

Grasso's Pizza Employee Handbook

DIVERSITY

Equal Employment Opportunity Statement

Grasso's Pizza provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. Grasso's Pizza complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Grasso's Pizza expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of Grasso's Pizza employees to perform their expected job duties is absolutely not tolerated.

Grasso's Pizza's Antiharassment Policy and Complaint Procedure

Grasso's Pizza is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Grasso's Pizza expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of Grasso's Pizza to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. Grasso's Pizza prohibits any such discrimination or harassment.

Grasso's Pizza encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Grasso's Pizza to promptly and thoroughly investigate such reports. Grasso's Pizza prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Definitions of Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Complaint Process

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, or any member of management.

When possible, Grasso's Pizza encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Grasso's Pizza recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Grasso's Pizza encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy.

and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

EMPLOYMENT

Employee Classification Categories

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and Grasso's Pizza.

Grasso's Pizza has established the following categories for both nonexempt and exempt employees:

- **Manager, full time:** Employees who are not in a temporary status and who are regularly scheduled to work the company's full-time schedule of 37.0 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.
- **Regular, full time:** Employees who are not in a temporary status and who are regularly scheduled to work the company's full-time schedule of 32.0 hours per week.
- **Regular, part time:** Employees who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule but at least 20 hours each week. Regular, part-time employees are eligible for some of the benefits offered by the company subject to the terms, conditions and limitations of each benefits program.

Progressive Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

Grasso's Pizza supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. Grasso's Pizza reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines Grasso's Pizza's progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 30 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

Grasso's Pizza reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

Separation of Employment

Separation of employment within an organization can occur for several different reasons.

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks' notice, preferably in writing, to facilitate a smooth transition out of the organization. Management reserves the right to provide an employee with two weeks' pay in lieu of notice in situations where job or business needs warrant such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.

- **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the third day.
- **Termination:** Employees of Grasso's Pizza are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

If your employment is severed with Grasso's Pizza, either voluntary or involuntary, you must keep your ADP account active by logging in at least once every three months. It is your responsibility to make sure that you continue to have access to ADP. You will be required to have access to ADP to retrieve your W-2 at the beginning of the next year

WORKPLACE SAFETY

Drug-Free Workplace

Grasso's Pizza has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, Grasso's Pizza is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all applicants for employment of Grasso's Pizza. The Human Resource department is responsible for policy administration.

Work Rules

The following work rules apply to all employees:

- Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, they are prohibited from:
 - Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
 - Being under the influence of alcohol or an illegal drug as defined in this policy.
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing company business or while in a company facility is prohibited.
- Grasso's Pizza will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication

must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.

- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Inspections

Grasso's Pizza reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

Crimes Involving Drugs

Grasso's Pizza prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

Workplace Bullying

Grasso's Pizza defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment." Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Grasso's Pizza considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.

- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

Attire and Grooming

It is important for all employees to project a professional image while at work by being appropriately attired. Grasso's Pizza employees are expected to be neat, clean and well groomed while on the job.

All employees must be covered from shoulders to mid thigh at all times (no see-through or sleeveless clothing is permitted at any time). Natural and artificial scents may become a distraction from a well-functioning workplace and are also subject to this policy.

Grasso's Pizza is confident that employees will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

Payment of Wages

It is the company's policy that employee paychecks will only be given personally to that employee or mailed to his/her home address.

If the normal payday falls on a company-recognized holiday, paychecks will be distributed one workday after the aforementioned schedule.

Employees may be paid by check or through direct deposit of funds to either a savings or checking account at the financial institution of their choice.

In the event of a lost paycheck, the Human Resource department must be notified in writing as soon as possible and before a replacement check can be issued. In the event the lost paycheck is recovered and the company identifies the endorsement as that of the employee, the employee must remit the amount of the replacement check to the company within 24 hours of the time it is demanded.

If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the Human Resource department.

Except for extreme emergencies and vacation pay, no salary advances will be made.

Time Reporting

A work hour is any hour of the day that is worked and should be recorded to the nearest tenth of an hour. The workday is defined as the 24-hour period starting at 12:00 a.m. and ending at 11:59 p.m. The workweek covers seven consecutive days beginning on Monday and ending on Sunday. The usual workweek period is 40 hours.

Overtime is defined as hours worked by an hourly or nonexempt employee in excess of 40 hours in a workweek and should be recorded to the nearest tenth of an hour. Overtime must be approved in advance by the manager to whom the employee reports.

Meal/Rest Periods

The scheduling of meal periods at Grasso's Pizza is set by the employee's immediate manager with the goal of providing the least possible disruption to company operations.

Rest Period

NYS Law dictates that a person working over 6 hours will receive one half hour rest period. Employees must clock out and return to the building, ready to work, before the 30 minutes is up. Employees may leave the property during their 30 minute rest period. NYS does not provide for a rest period for employees working 6 hours or less. Management will do their best to provide for one 15 minute, paid rest period but it will not always be possible.

Mandatory Meal Period

The following is mandated by New York State in regards to meal and break times.

