employee Discount

We do not have family discounts. Any discount is used for the day worked and cannot be “saved” for use on days off. All receive free drip coffee/fountain sodas/iced tea. Employees working three hours or more (including Catering) receive 50% discount on one meal per worked shift including bottled/canned items. Managers, including shift supervisors opening/closing the café for that day receive a \$10.00 limit on days they work for bakery and café items including bottled/canned items. Bakers working three hours or more receive a \$10.00 limit on the days they work for bakery and café items including bottled/canned items. Bakers are to order meals in advance no later than 7 pm on the evening of the shift. Eating or drinking behind the Bakery/Café counter is prohibited. Drink cups in the work place are prohibited.

3004. Punctuality and Attendance Standards

Employees are expected to report to work as scheduled, on time and prepared to start work. Employees are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on Company authorized business. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. Calling later than thirty (30) minutes after the start of the shift or failing to call, may result in an unexcused, unpaid absence which may result in disciplinary action up to termination. Personal appointments should be scheduled during non-work hours unless approved in advance by your supervisor. In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation and may be required to provide written proof of absence or tardiness. Excessive absenteeism or tardiness (excused or unexcused) will not be tolerated and is grounds for disciplinary action up to termination.

3005. Timekeeping Records

All employees are expected to accurately report time worked and any authorized time off with pay. Failure to report time accurately or alter time sheets or time records without authorization from the Employee’s supervisor is not allowed and may subject the employee to termination for cause.

“Time Worked” is defined as the time actually spent performing assigned duties.

3006. Absences

Prior to taking a leave of absence for purposes of vacation, military leave, bereavement leave, jury duty, personal leave, or other planned absence, an Employee Leave Request should be submitted to your immediate supervisor for approval at least four weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with the supervisor. **Supervisors should be notified at least four (4) hours prior to scheduled start time.** Failure to give proper notification may result in disciplinary action up to termination. An employee who does not call or report to work will be considered to have voluntarily resigned employment with the Company, unless there are extenuating circumstances. Absences are unpaid.

3007. Overtime Policy

Overtime pay will be paid to hourly, non-exempt employees as required by applicable state law or federal law. For purposes of determining which hours constitute overtime, only actual hours worked in a given workweek will be counted unless otherwise required by law. On occasion, you may be required to work overtime or may be asked to leave early because of overtime. Overtime must be approved by management in writing. Failure to obtain prior approval for overtime or refusal to work required overtime may result in disciplinary action.

3008. Paydays

There are 26 paydays every calendar year. Employees are paid bi-weekly. The Company work week begins on Wednesday and continues through the subsequent Tuesday.

Example of pay scheduling is as follows:

*Wednesday, 9/16/15 – Tuesday, 9/29/15: pay day Wednesday, 10/7/15
Wednesday, 9/30/15 – Tuesday, 10/13/15: pay day Wednesday, 10/21/15*

Paychecks must be obtained before 11 a.m. or after 2 p.m. Unless otherwise arranged, paychecks must be picked up by the employee the check is issued to. Checks not picked up will be sent back to Ohio for logging and then mailed to last address on file. It is the employee’s responsibility to maintain a current address.

Pay discrepancies must be reported **within 3 days** of obtaining check to your direct supervisor. If a check is lost or stolen, a stop payment must be placed and cleared before the check can be reissued. Checks washed must be returned to the payroll office before a check is reissued. *Please be advised that there is a minimum of a 2 week turnaround time for pay issue corrections/check reissues etc. from the time payroll receives the discrepancy. The Company does not make pay advances or employee loans/pay check “floats”.* Checks not cashed or deposited within 90 days of issue, must be returned to the Company before a new check will be issued. Stop payment will be at the expense of the associate.

Reviews will be conducted throughout the year. A review does not guarantee a wage increase and increase amounts may vary based on performance and position held.

