

Rules of Employment

1. Jimmy John's Number One "Golden Rule"

IF YOU AGREE TO DO SOMETHING AT A CERTAIN TIME OR ON A CERTAIN DATE AND YOU ARE NOT GOING TO DO IT OR FIND THE COMPANY MAY BE BETTER OFF IF DONE DIFFERENTLY – CALL YOUR BOSS FIRST BEFORE YOU DO IT! IF YOU ARE GOING TO CHANGE THE DEAL, THEN YOU HAVE TO CALL THE PERSON THAT DELEGATED TO YOU THAT JOB AND LET THEM KNOW. NO SURPRISES! NO EXCEPTIONS!

2. NO CASH PAYOUTS! EVER! Unless done by a manager for approved supplies or to balance the drawers.

3. Delivery and in-shop orders are to be taken 10 minutes after posted closing time.

4. No free subs to anybody without coupon or cash.

5. No exchanging of meats, (i.e., turkey for ham, or cheese for tuna, etc.)

6. Never provide any veggies or sauce on a slim – EVER!

7. No soda or soft drinks allowed in non-covered cups. Drinks must be covered and placed in the back of the store away from food products and electronics.

8. All delivery sandwiches are to be bagged by the manager or a designated employee, and delivery tickets must be pulled off by a manager or a designated employee only.

9. When bread is done, you must serve customers that come into the store.

10. If you are late, you must call prior to your scheduled arrival time. If you do not, you will be TERMINATED. NO EXCEPTIONS! A no call, no show for your shift will be considered a voluntarily resignation.

11. Find your own replacement if you are not going to be at work. We do not allow people to simply call in sick without doctor notes! We require our employees and managers to find their own replacement! NO EXCEPTIONS!

12. Every employee must use the mayo portioner. NO EXCEPTIONS!

13. NO food trades, (i.e., Domino's pizza for subs). You will get calls from people to trade. NO EXCEPTIONS! No acceptance of free product from outside vendors is allowed.

14. Meal Policy: All employees, per manager approval, who are on time and in uniform receive one free 8" sandwich per shift. No Gargantuans or added meats are allowed. Sandwiches can be switched for a free side. All items must be rung into the POS under Manager Meals. Any items above the 8" sandwich must be rung in as an employee meal and paid for.

15. No employee meals are to be consumed at the office desk. Ever!

16. All employees must adhere to the Jimmy John's Dress Code.

17. The GM is solely responsible for the supervision, contents, and operation of the cash register. Even after the GM designates one other person to operate or touch the cash register, the GM is still responsible and accountable for every cent.

18. NO SMOKING during your shift – not even on your break if you are on company property.

19. NO ALCOHOL allowed in the store.

20. The use of menus, bags or any other JJ printed material for notes will not be tolerated at any level.
21. No reading of books, newspapers, playing video games, using phones are allowed on your shift at any time.
22. When selling day-old bread, we do not provide mayo or mustard. NO EXCEPTIONS!
23. We never give out or make change for anyone. We are not the bank – NO EXCEPTIONS!
24. Cell phones are to be used for work-related calls only.
25. No headphones are allowed to be used on shift at any time. NO EXCEPTIONS!

Additional Rules for Management

All managers must comply with the following list of policies in addition to the Jimmy John's Rules of Employment. Failure to comply with any of these items may result in immediate termination of employment and/or the reduction or elimination of any bonus due.