Employees who:

- Work a shift of more than six hours starting before 11 AM

AND

- Continue until 2 PM

MUST

- Have an uninterrupted lunch period of

AT LEAST

- Half an hour between 11 AM and 2 PM

Every person employed for a period or shift starting before eleven o'clock in the morning and continuing later than seven o'clock in the evening shall be allowed an additional meal period of twenty minutes between five and seven o'clock in the evening.

The meal period will not be included in the total hours of work per day and is not compensable. Nonexempt employees are to be completely relieved of all job duties while on meal breaks and must clock out for meal periods.

It is New York State Law that we, as an employer, monitor the foods you consume while working. The three meal options you have while working at Grasso's Pizza are listed below:

Personal Cheese and Any Topping **VEGETABLE** Pizza

½ Cold Sub Of Your Choice - must have at least one vegetable on it

Small Salad with Chicken, Cheese OR Beef

All of the above items are available for \$3.00 while an employee is working. These are the only items that an employee is to eat from our establishment while they are working between the hours of 11am-2pm and 5pm-7pm. If an employee is caught eating any other item, it will result in immediate termination. If an employee would like to purchase other food outside of these hours, they may and will receive a 25% discount off the menu price of the food.

TIME OFF/LEAVES OF ABSENCE/CALLING IN SICK

Personal Time Off/Vacation

Personal Time Off/Vacation – All time off must be submitted no more than 10 days prior to the next work week via the 7shifts app. We will do our best to accommodate everyone's request but you may be denied a time off request. Please see below dates that are blocked from requesting off.

Calling in - If you are unable to work your scheduled shift, please put your shift into the 7shifts pool. If the shift is not picked up, you need to call Grasso's and speak with the manager on duty, letting them know you will not be reporting to work. Text and 7shift messages will not be accepted and will count as a no show. After three call ins with no replacement, you will be considered for termination.

New York State provides for .0334 hours of sick time to be given per hour of work. You may accumulate an unlimited amount of hours, but you may only use 40 of those hours in a given calendar year. If you find it necessary to call in sick and you have exhausted your allotted 40 hours OR your sick time balance is less than the amount of shift hours you are calling in for, you must supply me with a doctor's note taking you out of work. If this occurrence happens more than three times in a calendar year, you will be considered for termination. The only exception to this is if you are currently protected by New York State Paid Family Medical Leave.

Beginning January 1, 2026 we will be offering a perfect attendance bonus. If, within one calendar year, you do not call in sick you will be issued a check in the amount of the equivalent of 40 hours of your paid sick time plus an additional \$200. If you are sick and you feel the need to call in, but you are able to find a replacement for your entire shift, you will be docked the sick time but you will still be eligible for the bonus at the end of the year. After your check is issued, the sick time hours will be deducted from your balance.

Shift Pick up If a shift is up for grabs, and someone takes it, that person will be paid time and a half at their pay rate. The shift that you are taking has to be something that you are trained in and no partial shift coverage will count towards the time and a half. When someone calls in, it's a real burden on the rest of the staff and I want to reward people for stepping up on their day off and helping out the team.

*****Important***** Because of the nature of our business there are certain days that are not open to request time off. This includes but is not limited to the following

- New Year's Day
- Memorial Day
- Forth of July
- Labor Day
- The day before Thanksgiving
- Christmas Eve
- New Years Eve
- All Buffalo Bills Games

If you desire to take one of these days off, you must personally speak with the general manager no less then two weeks before. If there are enough employees to cover all of the necessary shifts, we will consider your request.

****Super Bowl Sunday and Halloween are the two busiest days of the year; we do not accept requests for time off on either one of these days. Failing to report to work on either of these days will result in immediate termination.**

Delivery Positions Within Grasso's Pizza

If a person is employed as a Delivery Driver at Grasso's pizza, all of the above forms apply to their position along with the following terms

- Along with their standard rate of hourly pay, drivers will receive a "vehicle maintenance fee payout" for every delivery. Grasso's Pizza will make this charge to the customer and pay the drive this fee prior to them leaving for their delivery. Grasso's will also charge a customer accommodation fee as described on our menus and receipts. This fee is retained by Grassos' Pizza for the cost of doing business associated with delivering food to customers. Grasso's delivers within a 5 mile radius.

All drivers must declare their tips each week. DO NOT include your "vehicle maintenance fee payouts" in this number. If you do they will be double counted.

- Delivery personal will also be required to perform certain duties that are an industry standard for the Pizza Industry. These cuties include folding boxes, washing dishes, taking out garbage and cleaning their work space.

Employee Handbook Acknowledgment and Receipt

I have received my copy of the Employee Handbook.

The employee handbook describes important information about Grasso's Pizza, and I understand that I should consult my manager or Human Resources regarding any questions not answered in the handbook. I have entered into my employment relationship with Grasso's Pizza voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or Grasso's Pizza can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with Grasso's Pizza. By distributing this handbook, the company expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Grasso's Pizza, and the company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the president of Grasso's Pizza has the ability to adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Grasso's Pizza is employment at will, which may be terminated at the will of either Grasso's Pizza or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Grasso's Pizza or myself.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee's Signature

Employee's Name (Print)

Date

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE