



EMPLOYEE HANDBOOK

BAKERY #1

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BAKERY #2

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Welcome!

It is our pleasure to welcome you to the staff of Round Rock Donuts, LLC!

We are excited to have you join our tremendous team of dedicated and professional employees and managers. We believe your employment with Round Rock Donuts, LLC (the “Company” or “Round Rock Donuts”) will be challenging, rewarding, and of mutual benefit to you and Round Rock Donuts. We are very proud of our employees, our products, and our dedication to providing outstanding service to our community. As a Round Rock Donut Employee, the importance of your contribution cannot be overstated.

This Team Member Policy Handbook has been developed to help you become acquainted with our company and answer many of your initial questions. This handbook supersedes any previously issued handbooks or inconsistent policy statements. You are encouraged to read this document in its entirety and to ask many questions! For any updates to our handbook, disciplinary points system, employee resources, and more, please visit <https://shoproundrockdonuts.com/employee-links>.

We wish you success in your employment here at Round Rock Donuts!

All the best,
Round Rock Donuts

Cathy Guderyahn

Paul Guderyahn

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Company Overview and History

Since 1926, people from all over the world have been stopping by to give our famous yellow doughnuts a try.

Round Rock Donuts, made from the original owner's recipe, are created with as much care and finesse as they were years ago. The yeast-risen donut originates from bread-like dough and its distinct yellow color (which comes from fresh eggs) immediately sets it apart from any other doughnut.

Unlike baking-powder donuts, this yeast donut cannot be machine-made; it must be hand-rolled, cut, fried and iced. On busy days, now as in the past, the bakery turns out over 200 dozen of these popular originals.

1926

Reinhold R. Moehring opened the Lone Star Bakery in 1926 on Round Rock's Main Street.

1930s

Moehring began experimenting with dough recipes in the 1930s in an effort to produce a specialty product that would enable his small-town bakery to survive.

Early 1940s

By the early 1940s Moehring had perfected the artistic creation which made his bakery unique: the renowned Round Rock Doughnut. At the same time he was experimenting with doughnut recipes, Moehring and an associate, Mrs. Louise Johnson, developed the popular Swedish rye bread which became another Lone Star Bakery tradition.

1943

Selma Erlanson, Louise Johnson's sister, became the second owner of Lone Star Bakery in 1943 when she bought the shop from Mr. Moehring.

Selma and Louise ran the bakery from 1943 to 1946.

1946

Selma and Louise sold the bakery to the third owner, Roy Hester. After Hester's short stay, the bakery returned to original owner Moehring.

1949

Moehring moved the bakery to the building that once housed Rubio's Grocery.

1960

Louise Johnson purchased the bakery from Moehring in 1960 to become the fourth bakery owner. Moehring stayed with the business awhile as part-time baker. Mrs. Johnson continued traditional Moehring favorites and added fruit pies, spice cookies, and baked cinnamon rolls.

1965

Charlie Baird bought the bakery from Mrs. Johnson in 1965 to become the fifth bakery owner. While under Baird's baker-ship, the Round Rock Doughnut was declared the best doughnut in Texas by *Texas Monthly* writer Richard West.

1970

Lack of parking space downtown prompted Baird to build a new Lone Star Bakery on West Liberty Ave., its current Round Rock location.

1978

Jan and Dale Cohrs bought the Lone Star Bakery in 1978 from Baird to become the sixth owner.

2014

The bakery was purchased by the Cohrs' daughter and son-in-law.

2022

The bakery opened its second location in Cedar Park, Texas.

Mission Statement

Round Rock Donuts is committed to making sure our guests have a superior experience highlighted by the quality of our products and the Legendary Service Platform, in which each guest will receive the upmost attention and care while navigating thru every aspect of the "Round Rock Donut Visit".

Employment Philosophy

Employee Relations Philosophy

Round Rock Donuts' primary goal is to inspire our employees to thrive and grow through the concept of Purpose. We strive to give all employees the tools and environment necessary to promote a customer service mindset using core values designed to inspire greatness. Round Rock Donuts started in 1926 as a family-owned business and we choose to treat each employee as a member of our family.

Regardless of how you feel about your co-workers, you are required to treat everyone with dignity and respect.

Customer Relations Philosophy

We are very proud of our long, vibrant history of making the best donuts on earth, but we are equally excited to see the changes the next century will bring as we approach our 100th anniversary. One thing is certain however, we will continue to provide legendary customer service and remain committed to treating our customers and employees with dignity and respect.

Round Rock Donuts strives to maintain an atmosphere of hospitality for all customers and to inspire warm and lasting memories so positive that our patrons stop in just to relive the experience. We want to maximize the opportunity to build the business and to positively influence others by creating a welcoming environment. We are hospitable to all customers 100% of the time; therefore, remember the following:

- Always smile at the customer and be friendly regardless of the customer's behavior.

- Always smile when you are on the phone with a customer despite how busy you may be – your smile can be heard over the phone and can make the difference between creating a positive experience or a bad day.
- Treat all customers with dignity, honor and respect.
- Always stay at your assigned position unless otherwise directed by the manager on duty; you are needed where you are assigned so that we are able to offer uninterrupted service.
- Never argue with a customer; never hesitate to ask for help from a manager if a customer is getting upset and you cannot seem to handle the situation.
- Offer to carry the items to the customers' vehicle.
- Open doors for customers and welcome them to the bakery.
- Be careful of the conversations you have in the bakery; the sound of your voice carries throughout the bakery and can be heard by customers.

REMEMBER: Without our customers, we won't have jobs!

At-Will Employment Policy

Employment with Round Rock Donuts is at-will, unless otherwise specified in a written employment agreement signed by Round Rock Donuts' President. This means employment with Round Rock Donuts is not for any specified period and may be terminated by the employee or Round Rock Donuts at any time, with or without cause or advance notice. In connection with this policy, Round Rock Donuts reserves the right to modify or alter any employee's position, in its sole discretion, with or without cause or advance notice. In addition, Round Rock Donuts reserves the right to exercise its managerial discretion in imposing any form of discipline it deems appropriate.

No person other than Round Rock Donuts' President has the authority to enter into an agreement contrary to this statement of at-will employment, and any such agreement must be in writing and signed by Round Rock Donuts' President.

Equal Employment Opportunity / Non-Discrimination / Anti-Harassment / Anti-Retaliation & Complaint Policy

Round Rock Donuts provides equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex (including pregnancy), sexual orientation, gender identity, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination.

Reasonable accommodation is available for qualified individuals with disabilities.

Round Rock Donuts expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

In the event you believe that a violation of this policy has occurred, you **must** follow the Complaint Procedure set forth herein. Round Rock Donuts will promptly investigate your complaint and take appropriate remedial action.

No one will be subject to, and Round Rock Donuts prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of discrimination, pursuing any discrimination claim, or cooperating in related investigations.

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

Anti-Harassment Policy

Round Rock Donuts is committed to providing a work environment free of sexual or any other form of unlawful harassment, discrimination, or retaliation.

Harassment or unlawful discrimination against individuals on the basis of race, color, religion or creed, gender/sex (including pregnancy), sexual orientation, gender identity, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws is illegal and prohibited by Company policy. Such conduct by or towards any employee, contract worker, customer, vendor, or anyone else who does business with Round Rock Donuts will not be tolerated.

Any employee who violates this policy will be subject to disciplinary action, up to and including termination of his or her employment or engagement. To the extent a customer, vendor, or other person with whom Round Rock Donuts does business engages in unlawful harassment, discrimination, or retaliation, upon notice, Round Rock Donuts will take appropriate action to remedy the situation.

Sexual Harassment

Round Rock Donuts expressly prohibits any form of unlawful harassment based on a characteristic protected by law, including but not limited to sexual harassment. Unlawful interference with the ability of Company employees to perform their expected job duties will not be tolerated.

Specifically with regard to sexual harassment, Round Rock Donuts prohibits unwelcome

(1) sexual advances or requests for sexual favors; and

(2) all other verbal, physical, or visual conduct of a sexual nature, particularly where

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or engagement,
- submission to or rejection of such conduct by an individual is used as a basis for decisions concerning that individual's employment or engagement, or
- it creates a hostile or offensive work environment.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, gender stereotyping, and lewd, vulgar or obscene remarks, jokes, posters or cartoons, and any unwelcome touching, pinching, or other physical contact.

Other Forms of Harassment

Other forms of unlawful harassment or discrimination may include racial epithets, slurs and derogatory remarks, stereotypes, jokes, posters or cartoons based on race, religion, color, national origin, sex, sexual orientation, gender identity, age, disability, genetic information, military status, or any other classification protected by applicable local, state, or federal laws.

Prohibited harassment might occur through the use of Round Rock Donuts' electronic communications system, or through other on-line conduct.

This list is illustrative only, not exhaustive. All forms of harassment are prohibited both in the workplace, at employer-sponsored events, or where an employee's actions or comments might adversely reflect on Round Rock Donuts or its employees.

Complaint Procedure and Anti-Retaliation

In the event you believe that a violation of this policy has occurred, you **must** follow the Complaint Procedure set forth below. Round Rock Donuts will promptly investigate your complaint and take appropriate remedial action.

No one will be subject to, and Round Rock Donuts absolutely prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of harassment of any kind, pursuing any harassment claim, or cooperating in related investigations.

Anti-Retaliation Policy

Retaliation is an adverse action against an employee because the employee brings a workplace concern or complaint to Round Rock Donuts' attention or provides information to Round Rock Donuts regarding such concern or complaint.

If you believe that you have been retaliated against, you **must** follow the Complaint Procedure set forth below. Round Rock Donuts will promptly investigate your complaint and take appropriate remedial action.

Anyone who engages in retaliation will be subject to discipline, up to and including termination of employment.

Complaint Procedure

Employees who feel that they have been harassed, discriminated, or retaliated against, or who witness any such conduct by an employee, contract worker, customer, vendor, or anyone else who does business with Round Rock Donuts, **must** immediately report such conduct to the Human Resources department. Human Resources may be contacted by telephone at 512.255.3629 ext. 100 or email at HR@roundrockdonuts.com.

Round Rock Donuts will promptly conduct an investigation of the reported conduct and, if it concludes that improper conduct occurred, take appropriate corrective action.

In certain circumstances, Round Rock Donuts may direct employees to keep a complaint and any related investigation confidential or as confidential as possible in furtherance of the investigation and/or to prevent retaliation. Nothing contained in any such confidentiality directive or in this Complaint Procedure is intended to prohibit employees from discussing terms and conditions of employment with others or reporting to any government agency possible violations of law. Round Rock Donuts expects that all employees will cooperate in Round Rock Donuts' investigation.

Round Rock Donuts will not retaliate against employees for opposing or reporting unlawful harassment or discrimination or for otherwise participating in processes connected with an investigation, proceeding, or hearing conducted by Round Rock Donuts or a government agency with respect to such complaints. Round Rock Donuts will take disciplinary action, up to and including the discharge of any employee who retaliates against another employee for engaging in any of these protected activities.

Round Rock Donuts will take prompt and effective remedial action if it determines that an employee knowingly made a false claim of discrimination, harassment, or retaliation.

Employee Classification

Exempt and Non-exempt Employees

Exempt employees. Federal law governs whether minimum wage and overtime requirements apply to a particular employee or whether the employee is exempt from those requirements. Exempt employees perform certain executive, managerial, administrative, or professional jobs duties and are paid a fixed salary covering all hours worked. In addition, certain commissioned sales employees and highly paid computer professionals qualify as exempt employees.