Tips Are Taxable

All employees who receive tips are required by law to report 100% and are subject to required taxes and withholdings. This includes catering, small delivery, and digital/team tips

3009. Employee Separation Procedures

- The Company requests that employees who choose to terminate their employment provide written notice to their supervisors stating their last date of employment and the reason for leaving. A two-week notice of resignation is requested, if possible. While the decision to begin the employment relationship is consensual, the same is not always true when the time comes to terminate the employment relationship. As an at-will employer, the Company may end the employment relationship at any time, with or without cause or notice. In the event that your employment is terminated, you must return all property owned by the Company upon the Company's request or upon your departure. Employees will be paid for wages earned in the pay period(s) when wages would normally be paid unless money is owed back to the Company: such as vacation time that was "borrowed" or paid before actual eligibility, financial discrepancies that may have led to an involuntary termination or for the cost of materials not returned upon separation. ***Please note that continued employment is required for potential bonus pay outs.*** Employees enrolled in Direct Deposit program will receive final checks via direct deposit; otherwise paper checks can be picked up at café or mailed to address on file. It is employee responsibility to furnish the Company with current mailing and contact information. It is the responsibility of the employee to timely notify the Company of any changes in contact information regardless if they are a current or former employee.

Voluntary Termination may be considered voluntary if the employee; resigns from the Company, fails to return from an approved leave of absence or Work Comp injury, absent without official notice: no call/no show; or failing to return the call to a supervisor inquiring about the absence. *In some circumstances, if a notice to resign has been given, the Company may exercise its right to accept and recognize the notice given; but release the employee of their duties early/prior to the actual last date of the notice.*

Involuntary Termination may be the result of poor performance, misconduct; or other violations of the Company's rules of conduct.

Regardless of voluntary or involuntary termination; the Company generally will only verify dates of employment and position held. Additional employment verifications can be submitted to either the Tampa or Maitland office.

Exit Interviews are offered to employees leaving the Company for any reason. The exit interview allows an employee to communicate their views on their employment experiences with the Company. Please contact either the Tampa or Maitland office for more information.

3010. Paystubs and W-2s

All employees (hourly, salary, baker, direct deposit, non-direct deposit) are able to obtain their W-2s and paystubs online

- Go to the website: web-reports.covelli.com
- Type in your User Name and Password
- Log-in - Use your 4 digit store number plus the **last 5 digits** of your social security number. If you do not know your store number, please contact the manager at your café or use the attached list to figure it out yourself. BIT/MIT program will use 0008 as café number.
- Password- the **first 6 digits** of your social security number. (If you changed your password last year, that is the one you need to use) *Example-John Smith worked at 3310 and his social is 123-45-6789*
- *His user name would be 331056789 and password would be 123456*
- Click "set password" on the left side of the screen. It will prompt you to change your password. Use this password from now on.
- Choose the report that you want to view by clicking on it. (W2's, check stubs etc.)
- When the selection screen appears for the report, do the following.
- Click on the calendar for the date. This will copy the date into the date field, or the user can key in the date field. (MM/DD/YYYY)
- Click on the year if a drop down box appears.
- Click on GET REPORT
- The report will display in Adobe format. (You must have Adobe on your computer in order to use this)
- Once the file is opened – you can print, save etc.

Employees enrolled in Direct Deposit program do not receive pay stubs at the café and must obtain them online. If an account needs to be changed or closed, unless it is an emergency (such as identity theft), a form must be completed and submitted to the payroll office and given 2 weeks to process. Please do not close the old account. A test can be run on the new account while money is deposited into the old account. Once deposited into the new account, the old account can be closed. **Please be advised....if money is deposited into a closed account, a check can't be issued until the bank refunds the money into the payroll account; which could take 3 – 5 business days.**

