



Papa John's

**Franchise Restaurant
Team Member Handbook**

Bajco Group

IMPORTANT WORK-RELATED INFORMATION

Franchise Name: — — — — —

Your General Manager: _____ **PHONE:** _____

Your Assistant Manager: _____

Your Supervisor: _____ **PHONE:** _____

Your Director of Operations: _____ **PHONE:** _____

Your Restaurant Number is: — — — — — **PHONE:** — — — — —

(Note: Keep the above current for future reference.)

Keep this hand book nearby. Its a good resource for many team member questions.

The company reserves the right to change any of its policies/ including those covered in this handbook at any time. We will do our best to notify team members of these changes by posting them or by other appropriate means. Changes will be effective on the dates designated and will supersede prior policies on the subject. No manager of the company has the right to alter these policies.

Papa John's Franchise Team Member Handbook

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I. Introduction: A Little Bit About Our History and Culture

Restaurant Growth

Papa John's business of making pizza began in 1984 in Jeffersonville, Indiana. By the end of 1987, Papa John's had opened six more restaurants, including our first franchised restaurant.

Over the next three years, Papa John's opened 40 restaurants in Kentucky, Ohio, and Indiana. In 1991, we really took off, opening 62 restaurants in one year and expanding into Michigan, Tennessee, Georgia, Alabama, West Virginia, Pennsylvania, South Carolina, and Illinois.

By the end of 1993, we had opened an additional 287 restaurants and expanded our presence to 19 states. Over the next four years, we continued with phenomenal growth opening 226 restaurants in 1994, 246 restaurants in 1995, 287 restaurants in 1996 and 363 restaurants in 1997.

In 1998, we opened our first international restaurant in Mexico City, Mexico. As of June 2006, there were 2960 Papa John's restaurants (516 company-owned and 2,444 franchised) operating in 49 states and 24 countries.

Quality Control Center (QCC) Growth

Our QCC system expansion has been as impressive as our restaurant growth. Today, whenever we expand into a new area, we build our QCCs first to make sure we will be able to supply the new restaurants. Restaurant sites are selected with the serviceability by the QCC in mind so we can deliver our fresh dough and other "better ingredients" quickly and efficiently.

We established our first QCC in Louisville, Kentucky in 1990 to service the existing seven restaurants in Kentucky, Indiana and Ohio. As we continued to expand into additional states, the need for more centers grew. We currently have ten QCCs throughout the United States, servicing our restaurants.

The Garner (North Carolina) Center opened in 1993 and Orlando (Florida) in 1995. Dallas (Texas) and Denver (Colorado) both opened in 1996. Phoenix (Arizona), Rotterdam (New York), and Des Moines (Iowa) opened in 1997. Portland (Oregon) opened in 1998 and Pittsburgh (Pennsylvania) opened in 2000.

Better Ingredients

The QCCs are the foundation of our quality products. They produce and distribute Papa John's original fresh dough and other "better ingredients" to the restaurants.

Papa John's dough is made fresh daily in our QCCs. Papa John's uses a proprietary blend of wheats to mill the flour used in the original fresh dough. This high-protein flour gives Papa John's crust a consistently hearty texture with a sweet taste and good bite integrity.

Papa John's QCCs are equipped with special water filtration systems to make fresh dough. Papa John's original dough is shipped fresh (never frozen) to our restaurants, allowing it to proof slowly and naturally.

Papa John's original pizza sauce is made from vine-ripened tomatoes. Within six hours after the tomatoes are picked, they are made into our sauce. Papa John's sauce is made only once a year and only made with fresh, natural ingredients.

In our quest for the better ingredients, we import our ripe olives from the Mediterranean area. We use only fresh, baby portabella mushrooms, green peppers and onions in our restaurants.

Better Pizza

Papa John's International, Inc. (NASDAQ:PZZA), founded in 1984, is the world's third largest pizza company. For seven years running, consumers have rated Papa John's No. 1 in customer satisfaction among all national QSR chains in the highly regarded *American Customer Satisfaction Index* (ACSI). Papa John's rated well above the national average for all fast food chains. In addition, Papa John's is regularly voted "Best Pizza" in local markets across the country. For further information, visit www.papajohns.com.

Better People

The Culture at Papa John's is an integral part of our success. Our Culture is based on our six Core Values. They are the foundation for Papa John's success—they are what we live by.

The CORE values are:

Focus: We must keep The Main Thing, the Main Thing. We will consistently deliver a Papa John's superior quality pizza.

Accountability: We do what we say we are going to do, when we say we are going to do it.

Superiority: At Papa John's, we expect excellence—the "best in its class"—in everything we do.

PAPA: (People Are Priority Always) Our success depends on our ability, as a team, to work together to achieve our goals and expectations.

Attitude: If you think you can or if you can't—you're right! Successful team members must be upbeat, proactive and passionate about everything we do.

Constant Improvement: We never stop trying to surpass our previous best. No matter how good we are, we will always get better.