Non-exempt (hourly) employees. All employees who do not satisfy the legal criteria for exempt status under federal law are entitled to be paid at least the minimum wage per hour and are eligible for pay for overtime after working forty hours in a workweek. Non-exempt employees may be paid on an hourly or other lawful and agreed basis. If a non-exempt employee is paid a salary, that salary shall cover all hours worked during the workweek.

Additional Classifications

Full-time. Employees regularly scheduled to work forty or more hours per week. Full-time employees are eligible for all Company benefits subject to the terms and conditions of the benefit plan or policy.

Part-time. Employees regularly scheduled to work less than forty hours per week. Part-time employees are not eligible for Company benefits except as expressly described herein or provided by applicable law.

Casual/Seasonal. Employees who work on an as-needed basis or during a particular season (such as school breaks), but not on a regular basis are considered casual or seasonal employees. Generally, casual/seasonal employees are only entitled to those benefits mandated by applicable law.

Temporary. An employee hired by Round Rock Donuts for a specific period of time, project, or assignment, usually lasting 60 days or less, is a temporary employee. Employees hired for a specific project or period of time will not experience a change in status simply because they remain in employment for a longer period of time. An employee may change from temporary to regular full-time or regular part-time status only if advised of such a change in writing by a Company manager. Generally, temporary employees are only entitled to those benefits mandated by applicable law.

An employee's status may change at any time due to application of the law and/or Round Rock Donuts' discretion. Employees will be promptly notified of any changes in status.

Introductory Period Policy

All new employees shall serve an introductory period of at least 90 calendar days beginning on their first day of employment. Regardless of their status as full-time, part-time, casual/seasonal, or temporary, employees in their introductory period are not eligible to utilize, nor earn, any fringe benefits until the satisfactory completion of their introductory period.

The introductory period (or its completion) does not alter an employee's at-will status. At any time during or after an introductory period, an employee is employed at will and the employment relationship can be terminated or modified by Round Rock Donuts or the employee at any time, with or without cause.

Payrate, Pay Periods, Paydays, and Paychecks

Payrate

All employees will be notified of their hourly pay rate or, for exempt workers, salary at time of hire. This rate may increase based on merit, job assignment, schedule, and other factors. By the same token, an employee's payrate may decrease based on merit, job assignment, schedule, or other factors. Round Rock Donuts reserves the right to reduce an employee's starting payrate should the employee subsequently change job assignments, scheduled shifts, or require retraining. Employees will be advised of any negative pay change before such change becomes effective.

Pay Periods, Paydays, and Paychecks

Employees are paid every two weeks and Round Rock Donuts' paydays currently occur every other Wednesday and cover the two-week period that ends the previous Saturday at 11:59 p.m. All employees are paid by direct deposit on payday. Under no circumstance will paychecks be given to anyone other than the employee unless that employee has signed a document releasing the check to a specified person in the presence of Human Resources.

Notably, W-2 forms and other payroll-related materials will be mailed to your last known home address. It is YOUR RESPONSIBILITY to ensure Round Rock Donuts has the correct address.

No Wage Advances or Loans

To avoid the appearance of favoritism and ensure equal treatment of its employees, Round Rock Donuts does not offer wage advances or loan employees money.

Timekeeping and Off-the-Clock Work Policy

Round Rock Donuts complies with all applicable federal and state wage and hour laws and regulations. In order to satisfy these requirements, all non-exempt employees must accurately record their hours worked each day and inform management of any difficulties or problems doing so. Generally, this means non-exempt (hourly) employees must clock in when arriving at work (no earlier than 5 minutes before their scheduled start time), clock out for breaks in excess of 30 minutes, and clock out immediately after work.

All working time must be recorded—working "off the clock" is absolutely prohibited. No one at Round Rock Donuts is authorized to work off the clock and no one at Round Rock Donuts has the authority to require any employee to perform off the clock work. **It is your responsibility to accurately clock in and out and to check your paycheck to ensure all hours you worked have been properly recorded and paid.**

Employees who fail to keep accurate time records, record time for others, falsify time records, or violate Round Rock Donuts' timekeeping, off-the-clock, or overtime policies will be subject to discipline, up to and including termination.

If you have any questions or concerns regarding your hours or if you have worked off the clock or are aware of any violations of Round Rock Donuts' timekeeping policies (including, but not limited to, those on recording all hours worked, rest and meal periods, and overtime), you must contact your immediate supervisor. If you are not satisfied with your immediate supervisor's response, you must contact Human Resources. Round Rock Donuts will not retaliate against you for raising any such concerns.

Policy on Payroll Corrections and Deductions

Round Rock Donuts takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. It is also Round Rock Donuts' policy to make only those deductions from pay authorized by and in accordance with applicable law.

In the unlikely event that there is an error in the amount of pay you receive, or if you believe improper deductions have been made from your wages (whether salaried or hourly), you should promptly bring the discrepancy to the attention of Human Resources so that Round Rock Donuts can investigate and correct the matter as quickly as possible.

Employees are free to utilize this procedure without fear of retaliation. An employee who believes they have been retaliated against for reporting a compensation error should immediately report such belief to Human Resources.

Overtime Policy

Non-exempt employees may be required to work beyond their regularly scheduled workday whenever it is deemed necessary or appropriate by their supervisor or Company management. Round Rock Donuts will attempt to provide reasonable advance notice, but that may not always be possible. Employees are expected to cooperate with such requests.

Unless otherwise required by applicable state and federal laws, non-exempt employees will be paid an overtime premium of one and one-half times their regular rate of pay for all hours worked in excess of forty per workweek.

For the purpose of calculating an employee's entitlement to overtime compensation, the "workweek" means the seven-day period that begins at 12 a.m. Sunday and ends at 11:59 p.m. the following Saturday.

Non-exempt employees may not work overtime hours without the prior approval of their supervisors.

Employees who fail to comply with this policy may be subject to disciplinary action, up to and including termination.

Exempt employees are not eligible for overtime pay, regardless of the number of hours they work.

Paid time off (including holidays) will not be counted towards hours worked for purposes of calculating overtime.

Meal and Lactation Break Policy

Round Rock Donuts recognizes the need for all employees to refresh and recharge by taking breaks during their workday and complies with applicable federal, state, and local laws by providing rest and meal break periods. In addition, Round Rock Donuts will comply with all laws concerning lactation breaks for nursing mothers.

Meal breaks. An employee who works 8 or more hours in a day will usually receive one 30-minute paid meal break and an employee need not clock out for such breaks. Any break in excess of 30 minutes must be approved in advance by your manager and you must clock out for such breaks, which are unpaid. Your manager will schedule your meal breaks at a time that best suits the needs of Round Rock Donuts.

Please note the following:

- You may not work through unpaid meal breaks.

- You should take breaks in their entirety and at their assigned times.
- You may not combine rest and meal breaks during your shift.
- You may not take your rest or meal break at the end of your shift in order to leave early.

Lactation breaks. Round Rock Donuts will provide reasonable break time for an employee to express breast milk for her nursing child for one year after the child's birth. Such break time will be unpaid unless otherwise agreed or required by law. Please contact Human Resources for more information.

Punctual, Regular Attendance Policy

Punctual, regular attendance is an essential qualification for every Company job and vital to the successful operation of Round Rock Donuts' business. Among other things, punctual, regular attendance habits include the following:

- appearing for work no sooner than 5 minutes prior to the start of the shift and no later than the start of the shift;
- being at your workstation ready for work by the start of the shift;
- remaining at your workstation unless the needs of the job require being elsewhere, except during authorized breaks;
- taking only the time normally allowed for breaks;
- remaining at work during your entire shift, unless excused by a manager;
- not leaving work until the scheduled end of your shift, unless excused by a manager; and
- leaving promptly at the end of your shift unless you have been given advance permission from your manager to work past that point.

If you are unable to report to work (or to report to work on time) for any reason, you must:

- **notify your supervisor *personally* by telephone, at least four hours before your starting time;**
- **if your manager does not answer, leave a voicemail clearly stating your name, telephone number, and reason for absence or tardiness;**
- **if you have not heard from your manager within two hours of your start time, call your manager again and leave another voicemail if there is no answer, then call Human Resources to report the absence or late arrival (also leave a voicemail if Human Resources does not answer); and**
- **if you will be tardy, provide an estimated arrival time.**

You must contact Round Rock Donuts personally by calling (512) 255-3629 extension 102 for our Round Rock location, and (512) 255-3629 extension 502 for our Cedar Park location; having someone else call Round Rock Donuts or leaving a message with a co-worker is unacceptable. Phone calls are required – texting alone and/or a Hot Schedules message is not sufficient notification of absence or late arrival.

When reporting an absence or tardiness for medical reasons, you should simply say you are ill (details regarding medical conditions should only be discussed with Human Resources). Round Rock Donuts requires a physician's signed authorization to return to work for any absence or absences attributed to illness or medical condition.

If an employee desires to leave work for any reason during the workday, the employee must obtain the approval of his or her supervisor prior to leaving. If you leave during your assigned shift without

permission, fail to call in to your supervisor as detailed in this policy, or fail to report for work, you will be deemed to have voluntarily resigned from your employment with Round Rock Donuts and you will be removed from the schedule.

Failure to follow this policy, no call/no show, absenteeism, or repeated tardiness may subject the employee to disciplinary action, up to and including termination. Additionally, employees who are repeatedly tardy or who are absent without prior approval during the introductory period are subject to immediate termination.

Holiday Policy

After the introductory period, all regular full-time employees are eligible for a day off with pay at their base rate of pay for 8 hours for Thanksgiving Day and Christmas Day. In order to be paid for the holiday, an otherwise eligible employee must work his or her last scheduled workday before and first scheduled workday after the holiday, unless he or she is taking approved PTO.

In lieu of a paid day off, an eligible non-exempt employee required to work on Christmas Day or Thanksgiving Day will receive pay for the hours actually worked on the holiday plus bonus pay equal to the employee's base hourly rate multiplied by the number of holiday hours worked.

An eligible full-time non-exempt employee required to work on New Year's Day, Easter Sunday, Memorial Day, or Independence Day will be paid at 1.5 times the employee's base hourly rate for all hours worked on such holidays.

Round Rock Donuts reserves the right to require employees to work on a Company-designated holiday should business circumstances require.

Round Rock Donuts recognizes that some employees may wish to observe, as periods of worship or commemoration, certain religious days that are not included in Round Rock Donuts' holiday schedule. Employees may use accrued PTO for this purpose. Otherwise, any time off will be without pay. Round Rock Donuts will make a reasonable effort to accommodate an employee's religious beliefs, consistent with Round Rock Donuts' operating requirements and provided such accommodation does not create an undue hardship for Round Rock Donuts. An employee who wishes to request time off for a religious holiday should provide reasonable advance notice to his or her supervisor.

As with other fringe benefits, temporary, casual/seasonal, and part-time employees are not eligible for holiday pay.

Paid Time Off (PTO) Policy

Round Rock Donuts recognizes the importance of time off for rest, relaxation, and other familial or personal obligations. Therefore, eligible employees may use Paid Time Off (PTO) for any purpose including vacation, illness, and personal appointments. Eligible employees are those full-time employees who have satisfactorily completed the introductory period. Employees who are scheduled to work less than 40 hours over the course of a period lasting 60 days or more (or who transfer to positions not classified by Round Rock Donuts as full-time) will stop accruing PTO until they resume full-time status.