3011. FLORIDA CHILD LABOR OVERVIEW

Hours: When school is in session: Florida law states that on a school day, minors under 16 may work no more than three hours when school is scheduled the following day and up to eight hours on other days when school does not follow. The Fair Labor Standards Act (FLSA) states that minors may work no more than three hours on a school day and eight hours on non-school days. The practical application of both state and federal law allows minors under 16 to work three hours on all days except Saturday and Sunday when they may work up to eight hours per day. When school IS NOT in session: Florida law allows minors 14 & 15 to work eight hours per day between 7 a.m. and 9 p.m., on days when there isn't school the next day and up to 40 hours per week on non-school weeks and during summer vacation. Note: Federal law limits this age group to work from 7 a.m. until 7:00 p.m. From June 1 to Labor Day they may work until 9:00 p.m. For minors 16 & 17, the allowable work hours are: 30 hours a week when school is in session; eight hours per day between 6:30 a.m. and 11:00 p.m. if school is scheduled the following day. There are no limitations on hours worked when school is not scheduled the following day or during holidays and summer vacation. Minors are NOT permitted to work during normal school hours unless they are enrolled in a school-to-work experience program, career education or other program declared exempt by the State or have received a partial waiver

Breaks: Minors are not permitted to work for more than four hours without a 30 - minute, uninterrupted meal break. This applies throughout the year.

Days: Minors are not permitted to work more than six consecutive days in one week. This applies throughout the year.

Child Labor – Exemptions and Partial Waiver:

Exemptions to hour restriction if: minors hold waivers from a public school or Child Labor Compliance, minors who have been married, minors who have either graduated from an accredited high school, or hold a high school equivalency diploma, minors who have served in the U.S. Armed Forces, minors who are enrolled in high school work programs. The Florida Child Labor Law is designed to serve and protect minors and to encourage them to remain in school. At times, however, some minors feel that the law conflicts with their best interest or that their life circumstances are such that they need to work. Minors have the right to request that the Child Labor Office exempt them from parts of the Child Labor Law. Partial waivers are granted on a case-by-case basis, which means that each application is judged on its own merits. In order to qualify for a waiver, applicants must demonstrate that sections of the Child Labor Law need to be waived because of financial hardship, medical reasons, school status or a court order. Only, when it clearly appears to be in the best interest of the minor, will the waiver will be approved.

Employer Requirements: Employers are required to keep proof of age on all minor employees and any documents, which exempts the minor from the law. Employers are required to post in a conspicuous place, on the property or place of employment, where it may be easily read, a poster which notifies minors of the Child Labor Law.

3012. Social Media Associate Guidelines

Each day, we build relationships with our customers at the bakery-cafes by listening and connecting with their needs. With social media, we have an opportunity to extend our relationship beyond the bakery- cafes through channels such as Facebook, Twitter, Google+, blogs, YouTube and numerous other sites. This policy will not be construed or applied in a way that improperly interferes with (A) associates' exercise of their rights under the NLRA or any other law, or (B) associates' legally protected social media discussions regarding wages, hours, or working conditions. If you are unsure about whether or not you can post certain content, please contact your Human Resources Manager or the Marketing Department for guidance. As you express your own views, others may view you as a representative of Panera Bread so it's important to follow these guidelines:

1. Use Good Judgment and Think before You Post: Anything you post on a public site is accessible to anyone with a web browser. The Internet is not anonymous, it does not forget, and everything written on the web can be traced back to the original author. Accordingly, use good judgment and think about what you want to say and how to say it before you post. When in doubt, ask yourself, "Is this something I would be willing to

say directly to my parents, to my manager or to Panera's CEO?"

2. Our Cultural Values: Your communications regarding Panera's cafes, its associates, and its guests should be respectful. Your Internet postings should not include information that is profane, vulgar, threatening, or otherwise a violation of any Panera policy. In other words, "No Jerks."

We value the privacy of every Panera Bread associate. You should never disclose personal information about any associate. You should also never post things that disparage associates, vendors, competitors or other parties affiliated with Panera. You also should not post information about Panera's associates without their permission, just as you would not want someone else posting information about you without your permission. As a reminder, photos in bakery-cafes may only be taken with permission from the Public Relations or Marketing department, or a designated representative.

3. Personal Liability: You are legally responsible for your postings, so you need to know that you may be personally liable if your posts are threatening, hateful, obscene, pornographic, vulgar, sexually explicit, defamatory, harassing, or otherwise in violation of law. You may also be liable if you make postings that include confidential or proprietary information. Ensure your postings comply with all trade secret, copyright, privacy, fair use, financial disclosure, and other applicable laws. Violation of this policy, or any other Panera policy, may result in disciplinary action up to and including termination of employment.