If you make a deal with anyone in the company and then break that deal, including but not limited to:

1. Smoking while in charge of a shift – any manager, person-in-charge (PIC), assistant manager or employee smoking while on their respective shift.
2. Giving away food without charging full price for it.
3. If any employees are out of all or any part of their uniform while the manager is operating the restaurant.
4. Providing false or misleading information or lying to any superior, peer or subordinate.
5. Purchasing food items or supplies with your own money, placing any of said items in the store or including any said items as store inventory.
6. Any subordinate that breaks any of the rules while you are not at the unit will cause you to lose all or any accumulated monies and any that are part of this period when the incident occurs (in other words, you are responsible when you are not there).
7. Any manager or employee not using the mayo portioner.
8. Any employee or manager not slicing per the slicing chart.
9. Any manager or employee being late without calling his supervisor prior to tardiness.
10. Manager must find his or her own replacement if sick or any emergency arises.
11. Any manager or employee taking a day off without permission.
12. Any vacation must be approved by your superior.
13. Being late for an operation meeting (OPS) or not showing up for one.
14. Breaking any written rule.
15. Being convicted of any felony.
16. Failing or refusing a drug test pursuant to employer's drug policy, subject to existing state law.

17. Cell phones are to be used for work-related calls only.
18. No numbers regarding prices for foods, deposit amounts, sales amounts, etc. may be discussed with anyone. This is confidential information that will hurt the business if the wrong people hear it. Keep it to yourself.
19. DON'T ANSWER ANY QUESTIONS OR LET ANYONE TOUR THE SHOP WITHOUT WRITTEN PERMISSION.
20. On nights when a part-timer stays to help close, save all cash handling, bookkeeping, and closing out the register until cleanup is finished and the extra help has left. We are in this together – you are the boss; you are not too big to help the little people. So, help them.
21. Manager work week is a minimum of forty-five hours and two shifts as person in charge. This includes summer.
22. Any cash overage or shortage of greater than one percent of gross sales.
23. A manager who works a full shift in his or her store is entitled to a complimentary meal while on his or her shift. Ring the meal up under Manager Meal.
24. Area Managers are granted the right to reward outstanding performance of employees with a complimentary sandwich during a course of a shift. This cannot exceed \$35 over the course of any week from each of their stores.
25. No personal email is to ever be sent from the store computer. NO EXCEPTIONS!
26. Managers may not sign any completed repair/work order. Once the repair is completed, the manager must call their superior.
27. At no time may a manager enter into any agreement with anybody written or unwritten. This includes any type of contract or advertising deal. NO EXCEPTIONS!
28. No employee or manager meals are to be eaten between 11:00am and 1:00pm
29. No slicing is allowed between 11:00am and 12:30pm, Monday – Friday.

Uniform Policy

HYGIENE

General – You must be clean and odor-free at the beginning of the shift. You may not smoke (including electronic cigarettes or pipes), use tobacco, or consume alcohol (or smell like smoke, tobacco, or alcohol) during your shift. No heavy or glitter makeup, heavy cologne or perfume is allowed. You may not chew gum during your shift.

Hair – Must be clean and free of odor. Hairstyles must be well-maintained and present a neat appearance. Hair that hangs below the bottom of the shirt collar must be worn in a ponytail or put into your hat. All hair in front and sides of head must be tucked into hat.

Facial Hair – Must be clean-shaven at the beginning of the shift. Beards and mustaches must be neatly trimmed. If you have a beard you must shave below your jaw line to create a clean distinctive line and shave a portion of your cheek to create a clean distinctive line. Facial hair longer than 1/2" must be covered with a beard net.

Hands – Hands must be washed and dried thoroughly before starting to work with food. Hands must be washed between tasks and whenever your work with food is interrupted. If your municipality requires gloves, you must wear them and change them often. Employees wearing fingernail polish or artificial nails must wear intact gloves while working with food. Fingernail length cannot exceed ¼".

CLOTHING

Shirt – All employees must wear an approved Jimmy John's shirt. Undershirt – Short sleeve undershirts may be worn but cannot extend beyond the sleeves of an approved Jimmy John's shirt. Long sleeve compression shirts may be worn under an approved Jimmy John's shirt.

Hat – All employees must wear an approved Jimmy John's baseball hat or visor. Hats and visors must be worn with bill facing straight forward and fit securely on the head.

Pants/Shorts – Employees must wear pants or shorts made of a denim or khaki material. Shorts must be at least mid-thigh. A reasonable amount of embroidery and embellishments is permitted. Belt optional. Pants and shorts must be worn at waist height. No hole's rips or tears. Apron – All managers, in-shop, and delivery drivers (when working in-shop) must wear a clean white, cloth apron worn fully around the neck.

BIKE DELIVERY DRIVER

May wear the approved Jimmy John's cycling cap and bike jersey while delivering.

May wear cycling shorts that are at least mid-thigh and do not hang below the bottom of the knee. Shorts must be worn at waist height. May wear tights under shorts.

INCLEMENT WEATHER WEAR

Drivers/Employees may wear jackets, boots, stocking hats, face covers, scarves and rain gear as needed to keep employees warm and dry when outside the store. Drive thru employees may wear approved Jimmy John's branded jackets.

FOOTWEAR

Shoes must be closed-toe, closed heel, rubber-soled shoes and worn with socks.

TATTOOS

Visible tattoos are permitted, except on the skull, face, or throat. Customers should focus on you, not your tattoos. Tattoos cannot be profane, obscene, or offensive.

JEWELRY

Small or medium size earrings, ear gauges, and one small nose stud or ring are allowed. No other visible piercings are allowed, including septum's, dermal's, or tongue rings. Necklaces must be tucked into shirt. Jewelry cannot be profane, obscene, or offensive.

Approved Cleaning Supplies

P&G Chemicals only per our contract: Spic and Span, Comet, Dawn closed loopC, andlean quick sanitizer.

Green Scotch Brite Pads

Wiper towels

C-Fold paper towels

P&G Mop Bucket

P&G Mop heads and handles

P&G Brooms and butlers

Magic Erasers

Gloves

Gloves must be purchased through Sysco
Vinyl or Nitrile gloves only. Latex is not approved.

Apron and Glove Policy

Gloves must be always worn when prepared food is being handled. Gloves must be swapped out after anything else is touched aside from food products and food prep products.

Change gloves frequently throughout the shift washing hands in between glove changes.

Aprons

Aprons must be always worn in store by all employees when in the kitchen area. Aprons cannot be worn when taking out the trash, cleaning restrooms, cleaning tables, or stepping outside.

Drug and Alcohol Policy

We prohibit the use of Illegal drugs and alcohol during and before your work shift. The use and or distribution of these items are prohibited on any property associated with the company.

The company also prohibits any of its employees from providing/distributing any Illegal drugs or alcohol to fellow employees. The age of the employees is irrelevant, and this policy also applies to the employee's personal time.

If you are caught distributing any of these items to fellow employees illegally, we will contact the authorities and aid in your prosecution.

If you are caught using any of these items during your shift or are visibly intoxicated/high during your shift, we will contact the authorities and aid in your prosecution. You will also be terminated immediately.

Cell Phone Policy

It is important to keep our telephone lines free for customer calls. Although the occasional use of the company's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum. Personal cellular telephones must be turned off or set to a silent alert during working hours while on company premises. Employees are prohibited from using cellular telephones for any use during working hours while on company premises.

Any employee caught in the act of using a cellular telephone will be asked to first put it in either the safe or their vehicle, second time employee will be sent home. If it becomes an ongoing issue with an employee, they will be terminated.

Sexual Harassment

This company will provide a working environment in which employees are treated with courtesy, dignity, and respect. All employees have the right to work in an environment free from verbal or physical harassment, which is sexual in nature. This company does not condone sexual harassment, which is defined as: "Unwelcome sexual advances or other verbal or physical conduct of a sexual nature where submission to such conduct is made, either explicitly or implicitly, a term or condition of employment or a basis for any employment decision, or such conduct creates an intimidating, hostile, or offensive working environment which seriously affects the psychological well-being of the employee or which has the purpose or effect of unreasonable interfering with an individual's work performance."