Eligible employees accrue PTO after completing the introductory period at a rate of 3.06 hours per full pay period (*i.e.*, every two weeks). PTO will continue to accrue during any paid leaves of absence, but not during unpaid leave (*e.g.*, disciplinary suspensions or unexcused absences). Likewise, PTO may not be used to cover disciplinary suspensions or unapproved absences.

PTO accrual is capped at 80 hours. An employee will not accrue PTO after reaching 80 hours until the employee takes PTO. Round Rock Donuts may apply accrued PTO to any employee absence in management's absolute discretion.

Except in cases of emergency or illness, employees must request PTO in writing, at least four weeks in advance, and all PTO requests must be approved by your manager. PTO requests may or may not be granted. Employees should not make plans or purchase non-refundable travel until they have been notified that their requests for PTO have been approved. Generally, PTO is granted on the basis of merit, longevity, and operational considerations. PTO will be denied or limited during peak periods (for example, November, December, New Year's Day, Easter Sunday, March (spring break), Independence Day, and Halloween).

Accrued but unused PTO is forfeited upon employment separation (whether voluntary or involuntary). PTO may not be substituted for notice of resignation.

PTO will be paid at an employee's regular straight-time hourly rate of pay or regular base salary for the approved PTO period and does not count towards overtime. PTO cannot be "cashed out" or shared.

PTO must be taken in minimum four-hour increments.

Family and Medical Leave Act (FMLA) Policy

Round Rock Donuts grants time off work for certain family and medical reasons in accordance with the requirements of the Family and Medical Leave Act (FMLA). This policy provides information about eligibility for, use of, and requirements during, such leaves of absence from work.

Employee Eligibility

To be eligible for FMLA Leave, you must:

- have worked for Round Rock Donuts for a total of at least 12 months;
- have worked at least 1,250 hours over the previous 12 months as of the start of the leave; and
- work at a location where at least 50 employees are employed by Round Rock Donuts within 75 miles.

Reasons for Leave

FMLA Leave may be used for the following reasons:

- the birth, adoption or foster placement of an employee's child – and bonding with that child within 12 months following birth or placement ("Bonding Leave");
- to care for an immediate family member (spouse, child, or parent with a serious health condition ("Family Care Leave");
- an employee's inability to work because of a serious health condition ("Serious Health Condition Leave");
- a "qualifying exigency," as defined under the FMLA, arising from a spouse's, child's, or parent's "covered active duty" (as defined below) as a member of the Armed Forces ("Military Emergency Leave"); and/or

- to care for a spouse, child, parent or next of kin (nearest blood relative) who is a “Covered Servicemember,” as defined below (“Military Caregiver Leave”).

Amount of Available FMLA Leave

The maximum amount of FMLA Leave will be twelve (12) workweeks in any 12-month period when the leave is taken for: (1) Bonding Leave; (2) Family Care Leave; (3) Serious Health Condition Leave; and/or (4) Military Emergency Leave. However, if both spouses work for Round Rock Donuts and are eligible for leave under this policy, the spouses will be limited to a total of 12 workweeks off between the two of them when the leave is for Bonding Leave or to care for a parent using Family Care Leave. The applicable 12-month period utilized by Round Rock Donuts is the Rolling Backward method. Under this method, the 12-month period is measured backward from the day an employee uses any FMLA leave.

Note for Military Caregiver Leave Only: The maximum amount of FMLA Leave for an employee wishing to take Military Caregiver Leave will be a combined leave total of twenty-six (26) workweeks in a single 12-month period. For Military Caregiver Leave, a "single 12-month period" begins on the date of your first use of such leave and ends 12 months after that date, regardless of the fact that Round Rock Donuts uses the Rolling Backward method for calculating the 12-month period applicable to other types of FMLA Leave. If both spouses work for Round Rock Donuts and are eligible for leave under this policy, the spouses will be limited to a total of 26 workweeks off between the two when the leave is for Military Caregiver Leave only, or is for a combination of Military Caregiver Leave, Military Emergency Leave, Bonding Leave and/or Family Care Leave taken to care for a parent.

Intermittent and Reduced Schedule Leave

Under some circumstances, employees may take FMLA Leave intermittently—which means taking leave in smaller blocks of time, or working an adjusted, reduced weekly or daily work schedule. Leave taken intermittently may be taken in increments of no less than 1 hour.

As discussed more generally below, if an employee’s request for intermittent leave is approved, Round Rock Donuts may later require the employee to obtain recertifications of the need for leave. For example, Round Rock Donuts may request recertification if it receives information that casts doubt on an employee’s report that an absence qualifies for FMLA Leave.

Planned Medical Treatment

Employees who take leave intermittently or on a reduced work schedule basis for planned medical treatment must make a reasonable effort to schedule the leave so as not to unduly disrupt Round Rock Donuts’ operations. Please contact your immediate supervisor prior to scheduling planned medical treatment. If you have any concerns after contacting your immediate supervisor to schedule treatment, you must raise such concerns with Human Resources.

Notice and Certification

Employees taking Bonding, Family Care, Serious Health Condition and/or Military Caregiver Leave are required to provide:

- when the need for the leave is foreseeable, 30 days advance notice or such notice as possible and practical if the leave must begin in less than 30 days (normally this would be the same day the employee becomes aware of the need for leave or the next business day);
- when the need for leave is not foreseeable, notice is required as soon as is possible and practical;
- when the leave relates to medical issues, a completed Certification of Health-Care Provider form within 15 calendar days (for Military Caregiver Leave, an invitational travel order or invitational travel authorization may be submitted in lieu of a Certification of Health-Care Provider form);
- periodic recertification (upon request); and
- periodic reports during the leave.

Employees taking Military Emergency Leave are required to provide:

- as much advance notice as is reasonable and practicable under the circumstances;
- a copy of the covered military member's active duty orders when the employee requests leave; and
- a completed Certification of Qualifying Exigency form within 15 calendar days.

Certification forms are available from Human Resources. At Round Rock Donuts' expense, Round Rock Donuts may also require a second or third medical opinion regarding your own serious health condition. Employees are expected to cooperate with Round Rock Donuts in obtaining additional medical opinions that Round Rock Donuts may require.

Recertifications After Leave Has Been Granted

In addition to the requirements listed above, if your leave is certified under the FMLA, Round Rock Donuts may later require medical recertification in connection with such leave. Round Rock Donuts may request recertification if: (1) you request an extension of leave; (2) the circumstances of your condition as described by the previous certification change significantly (*e.g.*, your absences deviate from the duration or frequency set forth in the previous certification; your condition becomes more severe than indicated in the original certification; you encounter complications); or (3) Round Rock Donuts receives information that casts doubt upon your stated reason for the absence (*e.g.*, Round Rock Donuts observes a suspicious pattern of intermittent leave use; you are believed to be engaging in conduct contrary to your current medical certification). In addition, Round Rock Donuts may request recertification in connection with an absence after six months have passed since the original certification, regardless of the estimated duration of the serious health condition prompting the need for leave. Any recertification requested by Round Rock Donuts shall be at your expense.

Failure To Provide Certification Or Return From Leave

Absent unusual circumstances, failure to comply with these notice and certification requirements may result in a delay or denial of FMLA Leave. If you fail to return to work at your leave's expiration and have not obtained an extension of the leave, Round Rock Donuts may presume that you do not plan to return to work and that you have voluntarily terminated your employment.

Compensation During Leave

Generally, FMLA Leave is unpaid. However, you may be eligible to receive benefits through state-sponsored or company-sponsored wage-replacement benefit programs, such as workers' compensation temporary income benefits or short- or long-term disability insurance. If you are eligible to receive these benefits, you may also choose to supplement these benefits with the use of accrued PTO, to the extent permitted by law and Company policy. All such payments will be integrated so that you will receive no more than your regular compensation during this period. If you are not eligible to receive any of these wage-replacement benefits, Round Rock Donuts will require you to use all accrued PTO during FMLA Leave prior to being permitted to take time off without pay. The use of PTO will not extend the length of FMLA Leave.

Benefits During Leave

Round Rock Donuts will continue making contributions for your group health benefits during FMLA Leave on the same terms as if you had continued to work. This means that if you want your benefits coverage to continue during FMLA Leave, you must also continue to make any premium payments that you are regularly required to make for yourself or your dependents. Employees taking Bonding Leave, Family Care Leave, Serious Health Condition Leave, and Military Emergency Leave will generally be provided with the above-described protection of their group health benefits for a 12-workweek period. Employees taking Military Caregiver Leave may be eligible for this protection for up to a maximum of 26 workweeks. In some instances, Round Rock Donuts may recover premiums it paid to maintain health coverage if you fail to return to work following a FMLA Leave.

Your length of service as of when the FMLA Leave begins will remain intact, but accrued benefits such as PTO will not accrue while on an unpaid leave.

Job Reinstatement

Under most circumstances, employees will be reinstated to the same position held at the time of the FMLA Leave, or to an equivalent position with equivalent pay, benefits, and other employment terms and conditions. However, employees have no greater right to reinstatement than if they had been continuously employed rather than on FMLA Leave. For example, if an employee would have been laid off had he or she not gone on leave, or if his or her position is eliminated during the leave, then that employee would not be entitled to reinstatement.

"Key employees," as defined by law, may be subject to reinstatement limitations in some circumstances. If you are a "key employee," you will be notified of this status at the time you request a leave, and Round Rock Donuts will notify you as soon as is practicable if there will be limitations on your reinstatement rights.

Return To Work Medical Release

Before returning to work from a Serious Health Condition Leave, an employee must submit an acceptable release from a health care provider that certifies the employee can perform the essential functions of the job as those essential functions relate to the employee's serious health condition. For an employee on intermittent FMLA leave, such a release may be required if reasonable safety concerns exist regarding the employee's ability to perform his or her duties, based on the serious health condition for which the employee took the intermittent leave.

Non-FMLA Leave

To the extent required by law, some extensions to leave beyond an employee's FMLA entitlement, or leave where FMLA is not otherwise available, may be granted when the leave is necessitated by an employee's work-related injury/illness or a "disability" as defined by the Americans with Disabilities Act and/or applicable state or local law. Certain restrictions on these benefits may apply. For more information about leave outside of the FMLA context, please contact Human Resources.

Additional Information Regarding FMLA

A Notice to Employees of Rights Under FMLA (WHD Publication 1420) may be found at the end of this Handbook.

Military Leave Policy

Military leaves are available to eligible employees who are members of, or enter, the Uniformed Services of the United States, including the National Guard and the Commissioned Corps of the Public Health Service, or the state military forces, or the reserve components of the same, and who participate in active or inactive duty or training. Time off is also permitted for the employee to undergo an examination to determine his or her fitness for duty in any of the federal military forces.

Round Rock Donuts will grant such leave in accordance with the applicable state and federal laws, provided all legal requirements are satisfied and the employee returns to work or applies for reemployment within the time prescribed by law.

Except as required by federal, state or local law, all military leave is unpaid. PTO may be used while an employee is taking military leave.

The employee must provide advance notice of the need for leave whenever possible. The employee should give his or her immediate supervisor and Human Resources as much advance notice as possible to allow Round Rock Donuts to make arrangements to cover his or her position.

Employees on federal military leave may be entitled to continue health insurance benefits, at the employee's expense, for up to twenty-four months.

Nothing in this policy requires Round Rock Donuts to reemploy individuals who are not eligible for reemployment under federal or other applicable law. If you would like to return to work and are eligible for reemployment, you must report to work on the first regularly scheduled workday that is at least eight hours after returning home from military service, if your service was for less than 31 days. If your service was between 31 and 180 days, you must apply for reemployment within 14 days following completion of service. If your service was for more than 180 days, you must apply for reemployment within 90 days of completing service.