I: Employment

Employment At Will

Employment with the Company is entered into voluntarily. Team members may resign at any time, for any reason, with or without notice. Similarly, the Company is free to conclude the employment relationship at any time.

Neither this handbook nor any of the provisions contained in this handbook can or should be construed as giving rise to any sort of contractual or legal obligation on the part of the Company. This team member handbook supersedes all previous team member handbooks. The effective date of this handbook is September 2006.

Definitions of Team Member Job Classifications

Franchisee or Franchised Owner is the owner of your Papa John's restaurant. Franchisees are licensed by Papa John's International to use their trademarks, recipes and product preparation techniques for a fee. Your franchisee is an independent businessperson who owns the restaurant where you work.

Director of Operations is responsible for the day-to-day operations of one or more Papa John's restaurants including the restaurant where you work. In addition to the above, your restaurant may have all or some of the following positions:

Area Supervisors have multi-restaurant supervisory responsibility. They report to the director of operations, franchised owner or district manager, and directly supervise restaurant general managers.

General Managers manage all functions of a Papa John's restaurant including restaurant profitability, staffing, people development, product quality, customer satisfaction, image and Papa John's culture. They report to the area supervisor and directly supervise all restaurant team members. This is a salaried position once initial management training is completed.

Assistant Managers manage all functions of a Papa John's restaurant including restaurant profitability, staffing, people development, product quality, customer satisfaction, image and Papa John's culture. In the absence of the general manager, assistant managers perform all managerial duties. They report to general managers and directly supervise all restaurant team members. This is a salaried position once initial management training is completed.

Shift Leaders assist restaurant management in the operation of a Papa John's restaurant. In the absence of a general or assistant manager, shift leaders supervise shifts and/or work areas. Other responsibilities include working as a restaurant team member or delivery driver. They report to general managers and take direction from assistant managers. This is an hourly position.

Delivery Drivers check all products for quality against standards and deliver quality products to customers in a safe, courteous and timely manner. They work as part of a team by helping with restaurant production, order taking, cleanliness and other responsibilities as needed. They report to general managers and take direction from assistant managers and shift leaders. This is an hourly position with tips.

Restaurant Team Members ensure a high quality customer experience—from preparing ingredients to order taking through pizza packaging for delivery, keeping the restaurant clean and promoting a positive image. They report to general managers and take direction from assistant managers and shift leaders. This is an hourly position.

Employment Classifications

Exempt Regular full-time team members:

A work week for exempt regular full-time team members is the time necessary to produce outcomes required in their jobs which is a minimum on 40 hours. They are, by definition, excluded from the overtime pay provisions or applicable Federal and State wage and hour laws. Exempt team members are paid on a salaried basis, a pre-determined amount of salary for each week they work. This salary is not subject to reduction based on the quantity of work performed. They do not receive overtime pay or comp time for hours worked over 40 in any workweek, nor is their pay reduced for absences of less than one day.

Non-exempt regular full-time team members:

Those team members who are scheduled to work the Company's established normal work week on a regular basis, and who are eligible for overtime pay under the overtime provisions of applicable Federal and State wage and hour laws. All non-exempt team members are required to record all hours worked during the work week.

Non-exempt regular part-time team members:

Those team members who are scheduled to work less than 40 hours per week on a regular basis. They are paid only for hours worked and are eligible for overtime pay in accordance with Federal and State wage and hour laws.

Agency or contract workers:

Individuals who are assigned to work at the Company for short term assignments, but are not team members of the company.

Equal Opportunity Employer

The Company maintains a policy of nondiscrimination against team members and applicants for employment. No aspect of employment with the Company will be influenced in any manner by race, gender, color, religion, age, marital status, ancestry, national origin, pregnancy, uniformed service (US Armed Forces, National Guard, etc.), protected disability status, or any other basis prohibited by federal, state, or local laws.

Recruiting, Hiring and Retention:

The company recruits, interviews, and selects individuals based solely on their ability to do the job. We implement and follow practices that ensure accurate record keeping for payroll and compliance. Hiring managers and supervisors should:

- Conduct valid, job related interviews;
- Ensure all applicants fully complete and sign an employment application;
- Check references listed on the application or provided in writing by the applicant;
- Make the offer to a selected candidate;
- Ensure I-9's are completed in accordance with federal law;
- Ensure new hire paperwork is completed upon hire;
- Ensure all new hire paperwork is filed and maintained according to policy;
- Complete Work Opportunity Tax Credit (WOTC) paperwork as applicable. Team Operating Partner to determine if the Company participates.
- Ensure driver applicants have a passing MVR and current insurance.

Employment Verifications

Occasionally, outside agencies such as government agencies, mortgage companies, banks, credit card companies, property managers, prospective employers, and workers compensation insurance carriers need to confirm employment information on past and present team members. **Employee verification and inquiries should be directed to the Office.**

Reference Checks

Prior to making job offers, hiring managers should check references. Preferably, reference checks should include the three most recent employers listed on the application or additional references provided by the applicant.