4. Authorization to speak on behalf of Panera: When speaking about Panera, please keep in mind you should only speak to topics within your expertise and transparently disclose your affiliation with Panera. In addition, your postings reflect your personal opinions and may not be the same as Panera's. It is important that you make this distinction when posting your point of view. If you are using social media for personal purposes and identifying yourself as an associate of the company, you must be clear that you are speaking for yourself and not on behalf of the company. *If a member of the news media or a blogger contacts you about an Internet posting that concerns Panera's business or products, do not make any statements and instead please refer that person to your supervisor or the Marketing department.*

5. Panera Groups and/or websites: Any community group that utilizes Panera's name, its property or its network is subject to this policy. From time to time, Panera's Marketing Department may form and manage social media groups or websites that utilize Panera's name. Panera reserves the right to remove any posted comment on Panera's group site(s) that is not appropriate for the topic discussed, uses inappropriate language or otherwise violates any Panera policy.

Participating in any social media activities is purely voluntary, is not subject to compensation, and should not interfere with your work responsibilities.

4000. LEAVES OF ABSENCE

4001. Family and Medical Leave (FMLA)

As required by law, since we are an employer of 50 or more persons, the company will provide the benefits offered by the Family and Medical Leave Act (FMLA). Under the FMLA, an employee who has been employed for at least 12 months and has worked for the Company for at least 1,250 hours during the previous 12 months prior to taking leave, and work at least 75 miles from the employers work site; may be granted unpaid leave for one or more of the following reasons:

1. Birth of child or placement of a child for adoption or Foster Care.
2. To care for a spouse, son, daughter or parent who has a serious health condition.
3. A serious health condition of the employee rendering him/her incapable of performing the functions of his/her job.
4. To care for a spouse, son, daughter, parent or next of kin who experiences a serious injury or illness during active duty in the Armed Forces (including National Guard and reserves).
*An eligible employee who is a covered service member's spouse, child, parent, or next to kin, may also take up to 26 weeks of FMLA, leave in a single 12 –month period to care for the service member with a serious injury or illness
5. "Qualifying exigency" (as defined by the Secretary of Labor) connected with the active military duty or call to active duty of an employee's spouse, parent or child.

Employees are required to provide at least 30 days' advance notice before leave is anticipated to begin if the need for the leave is foreseeable. If 30 days' advance notice is not practicable, the employee is required to give as much notice as possible. Employees should give notice within one or two working days of learning of the need for leave, except in extraordinary circumstances. Employees do not have to share a medical diagnosis, but must provide enough information to the employer so they can determine if the leave qualifies for FMLA protection. Sufficient information could include informing the employer that the employee is or is not able to perform his or her function, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform employers if the need for the leave is for a reason for which FMLA leave was previously taken. FMLA provides eligible employees with up to 12 workweeks of unpaid leave in a 12 month rolling period from the date it was first used. The leave can be taken in one continuous block of time, although this is not necessary. Sometimes, leave may be taken on an intermittent basis or on a reduced time schedule. If intermittent leave is required, this need should be outlined in the certification from the employee's health care provider. Regardless, the leave may not exceed a total of more than 12 workweeks in a leave year. *The duration and frequency of leave is determined by the employee's physician.* At the conclusion of FMLA, an employee will be restored to the same job or an equivalent position with equivalent pay and benefits. Previously accrued benefits will not be forfeited; however, seniority or additional benefits will not accrue during the absence. FMLA is unpaid; however, accrued vacation, if applicable will be used and any income received through vacation will run concurrently with FMLA. Use of paid time off benefits will not extend the total time available for leave beyond 12 weeks. Group insurance benefits will continue during FMLA provided the employee continues to pay his/her share of the premium, if applicable. Medical certification of a serious health condition of the employee, child, spouse or parent may be required. The company may also request a second opinion. If FMLA is for the employee's illness or injury he/she must obtain a Release to Return to Work form from the attending physician prior to returning to his/her regular duties. This form must be returned to Human Resources at the time of the employee's return to work. If the employee can return to work but with limitations or restrictions, this information must be included on the Release to Return to Work from the physician, and sent to the Human Resources office five days prior to the employee's return to work. The immediate supervisor and Human Resources (or other designee), will meet with the employee to discuss potential accommodations. Employers may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made lawful by the FMLA, or being involved in any proceedings under related to the FMLA.