To obtain further information about military leaves, or if you are unable to comply with this schedule due to injury or otherwise, please contact your immediate supervisor and Human Resources.

Discretionary Leave Policy

Round Rock Donuts recognizes that employees who do not qualify for FMLA leave or who need leave for reasons not covered by Round Rock Donuts' other leave programs may occasionally need leave from work. Round Rock Donuts will consider, on a case-by-case basis, and as otherwise required by law, an employee's eligibility for a discretionary leave of absence. Generally, part-time, seasonal, or temporary employees, employees within the first ninety (90) days of employment, and employees who are the subject of performance management or disciplinary action are not eligible for discretionary leave. The length of a discretionary leave of absence will vary based upon the underlying circumstances, business

and economic conditions, customer needs, Round Rock Donuts' ability to temporarily address the employee's absence, and other factors. Discretionary leave typically lasts 60 days or less and is not guaranteed.

When an employee who is granted discretionary leave also qualifies for PTO, the employee's PTO allotment will be simultaneously exhausted with any discretionary leave granted under this policy. If an employee does not qualify for PTO (or has exhausted all PTO), the discretionary leave of absence will be unpaid.

During a discretionary leave of absence, an employee will be relieved of all job duties, and he or she is not permitted to perform any work for Round Rock Donuts (however, the employee may occasionally need to briefly respond to a work-related query).

Round Rock Donuts will endeavor to reinstate an employee who is granted discretionary leave to the same or an equivalent position, but reinstatement is not guaranteed. An employee on discretionary leave must regularly check in with his or her manager and Human Resources to confirm intent to return to work, prognosis or projection for returning to work, and any other relevant developments. If the employee fails to check in regularly or return to work at the leave's expiration (or obtain an extension of the leave in advance of such expiration), Round Rock Donuts may presume that he or she does not plan to return to work and process the employee's separation as a voluntarily resignation.

An employee will be responsible for paying the employee's portion of any health insurance or benefit premium while on discretionary leave. An employee on discretionary leave may no longer qualify for health insurance or other benefits and such benefits may be terminated, in which case the employee will have the option to elect benefit continuance via COBRA. Notably, in order to continue insurance benefits under COBRA, an employee must pay the entire premium.

For more information about Discretionary Leave, please contact Human Resources.

Other Employment While on Leave

Engaging in self-employment or work for another person or entity while on FMLA, Military, Discretionary, workers' compensation, or any other authorized leave may lead to disciplinary action, up to and including termination. If you are on leave and engaging in any other employment or work you must disclose that employment or work to Human Resources before such engagement begins: failure to make a timely report will be grounds for immediate termination of employment.

Bereavement Leave Policy

In the event of a death in the immediate family, all full-time employees may have up to three consecutive working days off, with pay, at their regular straight time rate or base salary, to handle family affairs and attend the funeral.

"Immediate family" includes your spouse, children, stepchildren, parents, legal guardians, grandparents, grandchildren, brother or sister, brother-in-law, sister-in-law, son-in-law, and daughter-in-law; your spouse's parents, and any other relative permanently residing in the same household.

To request time off for bereavement leave, the employee should contact his or her immediate supervisor.

Round Rock Donuts may require verification of the need for bereavement leave. Any employee who abuses this policy will be subject to disciplinary action, up to and including termination of employment.

Standards of Conduct Policy

Every organization must have certain standards of conduct to guide the behavior of employees. Although Round Rock Donuts cannot anticipate every form of misconduct, the following is an illustrative list. This list does not limit Round Rock Donuts' right to impose discipline for any other conduct it deems inappropriate. Employees who engage in any conduct Round Rock Donuts deems inappropriate, including, but not limited to, the following conduct, may be disciplined or even discharged:

- (a) Engaging in dishonesty or hiding the truth, including, without limitation, giving false, misleading, or incomplete statements to Round Rock Donuts, refusing to openly and honestly participate in any Company investigation, falsification of Company books or records, allowing another employee to engage in any such conduct (or knowingly failing to report another employee who engages in such conduct);
- (b) Unauthorized use or possession of property that belongs to Round Rock Donuts, a coworker, or third party;
- (c) Possession, use, or control of alcohol, illegal drugs, weapons, explosives, or other dangerous or unauthorized materials while at work, on Company-controlled property, or using Company equipment (including, without limitation, while operating a Company vehicle or driving for Company-related purposes);
- (d) Fighting, engaging in violence or making threats of violence, use of vulgar or abusive language (including, but not limited to, profanity, insults, sexually explicit talk, or racial slurs), horseplay, practical jokes, or other disorderly conduct that may endanger others or damage property;
- (e) Insubordination, failure to perform assigned duties, or failure to comply with Round Rock Donuts' health, sanitation, or other lawful rules;
- (f) Violating Round Rock Donuts' safety policies or practices (including, without limitation, failing to use required PPE);
- (g) Violating Company, local, state, or federal food safety and sanitation standards;
- (h) Removal (or "tasting") of food or beverages without management's authorization or prior payment;
- (i) Causing or contributing to unnecessary waste of company products or resources;
- (j) Leaving work without authorization, exceeding scheduled breaks, or taking unauthorized breaks;
- (k) Sleeping on the job;
- (l) Defacing Company, coworker, or public property;
- (m) Engaging in criminal activity or activity that could reasonably result in damage to Round Rock Donuts' reputation;
- (n) Unauthorized or careless use of Round Rock Donuts' materials, equipment, or property;
- (o) Unauthorized and/or excessive absenteeism or tardiness;
- (p) Lack of teamwork, poor communication, unsatisfactory performance, unprofessional conduct, or other conduct that is improper for the workplace, such as threatening or intimidating fellow employees or third parties;
- (q) Sexual or other illegal harassment or discrimination;

- (r) Unauthorized use or disclosure of Round Rock Donuts' business secrets, confidential financial data, or other similar confidential information;
- (s) Violation of Round Rock Donuts' Substance Use and Abuse Policy;
- (t) Violation of Round Rock Donuts' policies governing cell phone and mobile device usage;
- (u) Tampering with, preventing operation, or otherwise altering security and/or other monitoring equipment (including, without limitation, cameras, hardware, and software);
- (v) Violation of any other Company policy.

As an at-will employer, Round Rock Donuts may impose discipline it deems necessary or appropriate. Discipline may take various forms, including, but not limited to, verbal counseling, written warnings, suspension, demotion, transfer, reassignment, or termination. The discipline imposed will depend on the circumstances of each case; therefore, discipline will not necessarily be imposed in any particular sequence.

This policy is not intended to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment, or to otherwise interfere with employees' rights under the National Labor Relations Act. Round Rock Donuts will not construe this policy in a way that limits such rights.

Disciplinary Point System

The disciplinary point system aims to promote accountability, fairness, maintain workplace standards, and provide a clear framework for handling misconduct. This system is designed to serve you by creating clarity and to make enforcing our standards simple and easy. Points will be evaluated over a rolling 90-day period. Therefore, if you get points on January 1st, those points will be held against you until March 1st. Having a pattern of similar infractions beyond 90 days can still result in corrective action like suspension or termination. If on disciplinary unpaid suspension, PTO may not be used to fill in missing hours. Points are accumulated for the following, but not limited to, reasons:

Scheduling and Dependability Issues:

- 1 point – Late (With call)
- 3 points – Late (Without call)
- 5 points – Leaving shift early without approval
- 8 points – Same day call out (Doctor's note voids points)
- 15 points – No call/no show (Includes released shift with no coverage)

Policy Issues:

- 2 points – Uniform/grooming violation
- 3 points – Clocking in more than 10 minutes early without manager approval
- 4 points – Unauthorized cell phone use while working
- 5 points – Poor stewardship of company property and product
- 7 points – Breach of policy; lack of urgency, poor performance, poor/argumentative attitude
- 15-20 points – Physical or time theft (May be grounds for immediate termination)

This is not an exhaustive or final list of all misconducts or policy breaches. Round Rock Donuts, LLC has the right to discipline up to termination. The management staff are subject to a more stringent point system. Back-of-house employees are subject to point accumulation specific to their job description. For detailed information about our disciplinary point system, please visit <https://shoproundrockdonuts.com> and click on "Point System" under "Employee Links".

Consequences within a rolling 90-day period:

- 5-15 points constitute up to a week unpaid suspension without pay or termination
- 16-25 points constitute a week unpaid suspension & possibility of a decrease in hours with and possibility of pay rate decrease or termination
- 26-35 points constitute a week unpaid suspension, decrease in hours & pay rate decrease or termination
- 36+ points constitute termination

Keys and/or Pass Cards

Employees who are issued keys, codes, passwords, and/or pass cards giving them access to Company property and valuable materials and equipment must safeguard them and adhere to the following policies and practices:

- Employees are prohibited from loaning their assigned key(s) and/or pass cards to any other person;
- Employees should not share passwords or codes with anyone else;
- Lost keys and/or pass cards must be reported to a manager as soon as possible;
- Employees using their keys, codes, and/or pass cards outside of business hours are responsible to make sure doors are closed and locked, both upon entering and leaving, and for supervising any persons admitted who do not have a key authorization;
- Keys and/or pass cards may not be duplicated without prior authorization;
- Keys and/or pass cards must be made available for periodic inventory upon request;
- Damaged or worn keys and/or pass cards should be promptly turned in for replacement; and
- On separation from Round Rock Donuts, all keys and/or pass cards must be returned; otherwise, a replacement and/or rekeying fee will be charged to the employee (this amount may be automatically deducted from any wages owed to the employee).

Cameras, Video, and Other Recording Devices

Our stores and offices and vehicles may have cameras, GPS, and other recording devices available and in use; therefore, all employees should assume that all activities, communications, and location information may be recorded at any time for any reason. Employees should not reasonably expect privacy while at work.

Employees may not copy, photograph, or video or audio record any company trade secrets or confidential information without prior written permission from Round Rock Donuts. Trade secrets and confidential information include, without limit, the manufacturing line and equipment, specifications for company products, memos and notes from meetings regarding company products, all information about products in development, customer information, and any other non-public materials.

Employees are prohibited from taking pictures or recording other employees, customers, or third parties without their knowledge and prior consent.

If you have any questions about whether it is appropriate to take a photograph or other recording at work or use a workplace photograph in a particular way you should consult with a member of senior management or Human Resources. This policy is not intended to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment, or to otherwise interfere with employees' rights under the National Labor Relations Act. Round Rock Donuts will not construe this policy in a way that limits such rights.

Personal Visitors

To better protect the safety and security of our employees, customers, and vendors, as well as Round Rock Donuts' property, products, and equipment, and reduce distractions, only authorized visitors are allowed in the workplace. Employees are prohibited from allowing personal visitors to their workplaces unless they receive prior consent from a manager. Managers should be notified immediately if unauthorized persons are seen in the workplace.

Housekeeping

EVERY EMPLOYEE is responsible for maintaining work areas in a clean and presentable manner. At the close of each business day, all tools, equipment, materials, and supplies must be cleaned, secured and placed in the appropriate area (whether on or off site). No paperwork, tools, equipment, materials, or supplies should ever be left outside and/or unsecured for any reason. Employees may not litter or discard trash (including smoking and tobacco products) in areas not designated specifically for refuse.