Criminal Background Checks

To ensure a safe environment for team members and customers, criminal background checks may be required under certain circumstances.

Drivers Insurance

All delivery drivers are required to have automobile insurance at the time of hire. The Company requires insurance be maintained at all times, and that each delivery driver carry his/her state's mandatory minimum insurance limits.

Drivers are solely responsible for determining whether they have adequate insurance coverage, and should make appropriate inquiry with their insurance carrier. Delivery drivers' insurance will be the primary source of automobile insurance coverage.

The company or its agents reserves the right to verify either verbally or in writing from a delivery driver's insurance company or agent that the required insurance limits are in force, along with information relating to the duration of the policy.

Delivery drivers are required to provide a valid and current Declarations page or an insurance card when hired and upon each and every renewal date of his or her policy. Delivery drivers must also provide a Declarations Page or insurance card at the request of his or her manager.

MVR Guidelines for Drivers

All potential delivery drivers are screened prior to being hired. Part of this process involves reviewing their Motor Vehicle Record (MVR). The Company has established guidelines to ensure we hire safe and responsible drivers.

An individual who has an unsatisfactory violation(s) will not be hired as a delivery driver for the Company. Applicants for delivery driver positions will receive disclosure of their rights under the Fair Credit Reporting Act. The Company will also obtain delivery drivers' MVRs periodically throughout employment with us. If a new violation appears on a team member's record, the team member may be placed in a non-delivery driving position in a restaurant or separated from employment depending on the type of violation and other circumstances deemed relevant by the Company.

If a delivery driver's privileges, license or insurance is suspended or revoked at any time for any reason during employment with the company, the delivery driver must inform his/her General Manager, Area Supervisor, Director of Operations or Office in writing. If needed, please contact the office for a form.

Non-Driver Policy

Team members who do not meet the Company's requirements for a delivery driver must not deliver pizzas or participate in any other business activities involving a motor vehicle while working for the company. If such team members are asked or directed by a manager to deliver pizzas or participate in any other business activities involving motor vehicle, they should refuse to do so. Their refusal will not adversely affect their employment. Team members who experience problems for refusing to deliver pizzas in accordance with this policy should call their Area Supervisor or Director of Operation.

Transfer:

The company supports movement of team members to allow opportunities for advancement and to cover business needs. Team members must contact their General Manager who will seek approval from their Area Supervisor and Director of Operations, of their transfer from One Papa John's to another. Approval should not be unreasonably withheld. Team members who do not have a satisfactory performance record may not be approved for transfer.

Rehire

Former team members are eligible for rehire at the company unless there have been serious issues during their previous employment such as violation of company policy, inappropriate behavior or misconduct, insubordination or persistent performance problems, which have been documented in writing. The decision as to whether a team member is eligible for rehire lies within the discretion of the Director of Operations.

Employment of Minors

Applicants 18 years of age or older may be hired for any restaurant level position. Occasionally the Company hires students or others who are 16 or 17 years old, **but due to state requirements for minors, such persons are strictly limited in the hours and work they may perform. No one under the age of 16 may be hired under any circumstances. Hiring managers must check carefully the date of birth on all applications. Please check your state requirements; work permits may be required for your area.**

Team members under the age of 18 may not perform the following duties:

- **Oven Tending**
- **Use of Cutting Tools (vegetable slicer, pizza cutter, can opener, etc.)**
- **Dishwashing**
- **Operating a Motor Vehicle**

Personnel Records

Important events in each team member's history with the Company will be recorded and kept in the team member's personnel file. New hire paperwork, applications, performance reviews, change of status records, commendations, corrective action warnings, work permits (where applicable) and educational attainment records are examples of records maintained.

Team members are responsible for notifying their General Manager of changes in address, telephone number, and/or family status (birth, marriage, death, divorce, legal separation, etc.), as benefits eligibility and income tax status may be affected by these changes. This responsibility includes team members on inactive status and FLMA leaves of absence. Proper forms should be completed and submitted to the office.

Job Descriptions

Job descriptions are an aid in recruiting, wage and salary administration, as well as training. They assist managers and supervisors in communicating job responsibilities and help team members understand their job expectations. Job descriptions, however, are not fixed company policy and can change over time. Team members should check with their General Manager for detailed job descriptions.

Promotions

The company supports promoting from within, whether practical, to fill available positions. We strive to promote the most capable and experienced team member, based on demonstrated ability to assume greater responsibility.

At times, the company will also recruit and hire individuals from outside the Company when we deem such a practice appropriate. Considering team members for promotional opportunities, job performance, past work history and qualifications are taken into consideration.

Resignation

If a team member decides to leave the Company, he/she must advise (preferably in writing) his/her manager or supervisor at least two weeks prior to the date of separation so an orderly transition can be made. Company property must be returned to the Company.

