



# HAND EMPLOYEE BOOK

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# STAFF HANDBOOK

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# WELCOME + INTRODUCTION

## WHO WE ARE

### WHY WE ARE HERE

Old Scratch Pizza (OSP) is a business. More specifically, it is a restaurant business. There are certainly easier ways to make a living, but we like this one, and we like to surround ourselves with others who feel the same. We opened this place because it was the kind of restaurant we wanted to bring our own family. A restaurant that was at the same time very casual, but with super-premium ingredients and cooking techniques. Where you can order and control your experience at your own pace, yet receive exceptional service. Where you feel the subconscious comfort associated with a well-run, structured operation, while at the same time feeling the warmth of kind hospitality.



OSP is owned by Eric and Stephanie Soller. We opened our first location in Downtown Dayton on October 18th, 2016.

## WHAT MAKES US DIFFERENT

Old Scratch Pizza is a big surprise. No one ever expected this abandoned 1960s auto parts store, in a “fringe” part of downtown Dayton, to be transformed into a Neapolitan pizza & beer hall. No one expected us to serve world-class pizza that competes with the best restaurants in the country. People are surprised that the communal picnic-table seating is so family-friendly. No one expects the constantly rotating 20 taps of local and regional craft beer. People are surprised to see families, hipsters, college students, empty nesters, and urban professionals all in the same place. No one expects a pizza place to serve wood-roasted vegetable specials that are plated like high-end restaurants. Most of all, no one expects this level of service and this quality of food in a counter-service restaurant filled with picnic tables. That is OSP.

## WHERE ARE WE HEADED

OSP will be a leader in the local and regional restaurant community, creating the highest standards for service, hospitality, innovation, and employment. We will operate multiple, visually unique restaurants that will create meaningful opportunities for our employees and bring value to the communities in which we operate..

# THE OLD SCRATCH WAY

## KINDNESS

Towards each other, our customers, our business partners, our community, and our planet.

## EXCEPTIONAL SERVICE

Being exceptional at serving others can improve the lives of our employees, our customers, our community, and is the foundation of a solid business.

## PERSONAL ACCOUNTABILITY

Having integrity in our own work includes supporting our teammates.

## HIGHER STANDARDS

Things worth doing are worth doing right. We don't settle.

## CONTINUOUS IMPROVEMENT

This includes systems, ingredients and recipes, facilities, financial performance, and ourselves.

## SIMPLICITY

Being truly exceptional at a few things, focusing on customers' most important needs, and doing more with less.

## GIVING

We share our good fortune with our local community.



# OSP

## WHAT IS OLD SCRATCH PIZZA?

### *A Neapolitan Pizza & Beer Hall*

Well, what does that mean? We serve Neapolitan-Style pizzas cooked in 800° wood-burning ovens and pair it with craft beers in a communal hall reminiscent of traditional Bavarian beer halls.

# FAQS

## OUR PIZZA

We serve Neapolitan Pizza. By definition, Neapolitan pizza is made of a dough containing only four ingredients: 00 flour (00 means finely milled), water, yeast, and natural sea salt. The dough must be formed by hand and cooked in an 800° wood-burning oven in less than 2 minutes. The most traditional of these pizzas, Margherita, is topped with crushed San Marzano tomatoes, fresh basil, extra virgin olive oil, and fresh mozzarella.

## OUR OVENS

The ovens were built in Maryland outside of Washington DC by a company called Marra Forni. All of the ovens are made in a traditional Italian design, with materials imported from Italy. Each weighs about 6,000 lbs. We use about a cord a week of local Ash wood at each restaurant.

## OUR BAR

Our guests can enjoy a full-service dining experience at our bar. Our 20 taps of locally and regionally sourced craft beer change regularly. We also provide four wine options on tap and a variety of handcrafted cocktails.