Unauthorized Removal of Food or Use of Bakery Supplies or Equipment

Employees are prohibited from taking food home without prior payment and from using bakery-owned supplies, ingredients, utensils, machinery, or equipment for personal or non-Company purpose without the prior explicit consent of Round Rock Donuts management. For example, employees cannot prepare food (such as cakes) on bakery premises or using bakery supplies, ingredients, utensils, machinery, or equipment for their own family, to give as gifts, or to sell to others.

Parking

Employees may park only in specifically designated areas—the closest parking spaces are reserved for customers. Employee-owned vehicles may not be left overnight or stored on Company premises. Round Rock Donuts assumes no responsibility for damage or loss of automobiles or other personal property.

Vehicles, Equipment, and Supplies Policy

During your employment with Round Rock Donuts, you may be entrusted with a Company vehicle or other equipment or supplies to perform your job duties. Or you may be asked to occasionally operate your personal vehicle for Company-related business. We are committed to ensuring a safe working environment for our employees and promoting public safety on the roads our employees, customers, and business partners travel. To minimize distracted driving and machinery operation concerns, our employees who operate motor vehicles, powered lifts, heavy equipment, or other machinery (collectively, "vehicle" or "vehicles") must strictly comply with the following rules at all times while operating such vehicles.

Company vehicles, equipment, and supplies are Company property and you must use them only for Company business. When using Company vehicles, equipment, and supplies, you are expected to exercise

care and good judgment, undertake required maintenance, and follow all manufacturer operating instructions, safety standards, and guidelines.

You must immediately notify your supervisor if any Company vehicle or equipment appears to be damaged, defective, or needs repair. Prompt reporting of these conditions could prevent deterioration of the vehicle or equipment or injury to yourself or others. The improper, careless, reckless, destructive, or unsafe use or operation of any vehicle or equipment can result in disciplinary action, up to and including termination of employment.

All employees who operate a personal or Company vehicle for Company business purposes must maintain a valid driver's license and adequate insurance coverage at all times. Every driving employee is responsible for furnishing an updated copy of their driver's license and proof of vehicle insurance as requested by Round Rock Donuts at least annually and at expiration. Any employees failing to provide the information as requested will be subject to discipline, up to and including discharge. Round Rock Donuts reserves the right to verify your driving record and insurance coverage and you may be suspended or discharged if Round Rock Donuts, in its sole discretion, determines that you cannot safely or lawfully operate a motor vehicle or if you cannot be insured on reasonable terms.

Employees who drive a vehicle during working time or while on Company business must operate the vehicle in a safe and lawful manner. Safe driving standards include but are not limited to:

- Maintaining a reasonable rate of speed as appropriate for existing road conditions. Drivers should not exceed posted speed limits.
- Abiding by traffic signals and signs.
- Wearing seat belts.
- Avoiding aggressive and reckless driving.
- Never driving in unsafe conditions.
- Never driving when impaired by alcohol, drugs, or fatigue.
- Never texting or emailing while driving.
- Never talking on a cell phone while driving (do not use mobile devices in "handsfree" mode while driving – if you need to communicate, find a safe place to pull over, place the vehicle in park, and then communicate).
- Never listening to headphones while driving.
- Never transporting dangerous or flammable materials unless specifically authorized by Company safety personnel.
- Never picking up hitchhikers.
- Never transporting items for third parties other than those associated with Round Rock Donuts' legitimate business purposes.

In the event of an accident, the driver must stay with the vehicle and file a police report or otherwise cooperate with the police, as applicable. Employees should not attempt to provide medical care to those involved in an accident beyond their level of training. Company car drivers must communicate the details of any accident, theft of company property (including the car itself), and moving violations to Human Resources as soon as possible.

Every employee who operates a vehicle for Company business purposes must report to Human Resources any major driving violations (e.g., citations for driving more than fifteen (15) MPH over the posted limit,

DUI, DWI, reckless driving, etc.), the suspension or impairment of his/her license, or the involuntary cancellation of his/her automobile insurance. Any employee who operates equipment or machinery (e.g., forklifts, powered lifts, cranes, or the like) must notify Human Resources of any citations received from driving a motor vehicle under the influence of alcohol or drugs.

Safety Expectations in the Workplace

Round Rock Donuts is committed to providing a safe workplace. Accordingly, Round Rock Donuts emphasizes “safety first.” Employees are expected to avoid potential hazards and to follow Round Rock Donuts’ safety policies and procedures at all times. By remaining safety conscious, employees can protect themselves and their coworkers.

Employees shall comply with all safety and health rules as established by Round Rock Donuts and cooperate fully with management to comply with all applicable federal, state, and local safety standards at all times. The violation of such safety and health rules, standards, or statutes or the misuse or disregard of safety devices or equipment by any employee will result in disciplinary action up to and including termination of employment.

It is the responsibility of every employee to maintain a safe work environment; therefore, if you notice a safety hazard, report it immediately. If you notice something that may contribute to a safety hazard (electrical cord stretched over a high traffic area, unsecured ladders, etc.) please fix the issue in a manner consistent with the safety training you received or flag the issue so that others are not exposed to injury and immediately advise management. In the absence of your direct manager, you may notify any other manager and/or Human Resources.

If any equipment, machines, tools, vehicles, etc. appear to be damaged, defective or in need of repair, notify your manager immediately upon noticing the defect. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Unsafe, destructive, careless, negligent, or improper use or operation of machinery or equipment may result in disciplinary action up to and including termination of employment. **Should a potentially hazardous situation or condition exist where a decision has to be made between safety or production, safety concerns always take precedence.**

Activities for Minors

Employees under the age of 18 years’ old are restricted from working some hours, operating a vehicle on Company business, and participating in certain tasks within the bakery. Workers under age 18 may not operate power-driven bakery machines, such as vertical dough and batter mixers; dough rollers, rounders, dividers, and sheeters. If you are under 18, please review any new job duties with your manager or Human Resources before beginning performance.

Fire and Emergencies

IN CASE OF EMERGENCY, DIAL 9-1-1.

Familiarize yourself with the emergency exit locations, fire extinguishers, and first-aid kits in each work area. If you are unsure where these are located, ask your manager before beginning work.

Safety Rules, Safety Equipment, Hazard Communications, Materials, and Wastes

Key Safety Rules

Employees must comply with all applicable safety standards and use common sense avoid injuries. Every employee is empowered to stop work when in doubt as to whether a task can be safely performed under the circumstances. These rules apply to conditions you may encounter, but this is not a complete list of safety rules, and employees must always exercise good judgment:

- Familiarize yourself with the location and contents of the First Aid supply kits.
- Know where the fire extinguishers are located and know how to use them.
- When climbing ladders or stairs, always maintain three points of contact.
- Inspect tools and equipment for defects before use. Never use a defective tool or machine – remove the item from use, prevent others from using it, and notify management of the issue immediately.
- Use tools and machinery only for their intended purposes.
- Wear Company-provided safety goggles or glasses and hearing protection when required. Protective equipment must be used at all times while working in the production areas of the plant, when handling hazardous materials and/or operating loud power tools and machinery.
- Wear Company uniform or (if allowed) other clothes suited for the job. Never wear open toed shoes.
- Practice good housekeeping. Keep work area clean and free from tripping hazards, spills, grease, etc. Keep walkways clear of debris.
- Lift the correct way: bend knees, keep back straight, and get help for heavy loads.
- Scuffling and horseplay are never allowed.
- Do not run within the work area.
- Keep guards and protective devices in place at all times. When guards are removed for repairs, deenergize the equipment using proper lock-out, tag-out (LOTO) procedures and replace in proper order before starting up equipment.
- Do not attempt to operate tools, machinery, or equipment upon which you have not been trained or without permission.
- Do not repair or adjust machinery while it is in operation. Never oil moving parts except on equipment fitted with safeguards for this purpose.
- Extension cords used with portable electric tools and appliances must be of the three-prong type (grounded). Defective cords must be immediately removed from use and replaced.

- Read all Material Safety Data Sheets (SDS) supplied with hazardous substances or materials and strictly abide by the instructions. If you suspect a substance or material might be harmful to your health, consult with your manager before using it.

Using Safety Equipment

Where needed, Round Rock Donuts provides its employees with appropriate personal protective equipment (PPE), safety equipment and devices. You are required to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to properly use safety equipment and PPE may lead to disciplinary action, up to and including termination.

If you believe you require safety equipment that has not been provided, contact your manager before performing the job duty for which you need the safety equipment.

Hazard Communications, Materials, and Wastes

MSDS notebooks are available in each work area where potentially hazardous materials and substances are used or stored. If you believe that your task may expose you to a hazardous material or substance and you lack the appropriate information and/or safety equipment, contact your manager before beginning the task.

From time to time in the normal course of their jobs, employees may handle material which has been classified as hazardous by the standards of the Occupational Safety and Health Act (OSHA). Hazardous materials and substances received from our suppliers should be accompanied by MSDSs or labels which state the chemical ingredients of the contents, precautions to take and PPE to use, and what to do if exposure occurs.

The Environmental Protection Agency (EPA) has grouped certain chemicals and chemical groups into categories which have been defined as toxic, reactive, corrosive and flammable. This means the product by itself, in concentrated form, by accumulating and combining with other chemicals or with exposure to air can be hazardous to human health or deadly if exposure occurs. Employees will be instructed on how to control hazardous wastes and what to do if they are exposed to hazardous wastes.

As a company, we are committed to not creating or disposing of hazardous wastes which will contaminate the environment. Whenever possible, we will choose materials classified as non-hazardous and we will properly dispose of hazardous materials if they are used.

Reporting Safety Concerns and Work-Related Injuries – No Retaliation

Employees are expected to promptly report all unsafe working conditions, accidents, and injuries, regardless of how minor, to their immediate supervisors and/or Human Resources. Prompt reporting enables Round Rock Donuts to correct potential hazards, ensure that injured workers receive treatment, and process workers' compensation claims. Failure to immediately report unsafe working conditions, workplace injuries, and/or accidents may result in disciplinary action, up to and including termination of employment.

Round Rock Donuts strictly prohibits any type of retaliation against an employee for reporting a safety concern or a violation of this policy or for cooperating with a related investigation.

Injuries, Reporting, and Workers' Compensation

Round Rock Donuts has workers' compensation insurance coverage to protect you. You can get more information about your workers' compensation rights from Human Resources or the Division of Workers' Compensation at the Texas Department of Insurance.

If you are injured on the job and the injury is appropriately reported, you are typically covered by our workers' compensation insurance. It is imperative that any occurrence be reported to your immediate supervisor and Human Resources as soon as possible. This means minutes—not days.

Round Rock Donuts counts on everyone, especially supervisors and managers, to act promptly in reporting any injury occurrences. Please contact Human Resources for specific procedures and documents that are required by Round Rock Donuts when reporting an injury. All documentation should be provided to Human Resources, and will include, but may not be limited to the following information:

- Injured employee's name and normal working hours
- Date and time of injury
- Date the injury was first reported to Round Rock Donuts
- Place of injury
- What the employee was doing when injury occurred (be specific)
- Nature of the injury and location on person
- Attending physician/hospital/address and phone number

Retaliation for reporting a work-related injury or seeking workers' compensation benefits is against the law and will not be tolerated. If you believe you are being retaliated against for reporting a work-related injury or seeking workers' compensation benefits, you must immediately report the matter to the Human Resources.

Prohibited Items, Anti-Theft, and Search Policy

Employees are prohibited from possessing at work any of the following items: alcohol; illegal drugs and drug paraphernalia; handguns, rifles, and projectile-firing weapons; martial arts implements; mace, stun guns, and tear gas; pornographic or sexually explicit material; and stolen property.