Restaurant Hours

The work week is established by the Company. The schedule for team members will be determined by the restaurant manager. Restaurant managers will generally post a schedule on Friday for the upcoming week. At the discretion of the Area Supervisor or Director of Operations, restaurant hours may be changed to accommodate business needs.

For safety reasons, the front door is locked and carryout orders may be discontinued during the late evening generally after 10 p.m.

When scheduled, team members are expected to report in uniform and ready to perform their duties. Most restaurants require team members to work at least one weekend night unless otherwise approved by the manager.

If a team member is scheduled to work and is not needed at all or at any time during the shift, the team member may be sent home. Similarly, a team member who is scheduled to be off at a set time, and who is needed beyond that time, may be required to stay at work until he/she is no longer needed, or for safety reasons, is unable to continue.

During inclement weather, team members are responsible to work scheduled hours unless otherwise directed.

III. Wage and Salary

Pay for Performance

The Company strives to pay wages reasonably competitive with those in the community and industry. We also strive to recognize individual effort and contribution to the success of the Company. A team member's pay may be increased according to performance reviews. Length of service alone is not sufficient to warrant a pay increase.

Performance Reviews and Feedback

Feedback is a mutual and ongoing process. Team members should seek feedback on their job performance from their manager or supervisor. Likewise, the manager or supervisor should provide regular feedback to team members on their job performance.

Formal, written performance reviews will be conducted according to the policy in the team member's market. Performance reviews should cover overall job performance and summarize both formal and informal discussions held throughout the review period. Strengths, as well as opportunities for improvement, should be discussed. Team members should check with their manager for more information.

Pay Advances and IOU's

Pay advances and IOU's are not allowed.

Overtime Pay

All overtime work for hourly team members must be authorized in advance by the manager or supervisor. Team members may receive corrective action for working overtime without obtaining proper approval. Hourly team members will be paid overtime according to the Federal and State Laws.

Payroll Deductions

Various payroll deductions are made each pay period to comply with Federal and State laws pertaining to taxes and insurance. Deductions are made for the following:

1. All required taxes, including Federal and State Income Tax Withholding, Social Security (FICA), Local income and/or Employment Taxes.
2. Any Voluntary benefit contributions to be paid by the team member.
3. Any garnishments, tax levies, child support orders, etc. as issued by law.
4. Items properly designated by the team member.

Following each calendar year, team members are supplied with their Wage and Tax Statement (W-2) form. W-2 forms will be mailed to team members by January 31 each calendar year. The W-2 statement summarizes income and deductions for the previous year.

Garnishment of Wages

The Company complies with all court-ordered claims against the wages of team members, such as wage garnishments, assignments, tax levies and child support orders. Team members should contact their General Manager for more information.

Paychecks, Check Cashing, and Direct Deposit

Team members must pick up their paychecks in person. If a team member is unable to pick up his/her paycheck, he/she will be required to provide the restaurant written authorization for another person to pick up his/her paycheck. Team members should avoid picking up paychecks during lunch or dinner rushes.

Team members must cash their paychecks at their banks or other reputable business establishments that provide that service.

Paychecks should never be endorsed over to coworkers or other individuals. Paychecks and personal checks should never be cashed in the restaurant.

Driver Tip Reporting

Delivery Drivers must pay tax on all tips received. Delivery drivers who receive more than \$20 per month in tips are required by the RS to report all tips to the Company. The Company will then withhold taxes from the next regular paycheck. Delivery drivers may report tips weekly on IRS form 4070 or, if available, upon check out from the PROFIT system.

The RS aggressively audits those who do not report their tips to the Company as required, and violators may be subject to a 50% penalty, plus interest, and the tax owed.

- If delivery drivers receive more than \$20 in monthly tips and do not report these tips to the Company, they must figure their social security tax and Medicare tax on the tips, using IRS form 4137, Social Security and Medicare Tax on Unreported Tip Income, and attach it to the longer federal 1040 form. Delivery drivers may not file a form 1040EZ but must file the longer 1040 to report unreported tip income. Failure to report tips may also result in a reduced rate of compensation for workers' compensation and unemployment.

Meals and Rest Periods

Meals and rest periods will be provided in accordance with Federal and State laws. Team members should check with their manager for details.

IV. Benefits

The Company provides certain benefit programs for its team members. Team members should refer to the plans' summary plan descriptions (SPD) for additional benefit information.

The Company makes every effort to present accurate and up-to-date benefit information. If the information in this handbook no longer applies, the plan document governs. The Company's benefit plan is not a contract or guarantee of employment. The Company reviews its plans regularly and reserves the right to amend or discontinue any plan at any time.

Social Security

All team members are covered by the Federal Social Security Act. Federal Law requires that a percentage of a team member's salary be deducted each period. The Company matches the deduction, dollar for dollar. The plan is administered by the federal government and is designated for the future security of team members and their dependents. Please contact the local office of the Social Security Administration for more information.

State Unemployment Insurance

State Unemployment Insurance is funded entirely by employers in most states, some states mandate an employee portion. The program provides weekly benefits if a team member becomes unemployed through no fault of his/her own or due to circumstances defined by law.