Employers Responsibilities:

Once an employer becomes aware that an employee's need for a leave is reason that may qualify under FMLA, the employer must notify the employee if she or he is eligible for FMLA and, if eligible, must provide a notice of rights and responsibilities under FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility. For additional information concerning FMLA, please refer to the poster posted in your café.

4002. Personal Leave of Absence

A personal leave of absence without pay may be granted at the discretion of the Company. Requests for personal leave should be limited to unusual circumstances requiring an absence of longer than two weeks. Employees are required to use any available vacation and/or sick leave before beginning a Personal Leave of Absence. The Company will not pay the Health Care premiums of any employee or if applicable an employee's dependents during a leave of absence unless such payment is required by State or federal law. Employees are required to use vacation and/or sick leave for personal absences of duration shorter than two weeks. If an employee has does not have sufficient accumulated vacation and/or sick leave, a leave without pay may be granted at the company's discretion. However, unscheduled short term leave without pay is disruptive to Company's staffing goals and such leave, unless required by law, will be granted only under emergency circumstances. Excessive absenteeism will result in disciplinary action up to and including termination. In no such cases will this offer of unpaid personal leave be granted in addition to any FMLA requested and granted with.

4003. Bereavement Leave

In the event of the death of your current spouse, child, parent, legal guardian, brother, sister, grandparent, grandchild, or, mother-in-law, father-in-law, son-in-law or daughter-in-law, a reasonable unpaid time off will be granted: however, paid time off will be determined on a case-by-case basis but is not guaranteed.

4004. Sick Time/Disability:

The Fair Labor Standards Act (FLSA) does not require payment for time not worked, such as vacations, sick leave or holidays (federal or otherwise). Deductions will be made from the Exempt Employee's full day absences due to sickness/disability occurring on a regular scheduled shift; however, accrued vacation may be used for missed days: vacation time cannot be borrowed.

4005. Vacation:

Exempt Employees become eligible for paid vacation after one year of employment. 1 (one) week paid after 1 (one) year; 2 (two) weeks paid after 2 (two) years; 3 (three) weeks paid after 5 (five) years; and 4 (four) weeks after 15 years of employment. Vacations may not be taken back-to-back; however accrued vacation will be paid out for FMLA. Currently; Exempt Employee vacations are based on **Anniversary**. Vacation requests, are requests and as a Company we will try to accommodate; however, reserve the right to deny any vacation request or request it be taken at a different time. Vacations are not permitted from November 1st through January 31st unless otherwise approved by Director of Operations and/or Owner.

Personal Days: Salaried employees are entitled to 2 personal days that begin at time of employment and will be renewed annually. Personal days will not be carried over and as soon as possible, direct supervisor must be notified and café shifts must be covered.

4006. Jury Duty or Witness Leave

The Company encourages employees to serve on jury selection or jury duty when called. Eligible employees who have completed a full year of employment will receive full pay while serving one day. You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You may be requested to provide written verification from the court clerk of having served. Employees who receive a subpoena to be a witness at a hearing or trial will be granted Witness Leave according to the same requirements for Jury Duty above. Witness Leave is not granted if you volunteer to be a witness. No employee will be discharged or discriminated against because he or she complies with a jury summons or valid subpoena.