Employee theft, even on a small scale, can result in big costs that can affect raises, bonus opportunities, and Round Rock Donuts' ability to remain viable in the community. Therefore, theft in any form is strictly prohibited. This includes (but is not limited to) unauthorized removal of company products and/or property, employee property, scrap products, equipment, machinery, cash (even if you intend to pay it back), and/or time (failing to accurately clock in and/or out, etc.).

Round Rock Donuts may conduct a search or inspection of any person or their belongings (e.g., purses, bags, wallets, clothing, etc.) on its premises at any time (and it reserves the right to request that lawful authorities or a third party conduct such search or investigation) for prohibited items or potentially stolen property. Likewise, work areas, desks, lockers, briefcases, purses, cell phones and personal vehicles parked on company property may be subject to searches at any time. As a general rule, with the exception of items relating to personal hygiene or health, no employee should ever bring anything to work or store

anything at work that he or she would not be prepared to show and possibly turn over to Company officials and/or law enforcement authorities. There is no reasonable expectation of privacy in any such items while on Company owned or controlled property.

Round Rock Donuts is not responsible for any personal items that are lost, damaged, or stolen while located on its premises (including parking lots) or while performing work for Round Rock Donuts offsite.

All employees who have knowledge of or suspect theft or prohibited items (or tampering with personal or Company property) are required to promptly notify management or Human Resources. Furthermore, all employees are required to fully participate in any investigation or submit to search or inspection at any time. Refusal to fully and honestly participate in an investigation or submit to a search and/or inspection may result in disciplinary action, up to and including termination of employment. Additionally, Round Rock Donuts will report to law enforcement authorities and facilitate the prosecution of any employee suspected of theft, vandalism, or other unlawful behavior.

Responding to Customer Inquiries and Problems

Our customers' satisfaction is the measure of our success. Therefore, it is the responsibility of each employee, within reason, to interact with the customer in a professional manner to achieve this goal. Never raise your voice, engage in physically threatening conduct, or use profanity or discriminatory language towards a customer. Get your manager involved as soon as you perceive there is a conflict that cannot be quickly and satisfactorily remedied.

Cash and Coupon Accountability

Many team members will function as a cashier. Because you will be handling cash and coupons, it is very important that you understand what is expected of you in this aspect of your job.

You are responsible for the cash and coupons that you process during your shift. It is necessary in our business that we take this Cash and Coupon Accountability Policy extremely seriously; therefore, any action by a team member contrary to this policy may result in disciplinary action up to and including termination of employment.

Cashiers should adhere to the following policies:

- When accepting dollar bills or change, always double check the bills you are given by the customer (confirm the denomination of all bills and that they appear on their face to be valid U.S. currency).
- Double check the accuracy of any change you are about to return to our customer before placing change in the customer's hand.
- Employees are strictly prohibited from overcharging or undercharging a customer, giving the customer an unauthorized discount or free products, or passing food or beverages across the counter without payment.
- Team members should never store or place cash or coupons in their pockets or otherwise on their persons.
- Should it be necessary to exchange one type of currency from your drawer for currency from the safe or another drawer, the cashier and manager should verify the amount being

exchanged, the manager will then record the dollar amount on a Cashier Summary Ticket, and both the manager and cashier will sign off on the exchange.

Round Rock Donuts investigates all losses. All team members, as a condition of employment, are required to cooperate with any internal and/or external investigation. Employees who participate in good faith in any investigation will not be retaliated against in any way. Any losses (whether negligent or intentional) may result in serious disciplinary action, including but not limited to termination of employment, possible prosecution, and offsetting lost amounts against wages owed as allowed by law.

Tips

Employees may not accept tips from customers or vendors. Employees observed accepting cash from customers that is not immediately placed in the cash register will be presumed to have violated this policy and/or the Company's Cash and Coupon Accountability policy and subject to immediate discharge.

No Smoking

Round Rock Donuts is committed to promoting a safe workplace; therefore, smoking or using "chew," "dip," "snuff," or other tobacco products (such as e-cigarettes, vape pens, or other vaporized smoking mechanisms) is prohibited in all areas of the bakery, front or back of the store, store grounds, and/or in view of store customers. This includes outdoor areas (entry point, landscaped areas, dumpster pads, etc.). Employees are further prohibited from wearing Round Rock Donuts uniform when smoking or using other tobacco products.

UNDER NO CIRCUMSTANCE is smoking permitted near flammable products. Employees who violate this policy may be subject to disciplinary action up to and including termination.

Dress and Grooming Standards

Round Rock Donuts strives to maintain an atmosphere that is hygienic, safe, conducive to our business environment, contributes to the morale of all employees, and projects a family-friendly image of cleanliness and professionalism to our customers. A clean and neat appearance also enhances our public image by assuring customers that our products are made to high standards, safe, and delicious. In keeping with these themes, Employees should exercise common sense and good judgment regarding their clothing and appearance in the workplace. Generally, employees should maintain a clean and neat appearance in the workplace and dress according to the requirements of their positions, including all hygiene-related, safety-related, and customer service-related requirements. At all times, employees must be dressed and groomed in strict compliance with food handling and health code requirements.

Front of the house employees are required to wear Round Rock Donuts' uniform, (and may be paid for in installments by automatic payroll deductions), consisting of polo shirts and skirts, shorts, jackets, or pants. All employees will purchase their own choice of non-slip close-toed shoes. No Crocs allowed during customer interactions. Employees may change into solid Crocs during times of cleaning wet areas. These uniforms are wash-and-wear and employees are expected to report to work in uniforms that are clean and neat. Employees may also purchase and wear Round Rock Donuts-branded hats, sweaters, and jackets.

Back of the house employees must wear clean, modest, well-fitting clothing, and groom themselves according to the highest safety and food cleanliness standards. Hair nets or caps and required personal protective equipment shall be worn at all times.

All bakery employees are also required to wear Company-approved close-toed, close-heeled non-slip shoes and to maintain such shoes in good and clean condition at all times (approved examples are available from the management team). Employees are responsible for purchasing their own non-slip shoes with the understanding that they may be worn both within and outside the workplace.

For administrative employees, our office maintains a business casual environment. Business casual means that the employee's clothing presents a non-distracting, clean, neat, and well-groomed image to customers, co-workers, and third parties with whom the employee interacts.

Below are illustrative examples of unacceptable workplace attire (not a complete list of prohibited items):

- track suits, sweat suits, or sweat shirts;
- sleeveless tops;
- tight-fitting pants or leggings or tight, midriff-, or cleavage-baring tops;
- visible body or face piercings (other than ear piercings) and visible face or neck tattoos;
- open-toed shoes.

Clothing, hats, buttons, pins, and other items with visible slogans, messages, logos, or advertising that are not Company-related are not permitted. Clothing and accessories shall not contain any offensive, political, harassing, or discriminatory words, terms, logos, pictures, cartoons, slogans, or writing or images.

Any employee who is not properly and professionally groomed and dressed (or uniformed) in keeping with this policy will be considered unsuitable to work and may be asked to go home and return to work appropriately dressed. In such case, the employee will not be compensated for time spent away from work. Employees who disregard this policy and its standards will be subject to discipline, up to and including employment termination.

Any questions about the requirements of this policy or what constitutes appropriate workplace attire should be directed to your manager or Human Resources. This policy is not intended to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment or to otherwise interfere with employees' rights under the National Labor Relations Law. Round Rock Donuts will not construe this policy in a way that limits such rights. Employees have the right to engage in or refrain from activities protected by the National Labor Relations Act.

Licensing Requirements

Employees whose jobs require certain licenses or certifications will be required to produce those documents for verification. All employees must take and pass all required food handling training classes and any required renewals. Required licenses and/or certifications must remain in "good standing" for the necessary positions. Employees are required to report any suspension, loss, expiration, or revocation of a necessary license within 24 hours of notification. Failure to remain in good standing with required licenses and/or certifications may result in suspension, transfer, or employment termination.

Etiquette, Food and Drinks, and Discounts

Employees are expected to bring a reusable cup with a lid to work every day to remain hydrated. Using bakery cups (whether or not you purchase them) is not permissible. Employees must write their name on their own reusable cups. **While working**, Employees may fill their reusable cups with complimentary fountain drinks, regular (not iced) coffee, and iced tea.

Active employees are eligible for the following discounts:

- Employees may receive a 20% discount on **in-store purchased** food and fountain drinks (no discounts on bottled drinks or iced coffees) any time outside of work hours (immediate family members (spouses, parents, siblings, children, grandparents, guardians or any ward of the employee) **who are physically with the off-work employee** are eligible for the same discount)—**this discount is not valid if the employee utilizes the drive thru**
- Employees (but not family members) may receive a 15% discount for up to three (3) cakes per year (**all cakes must be ordered at least forty-eight (48) hours in advance or no discount will be applied**) Cake orders must be paid for at the time of the order and a manager must ring up the charge for the employee and attach a copy of the receipt to the order form.

Friends are not eligible for any discounts at any time. To receive a discount, a manager must place the order and complete the transaction for the employee. An employee placing their own order and completing the transaction themselves is strictly prohibited. Additionally, employees may not use coupons for purchases.

Employees who abuse the complimentary food and beverage or discount privileges or otherwise fail to follow this policy are subject to disciplinary action up to and including termination.

Workplace Violence Policy

Round Rock Donuts is committed to preventing workplace violence and to maintaining a safe work environment. Accordingly, Round Rock Donuts has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

Round Rock Donuts expects all employees to treat each other and our customers, vendors, and others with whom we interact with courtesy and respect. Employees are expected to refrain from physical conduct such as fighting, bullying, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited on the premises of Round Rock Donuts without prior written authorization by Company management, and employees should not have these items in their possession at any time while working, even if off premises.

Notwithstanding any of the foregoing restrictions, Round Rock Donuts does not prohibit employees who lawfully possess firearms or ammunition from storing their firearms or ammunition inside their privately-owned vehicles in parking lots or other parking areas provided by Round Rock Donuts. Such lawfully possessed firearms and ammunition may not be removed from the employee’s personal vehicle or displayed to others. To the extent that parking lots or other parking areas utilized by employees are not owned by Round Rock Donuts, the owners of such parking lots may have additional rules that impact the storage of firearms and ammunition. In such situations, employees must comply with the rules of both Round Rock Donuts and the property owner, in keeping with applicable law.

Round Rock Donuts will not tolerate conduct that threatens, intimidates, or harasses another employee, a customer, or a member of the public at any time, including off-duty periods. This prohibition includes all acts of harassment, including harassment based on an individual's race, color, religion, gender/sex, national origin, ethnicity, citizenship status, genetic information, military status, age, and disability, or any other classification protected by applicable local, state, or federal laws.

Other examples of prohibited workplace violence include, but are not limited to

- using or threatening to use a weapon against an individual;
- hitting, shoving, or otherwise assaulting an individual;
- bullying or threatening an individual or the individual's family, friends, associates, or property with harm;
- intentional destruction or threatening to destroy the employer's or other individuals' property;
- making contact through harassing or threatening phone calls or other means; and
- harassing, surveillance, or stalking.

All threats of (or actual) violence, both direct and indirect, that occur during work, or that may affect you at work, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

You should also report all suspicious individuals or activities as soon as possible to a supervisor. If more immediate action is needed, call 911. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or observe what is happening.