Workers' Compensation

The Company complies with workers' compensation laws that provide compensation and medical expenses for team members who incur a work-related illness or injury. **Team members incurring a work-related injury must immediately report any injury to their manager or supervisor, preferably within 24 hours.** The manager or supervisor should report the incident to the appropriate insurance carrier. This leave time may be covered by the Family and Medical Leave Act (FMLA).

Leaves of Absence without Pay

Leaves of absence without pay are as follows:

Family and Medical Leave (FMLA) (Applies if 50 or more members)

Team members employed with the Company for 12 months or more and who have worked at least 1250 hours during the prior 12 months are eligible for up to 12 weeks of job-protected unpaid leave in a rolling 12 month period, for (1) the birth or adoption of a child; (2) a team member's own serious health condition; or (3) the serious illness of an immediate family member. Team members should consult with their general manager regarding eligibility questions and to obtain the required forms for completion.

Military Leave

The Company provides leave in compliance with the Uniformed Services Employment and Reemployment Rights Act of 1994

(USERRA) for team members who are absent from work because of service in the United States Uniformed Services.

Leave is available to all team members for the duration of a call to active duty, active duty for training, inactive duty training and full-time National Guard duty. Upon notification from the government, team members must immediately notify their manager or supervisor of the need for leave, unless military necessity prevents such notice.

Other Benefits

Team members should see their manager or supervisor for more detailed information about other benefits available to them.

V. Team Member Communications

Suggestions

All team members are provided an opportunity to submit innovative ideas through the Company's Innovation and Celebration program. This program is designed to stimulate creativity, encourage initiative and teamwork, plus provide recognition for team members who offer practical ideas that increase company sales, improve workplace productivity and/or result in cost savings for the company.

If team members have questions about the program or want to submit a suggestion they should contact their General Manager.

Field Communications

Each Restaurant is equipped with a "HotInformation" board used to communicate important information. Team members are responsible for reviewing all information posted on their restaurant's board. Questions should be directed to their General Manager.

Complaint-Handling Procedure

Since the primary and best source of information and support is at the restaurant level, team members are encouraged to discuss job-related problems, questions or complaints with their General Manager. If however, this approach does not satisfactorily answer or resolve the matter, team members may present complaints, orally or in writing, to the next successive, higher level of management, until resolved.

- If the issue relates to or involves the General Manager, team members may bypass that level and proceed to the next position of authority without fear of reprisal.

VI. Team Member Safety

Safety and Security

The Company strives to provide safe working conditions for team members. All local state and federal safety regulations applicable to Papa John's industry are observed. No one will knowingly be required to work in an unsafe manner or in unsafe conditions. Safety is every team member's responsibility, and all team members are expected to do everything reasonable and necessary to keep their restaurant and the Company a safe place to work.

Driver Safety

Delivery drivers are not allowed to have passengers other than a manager who is observing or training the delivery driver or a team member training to be a delivery driver.

Fires and Emergencies

The facility where a team member works has an emergency procedure to follow in the event of a fire or other emergency. Exits, fire extinguishers, and first-aid kits are provided. Exits and areas around fire extinguishers must be kept clear at all times.

Accidents /Incidents

No matter how small an injury may seem when it occurs, work related injuries or illnesses must be reported to a manager or supervisor immediately so necessary medical care can be obtained and the incident can be properly reported to the Company's workers compensation insurance carrier. (Refer to the Workers Compensation policy in the Benefits Section for more details.)

Unauthorized Equipment

Only equipment originally installed in the restaurant is authorized for use in the restaurant. Restaurant equipment must match all of the standard specifications set forth by the Company. All knives and other small wares must be purchased through Preferred Marketing Solutions. Only approved chemicals supplied by PJ Food Service may be used in the restaurant.

Hazard Communication

The Company maintains a Hazard Communication program at each restaurant. Team members should be familiar with the Material Safety Data Sheets (MSDS) and labeling system, as well as how they can obtain and use appropriate hazard information, such as detecting the presence of hazardous chemicals in the work area. Team members should consult with their manager or supervisor for more details.

Robbery

In case of robbery, the following guidelines apply:

- A) Do not resist; cooperate with the demands of the robber.
- B) Do not pursue the robber;
- C) **call** the police immediately. Do not disclose the amount of cash taken to anyone other than the police. Ask the police not to disclose the amount taken.
- D) Notify the restaurant General Manager immediately and the General Manager will notify their Supervisor.
- E) The General Manager should obtain a copy of the police report and forward it to the office.

Life-Threatening Illnesses

The Company is committed to providing equal opportunity to all team members, including those who have a life-threatening illness (e.g. cancer, AIDS, cardio-pulmonary diseases, etc.). Consequently, team members who have a life threatening illness will be treated like other team members as long as they meet performance, hygiene and health standards. Medical and other evidence should indicate their presence at work is not a threat to themselves or others. The Company will use all reasonable means to maintain in confidence all information regarding a team member with a life threatening illness.