4007. Domestic Violence Leave

In the event that you or a member of your family or household is a victim of domestic violence, in accordance with state law you may be eligible for up to three days of unpaid leave in any 12-month period. To be eligible for this leave, you must have worked for the Company for at least three months and must have used up all available vacation and sick leave. Under state law, domestic violence leave must be used for one or more of the following purposes:

- To seek an injunction for protection against domestic violence, dating violence or sexual violence;
- To obtain medical care, mental health counseling or both for yourself or for a family or household Member to address physical or psychological injuries resulting from the act of domestic violence;
- To obtain services from a victims' services organization (domestic violence shelter, rape crisis center, etc.) as a result of the act of domestic violence;
- To make your home secure from the perpetrator of domestic violence or to seek new housing to escape perpetrator; or
- To seek legal assistance in addressing issues arising from the act of domestic violence or to prepare for and attend court-related proceedings arising from the act of domestic violence.

You are expected to provide your supervisor with reasonable notice of your need for domestic violence leave except in cases of imminent danger to your health or safety or to the health or safety of a member of your family or household. Upon your return from domestic violence leave, you must provide your supervisor with documentation of the purpose of your leave. As required by law, the Company will maintain the confidentiality of all information you provide in support of your domestic violence leave. No disciplinary action, discrimination or retaliation will be taken against you for requesting or taking domestic violence leave.

4008. Time Off to Vote

Employees' working hours on the day of a primary or election, general or special, will be arranged to the extent possible so that each employee will have a reasonable time, up to two hours, available for voting during the hours the polls are open. No employee will be penalized or retaliated against for requesting time off to vote.

4009. Military Leave

Eligibility

Generally, an employee returning from military leave is guaranteed reemployment and other rights as long as he or she complies with certain notification and other requirements. An employee is protected if he or she meets the following criteria:

- The employee gave notice that (s) he was leaving the job for military service (unless military necessity or other extenuating circumstances precluded the notice);
- The period of service was five years or less;
- The employee was not discharged from service under dishonorable or other punitive conditions; and

- The employee must have reported to his/her civilian job in a timely manner or submitted a timely application for reemployment.

Employees who are members of the Florida National Guard and are called to active duty will not be discharged, reprimanded or in any way penalized for absence from work for this purpose.

Return to Work

The period of time within which an employee must return to work after the completion of service depends on the duration of the military service. Employees who serve less than 31 days are required to return to employment by the beginning of the first regularly scheduled work period after the completion of military service. Such employees, however, are excused for the amount of time required to return home safely and for an eight-hour rest period. If an employee served between 31 and 180 days, (s)he must file an application for reemployment within 14 days after the completion of military service. If an employee served more than 180 days, (s)he must file an application for reemployment no later than 90 days after the completion of military service. Employees returning from the armed services will be reemployed in the job that they would have attained if they had not been absent for military service. The Company will provide training or other assistance to returning service members to help them refresh or upgrade their skills to qualify for reemployment

5000. GENERAL POLICY

5001. Cash Handling

Managers Swipe Card: Manager's swipe card is to be kept in manager's possession at all times; hourly employees are not permitted to use Manager's swipe card. Uses of hand-typed codes are not permitted by in-store or above store personnel.

Credit Card Sales: If a customer's credit card is over charged and it is **prior** to batching out the credit cards, **do not refund the credit card – void the entire purchase.** If the over charge is not determined until after batching out the credit cards, please contact District Manager and the office immediately for further instructions.

Cashier Audits: Cashier audit must be completed prior to the associate's shift ending. Cashier audit envelope must be completed in full entirety and signed by both associate and manager. Once drawer has been removed from register it is never to be left unattended. \$25.00 Excess cash over/short at once or total within 90 days is grounds for immediate termination and is to be reported to the District Manager. Other amounts in excess or short at once or total within 90 days, may be result in disciplinary action up to termination. Manager in charge of safe verifies money and receipts in presence of cashier. Audits must be complete before associates clock out and leave premises. Do not cover a cash shortage by under-ringing, voiding sales, or replacing with monies from any other source.

Deposits: There will be a minimum of two deposits performed per day including weekends.

End of Day Balance/Close BOH: The expected variance for "Total over/short" is \$0.00 If "Total over/short" variance is greater than \$25.00 required notifications must be communicated to the District Manager and Sue Brown in the Ohio Accounting Office by 9:00 a.m. next day.

Donations: Donations must be entered and deposited every Monday. Additionally, all other donations must be approved through the offices and documented. Failure to do so may result in disciplinary action up to termination.