Round Rock Donuts will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. Round Rock Donuts will use discretion and take all reasonable steps to protect the confidentiality of the individual making a report. In order to maintain workplace safety and the integrity of its investigation, Round Rock Donuts may suspend employees, either with or without pay, pending investigation.

Anyone whom Round Rock Donuts determines has engaged in threats of (or actual) violence or other conduct that violates these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

Round Rock Donuts encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or Human Resources before the situation escalates into potential violence. Round Rock Donuts is eager to assist in the resolution of employee disputes and will not discipline or retaliate against employees for raising such concerns in good faith.

Emergency Response Procedures

We all have responsibility for the security and safety of the premises. It is vital that you acquaint yourself with the location of all fire alarms, emergency exits, and first-aid kits. When evacuation is necessary, *e.g.*, in the event of fire, always evacuate the premises calmly and immediately as directed by immediate supervisor. In the event of a medical emergency, call 911.

Be vigilant; immediately report anything you believe to be suspicious to your immediate supervisor.

Store Telephone and Personal Cell Phone and Mobile Device Usage Policy

When at work, we all need to be paying full attention to our jobs and our customers. Consequently, employees may not place or receive personal calls on company telephones or personal cell phones during work hours except in emergency situations. Emergency situations involve an imminent threat to the safety or wellbeing of yourself or others, life-or-death situations, or situations which require you to be an immediate resource to mitigate the risk of harm to another person or property. Very few situations are emergency situations.

Your personal cell phone, mobile device, smart watch, headphones, and other electronic communication gear must be placed in your locker and remain in the “off” position while you are working. **This means no texting, checking social media, browsing the internet, or engaging in any other activities on your mobile device during working hours.** You may use your personal cell phone, headphones, or other electronic devices only outside the presence of customers before or after work or during your management-approved meal break. **Since your cell phone or mobile device must be in the off position during working hours, you should provide family members or others who might need to reach you in an emergency situation with the bakery number (512.255.3629).**

Phones are not to be used in the speaker setting at any time. When using a phone, you must ensure that you cannot be easily overheard by others, and you should not express personal opinions or engage in discussions about customers, conflicts, or confidential business information.

Employees are encouraged to tell friends and family members about this policy and ask for their cooperation. Any employee who uses cell phones for personal business may be subject to further disciplinary action up to and including termination.

Round Rock Donuts will not be liable for loss, theft, or damage to personal cell phones or other electronic devices brought to the workplace and/or worksite.

Communications Systems, Handheld Devices, Email, Networks, and Internet Policy

Employees may use only company-issued computers or handheld devices connected via secure internet protocol (approved in advance by Round Rock Donuts’ IT personnel) to access Round Rock Donuts’ network, work files, other work-related information, and work e-mails. Employees may not print company files or data or transfer, copy, or save company files or data to any electronic devices or networks not owned by Round Rock Donuts. Likewise, Employees may not use any non-company-approved protocol to access Round Rock Donuts’ network, files, or data. If an employee has a company-owned or paid-for computer or device, the employee shall not use such computer or device for personal pursuits, nor shall the employee allow others, such as members of the employee’s household, to use such computer or device. Indeed, employees are responsible for ensuring that such computers and devices are password-protected from non-employees in keeping with Round Rock Donuts’ security protocols. Employees have no expectation of privacy in any information contained on or transmitted via company-issued or paid-for computers or devices, Round Rock Donuts’ network, or Round Rock Donuts’ Wi-Fi, internet, telephone, or voicemail systems. Round Rock Donuts reserves the right to monitor and review (with or without prior notice) all data contained on or transmitted via company-owned or paid-for networks, systems, devices and services.

Social Media Policy

Round Rock Donuts recognizes that internet-provided social media can be a highly effective tool for sharing ideas and exchanging information. However, Round Rock Donuts also seeks to ensure that social media usage serves its need to maintain its brand identity and integrity while minimizing actual or potential legal risks. Round Rock Donuts therefore establishes the following rules and guidelines for communicating employer information via social media. Violation of this policy may lead to disciplinary action, up to and including termination of employment.

Round Rock Donuts defines “social media” broadly to include online platforms that facilitate activities such as professional or social networking, posting commentary or opinions and sharing pictures, audio, video, or other content. “Social media” includes personal websites and all types of online communities (e.g., Facebook, LinkedIn, Yelp, YouTube, Twitter, Instagram, blogs, message boards, and chat rooms).

- Your social media activity is covered by all Round Rock Donuts policies including, among others, Round Rock Donuts’ Equal Employment Opportunity / Non-discrimination, Anti-Harassment, Confidentiality and Proprietary Information, and Communications Systems, Email, Networks, and Internet policies.
- You should not post content on social media that violates Round Rock Donuts’ discrimination or harassment policies, or that is threatening or obscene.
- You may not use social media for non-business purposes while at work.
- You should not represent that Round Rock Donuts has authorized you to speak on behalf of Round Rock Donuts or that Round Rock Donuts has approved your message, unless you receive prior written authorization to do so from Round Rock Donuts. If you do not receive written authorization to speak on behalf of Round Rock Donuts, you are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that views expressed are the employee’s own and not those of Round Rock Donuts or of any person or organization affiliated or doing business with Round Rock Donuts. Should you decide to make social media postings about Round Rock Donuts including, among other things, messages concerning company-related services and products, you must expressly state in your postings that you are an employee of Round Rock Donuts.
- You may not illegally disparage Round Rock Donuts’ products/services, or Round Rock Donuts’ vendors’ or competitors’ products/services. This means that you may not intentionally make maliciously false statements that denigrate Round Rock Donuts’ products/services, or Round Rock Donuts’ vendors’ or competitors’ products/services.
- You should not advertise or sell Round Rock Donuts products via social media without the prior written approval from Round Rock Donuts.
- Round Rock Donuts protects its copyrights, trademarks, and logos. You should respect the laws regarding copyrights, trademarks, rights of publicity, and other third-party rights. To minimize the risk of a copyright violation, you should reference to the source(s) of information you use and accurately cite copyrighted works you identify in your online communications. Do not infringe on Company logos, brand names, taglines, slogans, or other trademarks. You may not use Round Rock Donuts’ (or any of its affiliated entities) logos, brand names, taglines, slogans, or other trademarks or other protected information or property for any business/commercial venture without Round Rock Donuts’ express written authorization.
- Round Rock Donuts protects its confidential information (including its financial information, trade secrets, marketing lists, strategic business plans, competitor intelligence, business

contracts and other proprietary Company information that is non-public and that employees can access). You should not display or disclose such confidential information through social media without prior written approval from Round Rock Donuts.

- Round Rock Donuts protects its premises and processes. You should not record audio/video or take pictures of non-public areas of Round Rock Donuts' premises or of Round Rock Donuts' processes and display such content through social media without prior written approval from Round Rock Donuts. An exception to this rule would be to engage in activity protected by the National Labor Relations Act.
- You should not display or post video or other images of, or material about, Round Rock Donuts' employees that are libelous, proprietary, harassing, bullying, discriminatory, retaliatory, or that can create a hostile work environment. Such conduct that would not be permissible in the workplace is not permissible between or among employees online, even if done during non-work hours and away from the workplace on personal devices or home computers.
- You should not display or post video or other images of, or material about, Round Rock Donuts' competitors, vendors, or customers without prior written approval from [Round Rock Donuts or insert title of employee who can give approval].
- Under no circumstances may you post Round Rock Donuts' competitors', vendors', or customers' personally identifying information, such as social security numbers, credit card numbers, or phone numbers.
- Managers should not "friend" subordinate employees on non-professional social media sites.
- Do not use Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

Round Rock Donuts reserves the right to (and does) use software and search tools to monitor comments or discussions about it, its representatives, its products, its vendors, and its competitors that are posted *anywhere* on the Internet, including social media.

Round Rock Donuts respects your right to communicate on your own (or other employees') behalf concerning terms and conditions of employment. Nothing in this policy is intended to interfere with your rights under federal and state laws, including the National Labor Relations Act (NLRA), nor will Round Rock Donuts construe this policy in a way that limits such rights.

Confidential and Proprietary Information Policy

In the course of employment with Round Rock Donuts, employees may have access to "Confidential Information" regarding Round Rock Donuts, which may include its business strategy, future plans, marketing plans and strategies, pricing information, recipes, food preparation information and methods, trade secrets, financial information, contracts, suppliers, customers, or other information about Round Rock Donuts that we consider proprietary and confidential. Maintaining the confidentiality of this information is vital to our competitive position in the industry and, ultimately, to our ability to achieve financial success and stability.

Employees must protect Confidential Information by using it only for the business of Company, safeguarding it whenever using it, and disclosing it only when authorized to do so and to those who have a legitimate business need to know about it. This duty of confidentiality applies whether the employee is on or off Company premises, and during and even after the end of the employee's employment with

Company. This duty of confidentiality also applies to communications transmitted through Round Rock Donuts' electronic communications system.

Nothing in this policy is intended to interfere with your rights under federal and state laws—including your right under the National Labor Relations Act to discuss terms and conditions of employment and your right under other federal laws and regulations to report legal violations, or make other protected disclosures, to the government—nor will Round Rock Donuts construe this policy in a way that limits such rights.

Solicitation and Distribution Policy

Round Rock Donuts' policy on solicitation and distribution of literature serves to minimize disruption to the work environment, maximize productivity, and maintain clean and orderly work areas.

Employees are prohibited from engaging in solicitation or distributing literature during the working time of the employee soliciting or the employee being solicited. Working time is that time when an employee is actively engaged in performing job duties. Working time does not include time when employees are on break, meal periods, or other periods during which an employee is not assigned or expected to perform job duties.

Distribution of literature by employees is prohibited in all work areas. Work areas generally do not include employee break areas, restrooms, sidewalks, and parking areas or lots.

These guidelines also apply to solicitation by electronic means.

Individuals who are not employees may not solicit or distribute literature for any purposes on Company property at any time.

This policy is not intended to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment or to otherwise interfere with employees' rights under the National Labor Relations Law. Round Rock Donuts will not construe this policy in a way that limits such rights. Employees have the right to engage in or refrain from activities protected by the National Labor Relations Act.

Media Inquiries and Contact Policy

It is imperative that one designated person speaks on behalf of Round Rock Donuts to deliver a consistent and appropriate message and avoid giving misinformation. If someone from the press, publications, radio, TV, or other media asks you, in your official capacity as an employee of Round Rock Donuts, for information relating to Round Rock Donuts or its business, politely refer them to Human Resources for an official Company statement.

Conflicts of Interest and Gifts Policy

During, and as a condition of employment with Round Rock Donuts, employees must not engage in any work, paid or unpaid, or other activities that create a conflict of interest or disrupt the operations of Round Rock Donuts. Such work and/or activities shall include, but is not limited to, directly or indirectly competing with Round Rock Donuts in any way, or acting as an officer, director, employee, consultant, stockholder, volunteer, lender, or agent of any business enterprise of the same nature as, or which is in direct competition with, the business in which Round Rock Donuts is now engaged or in which Round Rock Donuts becomes engaged during the term of your employment with Round Rock Donuts, as may be determined by Round Rock Donuts in its sole discretion.

If Round Rock Donuts believes such a conflict exists, Round Rock Donuts may ask the employee to choose to discontinue the other work and/or activities or resign employment with Round Rock Donuts.

Employees are prohibited from accepting inducements or rewards of any kind or any value from any vendor or potential vendor of Round Rock Donuts. This prohibition includes (but is not limited to) cash, incentive payments, trips, clothing, tickets, merchandise, or other incentives or inducements. If you are offered any such gifts or inducements, you should politely decline, and report the offer to Human Resources. Employees may accept an occasional meal or gift valued less than \$25.00 without violating this policy.