VI Appearance Standards

Dress Code, Personal Appearance and Image

Team members are expected to maintain a neat, crisp and clean appearance at all times. Whether on duty or off the dock, when team members are wearing the Papa John's uniform or logo, they are ambassadors of the brand and should always conduct themselves in an appropriate manner, as to positively reflect on Papa John's image.

Wearing Papa John's uniforms or logo wear in nightclubs, gambling casinos, adult entertainment centers, or similar establishments is prohibited. While on duty, team members are required to adhere to the following:

Standard Uniform

The standard uniform consists of neatly pressed khaki pants, the company-issued polo shirt and hat, nametag (if required by your location), and clean, flat rubber soled shoes worn with socks. Sandals and open toed shoes are not allowed. If pants have belt loops, a black, brown, or Papa John's belt must be worn. Jeans are not allowed except for special events approved by the Director of Operations. Overalls and Sweatpants are not allowed.

Team members must always display Papa John's logo as part of their outer clothing layer (e.g. hat, nametag, clear plastic raincoat, etc.), even in inclement weather. Clothing may be worn beneath Papa John's logo wear for warmth, but if it is visible it must be white or match the uniform shirt.

Khaki Shorts or skorts may be worn instead of pants/ Shorts and Skorts should be no more than three to four inches above the knee and not below the kneecap.

The Standard uniform for delivery drivers includes a car top sign on delivery vehicles. Delivery drivers must keep their vehicle neat and free from obscene vulgar and/or offensive language and pictures. Vehicles should reflect positively on Papa John's.

The following appearance standards are the Company's minimum requirements. State or Local health department regulations may be stricter, and in that case must be followed.

Jewelry

Due to health department regulations, at no time while working in the restaurant can team members wear jewelry of any kind, except for a plain band ring, such as a wedding band. Watches, rings, earrings, and body piercings (e.g. nose, eyebrow, chin, and tongue) are not allowed, and band aids to cover such piercings are not allowed as an alternative.

Hair

Hair should be clean, combed, neatly trimmed away from the face, and off of the collar. Unnatural hair colorings (e.g. pink, green, etc.) are prohibited. Shaggy, un-kept hair is not allowed. Hair below collar length must be restrained or put up neatly under the uniform cap. Team members with long hair that will not fit under the cap may be required to wear a hair net. Team members may put their hair in a ponytail or braid through the back of their cap.

Facial Hair

Team members must be clean shaven at all times. Any facial hair must be fully grown, neatly trimmed and no longer than 1/4 inch in length. Team members may be asked to "grow out" their facial hair away from the restaurant, if they present an unprofessional or un-kept appearance. Sideburns should not extend below the earlobe and the width may not exceed 1 1/2 inches. Beards are not allowed.

Personal Hygiene

Good personal hygiene habits must be maintained. This includes limiting the use of makeup, perfume, and cologne. Health department regulations prohibit all team members working in the preparation of food items from wearing perfumes or lotions on their hands. Fingernail polish and artificial fingernails are not allowed. Team members are expected to report to work clean and free from body odor. For safety reasons, razors are prohibited in the restaurant. Team members must wash their hands before leaving the restroom and when moving between workstations.

VI Standards of Conduct and Corrective Action

Any group of people working together requires certain guidelines pertaining to conduct and relationships. Team members must be aware of their responsibilities to the Company and their co-workers. Team members are expected at all times to conduct themselves in a positive manner so as to promote the Company's best interests. Such conduct includes:

1. Reporting to work punctually, as scheduled, and being at the proper work station, ready for work, at the assigned time;
2. Giving proper advance notice to the general manager or whenever unable to work or report on time, and assist with finding a replacement;
3. Complying with all the Company's safety and security regulations;
4. Wearing appropriate uniform or attire for the work being performed;
5. Eating meals only during meal periods and only in the designated eating areas;
6. Maintaining workplace and work area cleanliness and orderliness;
7. Treating all customers, visitors, and co-workers in a courteous manner;
8. Refraining from behavior or conduct deemed offensive or undesirable, or which is contrary to the Company's best interests;
9. Performing assigned tasks efficiently and in accordance with established quality standards;
10. Reporting incidents of fraud, theft, or violence or suspicious, unethical or illegal conduct by co-workers, customers, vendors, or suppliers; and
11. Cooperating with the Company's investigations.

The Company reserves the right to search the personal effects brought onto the Company's property, such as vehicles, lunch boxes, purses, tool boxes, desks, etc.

Violations of the Company's standards of conduct in one of the following forms of corrective action: Separation of employment, demotion, suspension, written warning, verbal warning, coaching or training. In arriving at the appropriate decision for corrective action, the following will be considered:

- The seriousness of the infraction;
- The past work record of the team member; and
- The circumstances surrounding the matter.