Sexual harassment is a serious offense and disciplinary action will be taken against anyone engaging in such conduct, up to and including discharge from the company. This conduct is prohibited at the workplace, including customer or vendor locations, and at any business social function.

Managers and supervisors are responsible for implementation of this policy and for ensuring that all employees have knowledge of and understand this policy. All employees will be held responsible and accountable for avoiding or eliminating this prohibited conduct.

Employees who believe that they have been subjected to sexual harassment or know of such an incident should direct complaints or questions to the owners and/or general manager, or the Corporate Human Resources Manager, or the Chief Executive Officer. When a complaint of sexual harassment is brought to the company's attention, it will be promptly and fully investigated to ensure compliance with all applicable state and federal laws. Every effort will be made to treat any complaint of sexual harassment with respect and confidentiality, and with a high regard for the personal privacy of all concerned individuals.

Customer Complaint Policy

When a customer complaint comes in this is how it needs to be handled.

Within 24hrs the customer must be contacted per their request of email or phone call. If the complaint is from qualtrics the case must be updated and closed out upon reaching out to the customer.

If the complaint is from JJ Feedback your direct report, mandy@midwestsubs.org, and awagner@midwestsubs.org must be copied on the response email to the customer.

Always respond to the email thread immediately (REPLY ALL) after trying to contact them so we know it is being taken care of. Customer satisfaction is what we are in this business for and not handling complaints in a timely manner is just as bad as having a bad in-shop/delivery experience.

Emailing the thread back should be done after your first attempt.

Not responding to complaint emails will result in paperwork errors and write ups.

If you do not know how to handle a specific complaint you can do a couple things.

Call your boss and/or mail the thread and ask for advice.

Employee and Manager Meals

Employee Meals

Employees per manager approval, who are on time and in uniform receive one free 8" sandwich per shift. No Gargantuan or added meats are allowed. Sandwiches can be switched for a free side. All items must be rang into the POS under Manager Meals. Any items above the 8" sandwich must be rang in as an employee meal and paid for.

Manager Meals

Managers get 1 free meal per day.

Soda

All employees get one free soda any day with unlimited refills. No drinks are allowed in the kitchen area or on the desk area at any time.

Hours of Operation

Opening Hours

Store must be 100% open by 10:30am. Doors must be unlocked and ready to serve customers once bread comes out of the oven.

Closing Hours

Stores must remain open 10 minutes after posted closing times. If the store is posted for 9PM close, then the store must remain open until 9:10PM.

Holidays

Stores will be notified ahead of time for any Holiday closures. Current Holidays closed are Easter, Thanksgiving, Christmas.

Early Closures

No store is approved to close any store early without upper management approval. If any store is closed early without proper approval the employee responsible will be terminated.

Scheduled Shifts and PTO

Scheduled Shifts

Employees must find a replacement for any scheduled shift they cannot work. If they cannot find a replacement, they must notify management ahead of time to discuss options. If they cannot show due to an illness, then a doctor's note must be provided.

No Call No Show

Employees that do not show up for a scheduled shift without prior notification listed above will be considered a no call no show and are subject for termination.

Vacation Time

Employees must give 4-week advance notice for any planned vacation. If less than 4-week notice is given, then employee is responsible to get their shifts covered.

Managers must be sure to get all shifts covered prior to any vacation. If this is not possible then it must be discussed with upper management prior to vacation approval.

PTO

PTO time and accrual rates are from January 1st to December 31st.

Minnesota assistant managers receive PTO at an accrual rate of 1 hour for every 30 hours worked. This at 40 hours a week gives you the mandatory Minnesota ESST (Employee Sick & Safe Time) of 6 days a year. All other assistant managers receive PTO at an accrual rate of 0.01924. This at 40 hours a week give you 5 PTO days a year (1 week.)

General managers receive 2 weeks PTO and 3 weeks *after* 3 years with the company. In their first year PTO is given at 1 day per period until 10 periods are worked.