## WHAT'S UP WITH THE NAME?

Pizza places are hard to name. Just about every name is taken. Pizza is "Old". The word was first documented in 977 AD. We make everything from "Scratch". We do not have freezers or pre-prepared foods. "Old Scratch" also has historical literary significance. In English literature, (i.e. Charles Dickens, Mark Twain, Stephen King), "Old Scratch" or "Mr. Scratch" is sometimes used as a nickname for the devil. We think it is a fun play on words, and use it to reference the fire and heat of our ovens. Also, if you look closely at our logo, you might see someone looking back at you.

# EMPLOYEE STANDARDS FOR EXCEPTIONAL SERVICE

By maintaining our Standards of Service we can ensure that each and every guest receives an exceptional service experience that is at the core of OSP's success, and that we maintain a harmonious and productive work environment.

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- 1** **Always be Kind:** We are hospitable toward guests AND EACH OTHER
  - 2** We acknowledge and welcome guests
  - 3** We show sincere empathy when a customer has a complaint, then make it right.  
We are empowered.
  - 4** We are knowledgeable about our product
  - 5** We take pride in our appearance
  - 6** We assist each other, stepping away from our primary duties when necessary
  - 7** We always own a customer request and personally ensure it is completed
  - 8** We are problem solvers not problem identifiers. Be ready to discuss a solution for fixing the problem.
  - 9** We use the language of hospitality. Replacing "no problem" with "I would be happy to", "my pleasure", or "of course". Always be aware of what you are saying and who you are saying it too, guests and coworkers alike.
  - 10** We answer the phone with a smile and a positive tone
  - 11** We are responsible for our own professionalism; maintaining our schedule, our positive attitude, and our work environment.
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# GENERAL EXPECTATIONS

Policies are meant to answer questions like: What am I to do? What am I not allowed to do? What can I expect from OSP and what can OSP expect from me? OSP policies are based on federal and state laws, HR best practices, experience of OSP founders, and hopefully simple common sense. We realize that sometimes policies can seem overly formal or intimidating and we admit that they aren't always the most exciting thing you could choose to read, but it is essential that you know and understand them. Overall, our policies are intended to:

- ➡ **Provide guidelines that clarify expectations**
- ➡ **Reduce misunderstandings and missteps**
- ➡ **Enable fair and consistent treatment for everyone**
- ➡ **Facilitate a safe working environment**

While we promise to do our best to advise you about each OSP policy, please be aware that it is the responsibility of every employee to read and comply with the policies contained here. OSP has the right to change or update these policies at any time with or without notice. However, it is always our intent to inform our employees of any changes. There are good reasons for every policy we have in place and we are happy to discuss these with you. If you have any questions regarding policies, please do not hesitate to ask your Manager or Human Resources.



## ACCOUNTABILITY

All expectations included in this handbook ensure that OSP is a safe work environment. OSP maintains expectations in the handbook by using a basic corrective-action strategy. The following are two of the mechanisms in place to keep everything running smoothly:

### REAL-TIME COACHING

Real-time coaching pro-actively capitalizes upon teaching moments as they arise throughout an employee's shift. Feedback and coaching may support what an employee is doing well, provide instruction for improvement, and/or direct specific changes to behaviors.

### TEAM MEMBER CHECK-IN

Team Member Check-in's are one-to-one meetings intended to occur with regularity. These are designed to provide opportunities for employees and Managers to discuss mutual opportunities for improvement.

## APPLICABILITY

Unless otherwise stated, Old Scratch Pizza (hereinafter referred to as "OSP") policies apply to any individual (hereinafter referred to as "employee") who conducts business for the organization, on or off the organization's property. This includes, but is not limited to executive management, managers, full-time employees, part-time employees, salaried employees, employment candidates participating in the Trial Work Period, off-site employees, and interns.

## NATURE OF EMPLOYMENT

Employment with OSP is "at will," which means it is subject to termination by either OSP or the employee at any time, for any reason. There are no contractual relationships between OSP and an employee, and letters, benefits or policy statements, performance appraisals, employee handbook, or other employee communications should not be interpreted as such. No one has the authority to enter into any oral or written employment contract without the signed explicit written approval of an OSP manager or owner director, and no written employment contract will be valid without the signature of an owner of OSP.