Although there is no way to identify every possible violation of standards of conduct, the following is a partial list of infractions which may result in corrective action up to and including separation from employment:

1. Reporting to work under the influence of alcoholic beverages, drugs, or other substances which may impair performance on the job.
2. The use, sale, dispensing or possession of alcoholic beverages or drugs on the Company's premises.
3. The possession or use of firearms, fireworks, explosives, or any other weapons on the Company's premises, *except when in compliance with Section 790.251, Florida Statutes.*

4. Insubordination or the refusal by a team member to follow management's instructions concerning a job-related matter.
5. Gambling or violating criminal or traffic laws on the Company's premises or at anytime while working for the company;
6. Falsifying or altering any Company record or report, such as an application for employment, a medical report, a production record, a time record, an expense account, an absentee report, or shipping and receiving records;
7. Fighting with or assault on a co-worker or customer;
8. Theft, destruction or misuse of the Company's property or of another team members or customers property;
9. Misappropriation of the Company's funds or food product, or gross negligence resulting in cash loss or shortage.
10. Smoking where prohibited by local ordinance or the Company's rules;
11. Horseplay, pranks, throwing things, practical jokes, or other disorderly conduct;
12. Sleeping on the Job.
13. Procedural violations involving safety, security and cash handling;
14. Engaging in acts of dishonesty, fraud, theft, or sabotage;
15. Engaging in any form of sexual or other harassment.
16. Threatening, intimidating, coercing, using profanity, abusive or vulgar language, or interfering with the performance of other team members;
17. Improper disclosure of trade secrets or confidential or proprietary information;
18. Unauthorized use of the Company's material, time, equipment, or property;
19. Excessive use of the Company's telephone for personal matters;
20. Unauthorized personnel behind the counter or in a delivery driver's vehicle;
21. Absenteeism, tardiness, or unavailability for work. Failure to give prompt and satisfactory notice of absence or tardiness, or failure to secure authorization for absence;
22. Failure to give prompt and satisfactory reason for leaving work during scheduled work hours;
23. Unsatisfactory performance of assigned job responsibilities and duties;
24. Unauthorized closing of a restaurant during normal operating hours;
25. Distributing or posting literature, or soliciting co-workers or customers while on the Company's property;
26. Failure to adhere to the Company's personal appearance standards;
27. Being charged with or convicted of a crime related to the team member's ability to perform effectively in his/her position unless prohibited by state law.
28. Conduct which the Company feels reflects adversely on the team member or the Company.
29. The trade of pizza, food items or services;
30. Engaging in such other practices as the Company determines may be inconsistent with the ordinary and reasonable standards of conduct necessary to the welfare of the Company, its team members, or customers;
31. Failure to follow established meal policies and practices; and
32. Cashing personal or payroll checks of team members or others.

This list is intended to be representative of the types of activities which may result in comprehensive and does not alter the employment at-will relationship between the team member and the Company. Additional standards of conduct are described as follows:

Cash Handling

For the protection of the Company's human and financial assets, all restaurant team members, especially delivery drivers and restaurant team members, should be familiar with and abide by the following:

1. Delivery drivers begin their shift with a bank of up to \$20. The exact amount of the bank will depend on the requirements of the restaurant.
2. The amount of any till shall not exceed \$150. The exact amount of the till will depend on the requirements of the market, but cannot exceed this amount. The money in the till should be counted prior to using it, and the amount should agree with the count of the manager in charge. All money must be put in the safe at the close of business.
3. Team members should use only their own bank or drawer and not permit anyone else to do so. The drawer should be closed or the bank secured after each transaction. "One person-One till".
4. Change should not be made between banks or from the cash drawer. This should be done only by the manager in charge.
5. When customers have questions about their change, team members should immediately call the manager in charge.
6. No bills larger than a \$20 bill will be accepted unless the total order amount is within \$20 of the bill tendered for payment.
7. When a team member finishes a shift or closes out his/her drawer or bank, he/she should personally observe the drawer or bank being counted before proceeding to clock out.
8. **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.**
9. Delivery drivers are to make a cash drop after each run to bring the bank back to \$20. Delivery drivers should never carry more than \$20 for change.
10. Delivery drivers must leave personal money at home or put it in their driver box or drawer.

(Refer to the Financial Controls Guide in the Operations Manual for more details)

Conflicts of Interest

Team members are expected to devote their best efforts to the interest of the Company and the conduct of its affairs. The Company recognizes the right of team members to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, a policy of full disclosure must be followed to assess and prevent potential conflicts of interest from arising.

Team members are not allowed to work for direct competitors of the Company. Direct competitors include pizza as well as food delivery businesses.

Exceptions to this policy require the written approval of the Director of Operations. Team members should contact their manager or supervisor with any questions.

Confidentiality

During the course of employment with the Company, team members work with our business systems, sales information, trade secrets, and other information, which we consider confidential.

Confidential information must never be given or communicated to anyone outside the Company unless approved by a Company officer. Team members may be held liable for unauthorized disclosure of confidential information. Personal use of cameras, tapes or other audio or video recording devices is prohibited at work.