Area Managers 2 weeks PTO and 3 weeks *after* 1 year with the company.

If you do not use all your PTO, you can do the following:

1. A max of 1 week of PTO may be paid out for 50% of the value starting the pay period right before Christmas at the end of the year.

PTO must be requested to be paid out before January 15th of the following year or it becomes void.

PTO will not be paid upon termination of employment both voluntary and involuntary.

Macromatix

Only GM's and up are allowed Macromatix access. PIC's will use the GM login and the password will be changed with every PIC termination.

House Account

House accounts are only approved by upper management with the proper notice given.

IRS Tip Reporting Requirements and Information

As an employee of a food and beverage establishment, the tip income you receive whether cash or included in a charge - is taxable income. As income, these tips are. subject to federal income tax, social security and Medicare taxes, and state income tax as well. If you receive \$20.00 or more in tips in any one month, you should report all your tips to your employer by the 10th of the following month so that federal income tax, social security, and Medicare taxes (and state income tax where applicable) can be withheld. You must keep a running daily log of all your tip income. You can use Publication 1244, Employee's Daily Record of Tips and Report to Employer, to record your tip income for one year. Publication 1244 includes Form 4070, Employee's Report of Tips to Employer, and Form 4070A, Employee's Daily Record of Tips. These forms have spacing for you to log your name, the employer's name and address, date tips were received, date of entry, tips received, tips paid out, and name of employee paid. You may get a copy of this booklet from your employer. If you do not use Form 4070, give your employer a statement with the following information.

- Your name, address, and social security number.
- Your employer's name, address, and business name
- The month (or the dates of any shorter period) in which you received tips.
- The total tips required to be reported for that period.

You must sign and date the statement. You should keep a copy with your personal records. If it is determined in an examination that you underreported your tip income, the IRS will assess the taxes you owe based on the best available records of your employer. Tip income adds up. Underreporting could result in your owing substantial taxes, penalties, and interest. For more information see IRS Publication 531, Reporting Tip Income.

Lost and Final Check Policy/Lost W-2 Policy

If you lose your check and request a duplicate, you will need to do so in writing. A PAYCHECK- Stop Payment form will need to be filled out and emailed to the office administrator. You will receive a new check at the earliest convenience of the payroll department. You will also be charged \$25 for a stop payment on the lost check. This is a fee that our bank charges us. You are simply reimbursing us for our loss. If you lose your W-2 form and request a duplicate, you will need to do so in writing. You will receive a replacement W-2 at the earliest convenience of the payroll department. You will also be charged \$5 for the replacement. If you are terminated, and you handled cash at any time, your final check will be available in ten (10) business days. This is within the law and necessary for us to investigate any cash issues. If you resign, your check will be available on the normal pay days.

DRIVER AGREEMENT

I, in acceptance and commencement of hire for delivery driving for Jimmy John's hereby agree to and understand the following:

I understand that I must be at least 18 years of age to be employed as a delivery driver.

I understand that it is my responsibility to maintain proper liability coverage for the vehicle I always operate for delivery. I also understand that it is my responsibility to ensure that I maintain a valid driver's license and that proper tags and registration are current for the vehicle. As many insurance companies exclude coverage for delivery use, I also understand that it is my responsibility to clarify with my insurance company that they will provide coverage in the event of an accident while delivering.

I understand that Jimmy John's is in no way responsible for damages that arise to the vehicle I operate in the course of employment arising out of my operation. I understand that the owner of the vehicle or the insurance on that vehicle is responsible for those damages. I also understand that said insurance is primary for any liability damages or injuries caused to a third party in an at fault accident.

I agree that I will be the only driver operating the vehicle for delivery purposes and that no outside parties including family, friends, etc. will be allowed to ride or operate the vehicle during deliveries.

I agree and understand that I will NOT use a mobile phone while driving. If directions are needed or if a call is required, I will pull off the road before using the phone.