Paid Outs: Managers are the only authorized personnel to ring "paid out" transactions and all must have matching receipts, proper account numbers and must be done prior to the drawer closing out.

Company Investigation: Any employee that is a witness to; has knowledge of; or is involved in (1) a crime, (2) company loss, (3) threats, (4) or other inappropriate behavior or misconduct, must immediately report the incident to their immediate supervisor. The Company reserves the right to investigate all incidents resulting in loss, injury, risk of loss, or violation of company policy. Associate cooperation with company officials and civil investigative agencies is a condition of employment. Individuals who fail to fully cooperate and/or provide false or misleading information during an investigation will be subject to disciplinary action up to and including termination, as well as possible criminal prosecution. In the event of a suspected cash management policy violation, it is the responsibility of the manager on duty to notify General Manager and District Manager who shall immediately involve Human Resources and Director of Operations in investigating and determining appropriate action.

Disciplinary Action: Associates who violate the cash management procedures set-forth in this policy will be subject to immediate discipline, up to and including termination.

Following are non-negotiable and are considered Company policy:

Safe:

- Both top and bottom safes are to be locked at all times when not in use. Placing safe on day-lock is not allowed
- Manager who last audited safe is responsible for the safe and the only one accessing.
- All cash is to remain locked in safe overnight. Do not leave any cash out front in cash drawers overnight.
- Safe combination is not to be posted or written anywhere

Cash Drawers:

- Each cashier must verify beginning till amount before ringing sales
- Only cashier assigned to drawer may ring on it. This applies to Managers and Catering as well.
- Employees are not permitted to make change between drawers or open drawers
- Employees are not permitted to make change for customers
- Do not put customer money into the cash drawer until change is tendered

Check Acceptance:

- Business and organizational checks are accepted for amount of purchase ONLY.
- Personal checks are never to be accepted.
- Only United States traveler's checks are accepted.

Refunds:

- Managers are the only personnel authorized to issue a refund
- Refunds must have a receipt
- Questionable refunds/no receipts must be turned over to the office for further processing if applicable

An employee may be terminated immediately, depending on the severity of the infractions listed above. Any incident of undercharging or "passing food" will result in immediate disciplinary action up to termination and may leave the employee liable for prosecution. Consistent cash handling issues are grounds for termination.

'Quick Change' Policy:

- Do not give change back to a customer until you have counted and recounted it
- Do not give the change to the customer as you are counting it back to them
- Do not make change, for the change: If a customer gives a \$50 bill for the purchase of a \$2 drink, count the \$48 in change and do not make change for the \$48 if asked.
- Notify Manager and Area Director immediately should "quick change" occur or concern that a customer is attempting to "quick change".

5002. Exempt Employees

Exempt Employees: Employees who are exempt from certain wage and hour laws, i.e. overtime pay, who receive an annual salary, in equal payments weekly, bi-weekly, or at some other specified time interval.

Scheduling: Exempt Employees are required to work full time flexible scheduling, Monday through Sunday, all shifts, with a minimum of 50 (fifty) hours per week. Opening, mid and closing shifts must be fairly rotated amongst the salaried members of the Management team in addition to weekend shifts (both Saturday and Sunday). **General Managers are expected to close the last day of each month; regardless of when month end falls in the schedule. Additionally, General Managers are expected to close the night prior to Celebration roll outs.**

Pay: Exempt Employees are expected to clock in/out for every shift they work. Exempt Employees/Salaried employees are calculated on a 10 hour work day/10 day work week, i.e. if an Exempt Employees clock in/out hours total 70 hours during a cycle, they will be paid for 7 days. ***The hours clocked in for, is what will be paid.***

This position is critical to the ongoing success of Covelli Family, DBA Panera Bread and the scheduling expectations are a requirement to ensure the ongoing fairness for all members of the Management Teams. The Company understands that scheduling expectations may be unattainable

for some Exempt Employees and the Company will discuss further accommodations and will assist with a transition to an hourly Shift Supervisor position or other hourly position that better suites scheduling need