In the event you have a question as to whether any activity might constitute a conflict of interest, or if you believe that a violation of this policy has occurred, please immediately contact your supervisor. Any failure to report such a violation or to resolve conflicts satisfactorily may result in discipline, up to and including termination.

Employment of Relatives & Work Relationship Policy

Employment of Relatives / Anti-Nepotism Policy

To avoid the appearance of any nepotism, conflict of interest, influence, or favoritism, and to ensure objectivity in the workplace, it is Round Rock Donuts' policy and practice not to employ a relative in a position where he/she can influence the terms or conditions of employment of another relative. To that end, individuals who are related may not be employed by Round Rock Donuts if a direct reporting relationship exists between them without the prior explicit permission of Round Rock Donuts' President.

Relatives include, but are not limited to, the following: spouse, domestic partner, child, parent, grandparents, grandchildren, siblings, parents-in-law, brothers- and sisters-in-law, aunts, uncles, nieces, nephews, and cousins.

To the extent that employees become relatives during employment, such as through marriage, they should bring that fact to the attention of their immediate supervisor so that Round Rock Donuts can take appropriate measures. Any failure to report such a relationship with relatives that may cause a conflict of interest may result in discipline, up to and including termination.

Work Relationship Policy

To avoid the appearance of any conflict of interest, influence, or favoritism, and to ensure objectivity in the workplace, Round Rock Donuts prohibits personal relationships (e.g., romantic or dating relationships, cohabitation, marriage, or otherwise becoming related) between employees in a reporting relationship without the prior explicit permission of Round Rock Donuts' President.

If a personal relationship develops between employees in a reporting relationship, the employees must disclose the relationship immediately to Human Resources.

Any failure to disclose such personal relationships between employees in a reporting relationship to Human Resources may result in discipline, up to and including termination.

All steps will be taken to eliminate any real or perceived appearance of authority one employee has over the other employee. Continued employment is possible provided that no direct reporting relationship exists. In situations where it is not possible to eliminate a real or perceived conflict of interest, transfer or termination of employment with Round Rock Donuts may be required.

Performance Review Policy

In most instances, employees will receive informal evaluations of their performance, following their introductory period and subsequently as needed. Round Rock Donuts presently conducts a formal written performance appraisal periodically. Round Rock Donuts may give performance appraisals at other times at its discretion.

The performance appraisal process includes a joint review of goals, an opportunity for employees to complete a self-assessment and an interactive evaluation with their supervisor.

Supervisors may suggest training or development to improve the employee's performance, and the employee will have an opportunity to provide additional comments and to sign and date the review, in conjunction with the supervisor or employer representative.

Substance Use and Abuse Policy / Alcohol and Drug Testing Policy

Substance Use and Abuse Policy

Round Rock Donuts is committed to providing its employees with a safe and productive work environment. In keeping with this commitment, it maintains a strict policy against the use of alcohol and the unlawful use of drugs in the workplace. Consequently, no employee may consume or possess alcohol, or use, possess, sell, purchase, or transfer illegal drugs at any time while on Company premises or while using Company vehicles or equipment, or at any location during work time. No employee may report to work with illegal drugs (or their metabolites) or alcohol in his or her bodily system.

“Illegal drug” means any drug that is not legally obtainable or that is legally obtainable but has not been legally obtained. It includes prescription drugs not being used for prescribed purposes, by the person to whom the drugs are prescribed, or in prescribed amounts.

You must notify your supervisor if you are taking any drug or substance that may hinder your ability to perform your work in a safe and proper manner.

Any violation of this policy will result in disciplinary action, up to and including immediate termination of employment.

Employees must cooperate with Round Rock Donuts’ investigation of possible violations of this substance abuse policy. As part of this cooperation, employees must report to Human Resources any known or suspected violations of this policy. An employee’s refusal to cooperate with an investigation conducted under this policy will subject him or her to disciplinary action, up to and including termination.

On occasion, Round Rock Donuts may sponsor or participate in a social or business-related event at which alcohol is served. This policy does not prohibit the lawful and responsible consumption of alcohol at such an event. However, if an employee chooses to consume alcohol at such an event, he or she must do so responsibly and conduct themselves in an appropriate professional manner at all times.

Alcohol and Drug Testing Policy

Round Rock Donuts is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs as classified under local, state, or federal laws while employees are working for Round Rock Donuts, whether on or off its premises.

In furtherance of this commitment, Round Rock Donuts maintains a policy by which Round Rock Donuts may request or require applicants and employees to submit to alcohol or drug testing in certain situations.

This policy is intended to comply with all applicable laws regarding drug and alcohol testing and privacy rights, and will be administered accordingly.

Pre-employment Testing and Retesting

All applicants offered employment with Round Rock Donuts are subject to drug and alcohol testing. All offers of employment with Round Rock Donuts may be conditioned on the applicant submitting to and successfully completing and passing a drug and alcohol test in accordance with the testing procedures described in this policy.

Testing Based on Reasonable Suspicion

In accordance with applicable law, individuals whose performance or behavior while on Company property or elsewhere while conducting Company business gives rise to a “reasonable suspicion” that the individual has violated the prohibitions of this policy may be required to undergo immediate medical evaluation to determine fitness for duty and appropriate drug or alcohol testing.

Individuals who take over-the-counter medication or other lawful medication that can be legally prescribed under both federal and state law to treat an illness or injury should inform their manager if they believe the medication will impair their job performance, safety, or the safety of others or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication.

Round Rock Donuts has sole discretion to determine whether any situation warrants testing, and this policy does not prevent Round Rock Donuts from taking action without testing.

Random Testing for Certain Sensitive Positions

Employees in safety or security-sensitive positions are subject to drug and alcohol testing on a random basis. Round Rock Donuts will inform individuals in such designated positions that their position is subject to random drug testing.

Post-Incident Testing

Round Rock Donuts may require employees involved in any work-related accident or incident involving the possible violation of any safety or security procedures to submit to drug and alcohol testing, in accordance with applicable law. This policy applies even if the incident did not result in injury to any person or any property damage.

Testing Procedures

All drug and alcohol testing under this policy will be conducted by an independent testing facility licensed by the state in which the employee works, which will obtain the individual’s written consent prior to testing. Round Rock Donuts will pay for the full cost of the test. All testing will be done with appropriate regard for accuracy, reliability, expediency, and employee privacy and confidentiality, and in compliance with applicable laws.

Confidentiality

All records relating to drug and alcohol test results will be kept confidential. The results of drug and alcohol tests shall not be disclosed without the prior written consent of the individual or a court order.

Consequences of a Positive Test

Employees who test positive will be subject to discipline, up to and including immediate termination of employment. Applicants who test positive will have their conditional job offers withdrawn.

Consequences for Refusing to Submit to Testing or Failing to Complete the Test

Individuals who refuse to submit to testing as required by Round Rock Donuts or who fail to complete the test will be subject to discipline, up to and including immediate termination of employment. Round Rock Donuts will not consider applicants who refuse to submit to drug and alcohol testing for employment.

If you have any questions regarding this policy or if you have questions about alcohol and drug testing in the workplace that this policy does not address, please contact Human Resources.

Expenses Policy

Certain Company employees may be authorized to incur reimbursable expenses on behalf of Round Rock Donuts. All such expenses must be pre-approved by Round Rock Donuts.

Moreover, all expenses must be documented with receipts. Only those pre-approved expenses incurred on behalf of Round Rock Donuts for legitimate business purposes will be reimbursed. Reimbursement forms with receipts or other substantiating documentation should be submitted within 60 days.

For reasons of convenience, Round Rock Donuts may issue Company credit cards to employees. The use of such Company credit cards is strictly limited to legitimate business purposes. Any personal or unauthorized charges on Round Rock Donuts credit card may result in disciplinary action, up to and including termination. Round Rock Donuts may recover any unauthorized charges from an employee, and to deduct such charges from any wages or money owed to the employee, to the fullest extent of the law.

Reimbursements under this policy are intended to comply with Internal Revenue Code Section 409A and all provisions of this Policy shall be construed in a manner consistent with the requirements for avoiding taxes or penalties under Section 409A. Round Rock Donuts will not be liable for any taxes or penalties on any reimbursements.

Any employee who abuses this policy, by submitting fraudulent expenses, or otherwise, will be subject to disciplinary action up to and including termination of employment.

Benefits Policy

Round Rock Donuts provides a wide array of benefits to employees and their dependents.

Employees shall be entitled to participate in all health, dental, disability, retirement and other plans as may be offered by Round Rock Donuts to all similarly situated employees from time to time.

Round Rock Donuts may require you to contribute towards the cost of some or all of the available benefits. Round Rock Donuts' benefit plans are specifically defined in legal documents, including insurance contracts and official plan documents that are available for review. All benefits provided are pursuant to and governed by the applicable plan document.

Round Rock Donuts reserves the right to modify or discontinue any of its employee benefits or plans on a prospective basis at any time. Round Rock Donuts will attempt to notify employees of any benefit changes as soon as practicable.

Employment References

Should an employee receive a written or oral request for a reference regarding a former employee, s/he should refer the request to Human Resources for handling. No Company employee may issue a reference letter to or on behalf of any current or former employee without the permission of Round Rock Donuts.

Under no circumstances should any employee release any information about any current or former Company employee over the telephone or email. All telephone or email inquiries regarding any current or former employee of Round Rock Donuts must be referred to Human Resources. Responses to such inquiries will confirm only dates of employment and position(s) held. No other employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer 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 unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.



For additional information or to file a complaint:

1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627

www.dol.gov/whd

U.S. Department of Labor | Wage and Hour Division



ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of Round Rock Donuts Employee Handbook (Handbook) containing important information on Round Rock Donuts' policies, procedures and benefits, including policies on Equal Employment Opportunities, Anti-Harassment, Substance Use and Abuse, and Confidentiality. I understand that I am responsible for familiarizing myself with the policies in this Handbook and agree to comply with all rules applicable to me.

I specifically understand and agree that the employment relationship between Round Rock Donuts and me is at will and can be terminated by Round Rock Donuts or me at any time, with or without cause or notice. Furthermore, Round Rock Donuts has the right to modify or alter my position or impose any form of discipline it deems appropriate at any time. Nothing in this Handbook is intended to modify Round Rock Donuts' policy of at-will employment. Only a written agreement signed by the President of Round Rock Donuts may modify the at-will employment relationship. This is the entire agreement between Round Rock Donuts and me regarding this subject. All prior or contemporaneous inconsistent agreements are superseded.

I understand and agree that the policies described in the Handbook are intended as a guide only and do not constitute a contract of employment. I understand that Round Rock Donuts reserves the right to make changes to its policies, procedures, or benefits at any time at its discretion. I further understand that Round Rock Donuts reserves the right to interpret its policies or to vary its procedures as it deems necessary or appropriate. I further understand that any delay or failure by Round Rock Donuts to enforce any rule or procedure contained in the Handbook does not constitute a waiver of Round Rock Donuts' right to do so in the future.

I have received Round Rock Donuts Employee Handbook. I have read it, understand it, and agree to abide by the policies and procedures contained in the Handbook. I am agreeing to abide by this Handbook by either signing this acknowledgment by hand (if this is a paper copy), or through an electronic signature (if I am reviewing this Handbook electronically/via computer), which I agree is just as valid as if I had signed by hand.

Employee's Signature

Date

Employee's Printed Name