It is agreed that I will follow the safety provisions discussed including but not limited to:

- > NEVER delivering under the influence of alcohol or mind-altering drugs.
- > ALWAYS wearing a seatbelt while driving a vehicle or a helmet while on a motorcycle or bicycle.
- > OBEYING all local, state, and federal traffic laws and speeds.
- > NOTIFYING my designated supervisor or manager immediately in the event of an accident or violation.

INTERNET, E-MAIL, AND COMPUTER USAGE POLICY

Policy Statement. The use of Jimmy John's Company automation systems, including computers, fax machines, and all forms of Internet/Intranet access, is for company business and for authorized purposes only. Brief and occasional personal use of the electronic mail system or the Internet is acceptable if it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense to the Company. Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities. Electronic communication should not be used to solicit or sell products or services that are unrelated to the Company's business; distract, intimidate, or harass coworkers or third parties; or disrupt the workplace. Use of Company computers, networks, and Internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems, including, but not limited to:

- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate Company purposes.

- Engaging in private or personal business activities, including excessive use of instant messaging and chat rooms (see below).
- Misrepresenting oneself or the Company.
- Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way.
- Engaging in unlawful or malicious activities.
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the Company's networks or systems or those of any other individual or entity.
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages.
- Sending, receiving, or accessing pornographic materials.
- Becoming involved in partisan politics.
- Causing congestion, disruption, disablement, alteration, or impairment of Company networks or systems.
- Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms", or private/personal/instant messaging; All Company policies and procedures apply to employees' conduct on the Internet, especially, but not exclusively, relating to intellectual property, confidentiality, company information dissemination, standards of conduct, misuse of company resources, anti-harassment, and information and data security.

Personal Electronic Equipment

The Company prohibits the use or possession in the workplace of any type of camera phone, cell phone camera, digital camera, video camera, or other form of image-recording device without the express permission of the Company and of each person whose image is recorded. Employees with such devices should leave them at home unless expressly permitted by the Company to do otherwise. This provision does not apply to designated Company personnel who must use such devices in connection with their positions of employment. Employees should not bring personal computers to the workplace or connect them to Company electronic systems unless expressly permitted to do so by the Company. Any employee bringing a personal computing device or image recording device onto Company premises thereby gives permission to the Company to inspect the personal computer or image recording device at any time with personnel of the Company's choosing and to analyze any files, other data, or data storage media that may be within or connectable to the personal computer or image recording device in question. Employees who do not wish such inspections to be done on their personal computers or imaging devices should not bring such items to work at all. Violation of this policy, or failure to permit an inspection of any device covered by this policy, shall result in disciplinary action, up to and possibly including immediate termination of employment. In addition, the employee may face both civil and criminal liability from the Company or from individuals whose rights are harmed by the violation.

Fast Track Usage Policy

All employees are entitled to a Fast Track Learning account. Managers must provide team members name, email address, and position to the Franchise Learning Administrator, Aaron Wagner. This must be set up upon hiring. Fast Track modules are to be completed in store by team members (salary can complete at any time.) Fast Track hours completed outside of the store will not be reimbursed.

When an employee has completed their assigned training, per the managers approval are eligible for a pay increase. Each position must complete the Team member Training curriculum. The following are the steps for each position.

1. All Team Members moving to a manager position must have completed the Team Member Training to do so.

2. Depending on their position the correct manager training will be assigned for completion and approval.

- A. Manager in Training- Team Member Training must be completed before being approved. This position is a placeholder until specific modules are completed and will earn \$1 less an hour than PIC.

- B. PIC- Will be approved with Team Member Training and 5 Day Shift Manager Training completed.

- C. Assistant manager will be approved with Team Member Training, 5 Day Shift Manager, and 10 Day Assistant Manager Training completed.

- D. General Manager/Certified Manager will be approved with Team Member Training and Manager Training completed.