Workplace Harassment, Including Sexual Harassment

Workplace harassment in any form—sexual, verbal, physical or visual—is strictly against Company policy and will result in corrective action. Workplace harassment includes slurs, threats, derogatory comments, unwelcome jokes, teasing, or sexual advances, and other similar verbal or physical conduct of a sexual nature.

Team members should report any inappropriate behavior immediately to a manager or supervisor or contact the Director of Operations. The Company will not retaliate against any team member for bringing forth a legitimate complaint of harassment.

Harassment on the basis of gender, race, color, religion, age, marital status, ancestry, national origin, pregnancy, uniformed service, protected disability status, or any other basis prohibited by statute or local law is also prohibited by the Company and will result in corrective action, up to and including separation of employment.

Workplace Violence

Violence, threats, harassment, intimidation and other disruptive behavior in the workplace will not be tolerated. All reports of incidents will be taken seriously and dealt with appropriately. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm. Team members who commit such acts may be removed from the restaurant and may be subject to corrective action, criminal penalties or both.

Team members should immediately report to their manager or supervisor any violent, threatening, harassing, intimidating or other disruptive behavior of which they become aware, observe or experience. Team members may also call the Director of Operations.

Drug-Free Workplace

The Company maintains a zero tolerance of drugs or alcohol in the workplace. The Company prohibits the possession, sale, use or other transaction(s), or being under the influence of alcohol or drugs at work.

Off the job illegal drug or alcohol use, which adversely affects the team member's job or jeopardizes the safety of others or company property, may also violate this policy.

Team members are always expected to act responsibly and professionally and to use good judgment at any company function or outing.

Solicitation and Distribution

Soliciting of one team member or collecting from one team member by another is prohibited while either team member is on work time.

Distributing literature and circulating petitions during work time or in work areas at any time is also prohibited. Trespassing, soliciting or distributing literature by anyone is prohibited on the Company's premises.

Relatives and Roommates

Normally, the hiring of relatives or roommates of team members is discouraged. Team members should check with their manager for the policy in their market.

Team members should inform their manager or area supervisor of any non-compliance with this policy so the Company can resolve the conflict. Failure to adhere to this policy may result in corrective action, up to and including separation of employment.

Dating

Normally, dating between and among team members is discouraged. Team members should check with their manager for the policy in their market. Team members should report any violations to a manager or area supervisor without fear of retaliation. Failure to adhere to this policy may result in corrective action, up to and including separation of employment.

Attendance Standards

Punctuality and attendance are essential to the proper operation of our business. If a team member is unable to report for work for any reason, or if a team member will arrive late, the team member should notify his/her manager or supervisor at least one hour before starting time. Failure to notify a manager or supervisor and obtain approval of an absence may result in corrective action, up to and including separation of employment.

Likewise, team members leaving work for any reason before the end of a scheduled work time must inform their manager or supervisor and obtain approval.

Tobacco Use

For reasons of safety, public relations and other concerns, smoking and use of any other tobacco product is not allowed inside the restaurant and is prohibited on the Company's premises, except in designated smoking areas outside the restaurant. Smoking is never permitted in front of the restaurant or when making or returning from deliveries.

Telephone Use

Company telephones are to be used for business purposes to service our customers and conduct normal company business. Team members should answer all calls promptly and courteously. Personal calls outside the scope of business should be limited to emergency situations. Long distance telephone calls should be limited to those which are necessary and business-related. Personal long distance calls are prohibited.

Personal Cellular Telephones and Pagers

Team members may bring personal cellular telephones and/or pagers to work for use during meal or rest periods. Cellular telephones and pagers should be turned off or on silent/vibrate mode at any other times. Delivery drivers should not use personal cellular telephones for work-related reasons while driving their vehicles. Drivers are responsible for following all local laws regarding use of cell phones while driving.

Making or answering personal cellular telephone calls or pages during work is prohibited. The use of cellular telephones to capture images ("camera" cellular telephones) is prohibited at work.

The Company is not responsible for any personal belongings team members bring to work, including personal cellular telephones and pagers or for reimbursing team members for use, loss or damage of personal cellular telephones or pagers.



Employee Handbook Acknowledgement

I, **(please print)** _____,
have read Bajco's Employee Handbook and fully understand and agree to its content. I understand that this Employee Handbook will be available to me if I have future questions or concerns.

Signed By Above Employee:

_____ Date

Signed By General Manager:

_____ Date

_____ (Please Print General Manager's Name) Store Number

**Bajco Global Management LLC, Bajco LLC, Bajco North LLC,
Bajco East LLC, Bajco Ontario LLC, Bajco Logistics ULC,
Bajco Michiana LLC, Bajco Michiana II LLC, Bajco 100, LLC,
Bajco Michiana III LLC, Bajco Florida LLC, Bajco New York LLC,
BETCO 36 Bajco Venture LLC, Bajco Philadelphia LLC
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