# BENEFITS + COMPENSATION

## WEEKLY SCHEDULE/HOLIDAYS

In order to ensure that all of our employees have reliable personal and family time, OSP is closed every Monday and the following holidays: Easter, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Day. Any additional holiday closings will be at the discretion of OSP, and will be communicated to you promptly. These holidays are unpaid. Unless informed otherwise by a member of management, assume that we are open for business.

## INTERNAL TRANSFERS AND OPPORTUNITY FOR ADVANCEMENT

OSP is committed to developing staff members and promoting from within whenever possible. We are happy to have so many wonderful, loyal long-term employees, and it is our goal to provide the training and support necessary for the growth, retention and promotion of those who desire a career. New positions will be posted on [oldscratchpizza.com/careers](https://oldscratchpizza.com/careers). If you are interested in advancement opportunities, speak with your Assistant or General Manager.

## EMPLOYEE DISCOUNTS

While on duty, hourly staff members are entitled to one (1) pizza or entree salad for the discounted price of \$3.00. Any additional toppings will be charged at the regular menu price. While off duty, all staff members are entitled to a 50% discount on their personal meal and NON-alcoholic beverages purchased at any OSP location. This discount will be applied only to purchases ordered and consumed by the employee. Dining companions, including friends and family, will be charged full price.

All staff members can purchase OSP merchandise (not including uniforms) at 25% off.

## 401K

OSP offers a 401k retirement plan and Safe Harbor Matching for eligible employees. This benefit allows employees to contribute a portion of their salary to the plan, with the company matching up to 4% of Safe Harbor contributions. To be eligible for the 401k plan, employees must complete 1000 hours of service in a 12-month period and be at least 21 years old. For complete details, please refer to [ospcrew.com/benefits](https://ospcrew.com/benefits).

## HEALTH INSURANCE

Employees working full-time (average 30+ hours/week) are eligible for healthcare reimbursement benefits after 90 days. OSP covers vision and dental insurance at no cost to the employee. Medical insurance is covered by an ICHRA (individual coverage health reimbursement account) in an amount based on the employee's age. Regardless of hours worked, all employees are eligible for an employee-paid health insurance called River Health with no waiting period.

**To learn more and access benefit summaries, please refer to [ospcrew.com/benefits](https://ospcrew.com/benefits).**

## CONTINUATION OF BENEFITS

Under the federal Consolidated Omnibus Budget Reconciliation Act (COBRA), or a state mini-COBRA law, employees may be allowed to continue their health insurance benefits, at their own expense, for a set number of months after experiencing a qualifying event. Length of coverage may be dependent upon the qualifying event. To qualify for continuation of health benefits, the covered individual must experience a qualifying event that would otherwise cause them to lose group health coverage. **View the full policy under Important Documents on [ospcrew.com](https://ospcrew.com).**

## FAMILY AND MEDICAL LEAVE ACT (FMLA) POLICY

Old Scratch Pizza complies with the Family and Medical Leave Act (FMLA) and will grant up to 12 weeks of leave during a 12-month period to eligible employees (or up to 26 weeks of military caregiver leave). The purpose of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns or disputes with this policy, please contact the HR Manager. **View the full policy under Important Documents on [ospcrew.com](https://ospcrew.com).**

## BEREAVEMENT LEAVE

A regular employee of the Company may request a leave of absence without pay for a maximum of 5 working day(s) upon the death of a member of their immediate family. Members of the immediate family are defined as parents, spouse, domestic partner, child, sibling, grandchild, parent-in-law, and corresponding step-relatives. Proof of the need for leave may be required.

## VOTING LEAVE

If an employee cannot vote because of their scheduled work hours, then the employee will be given a reasonable amount of unpaid time off to vote in any state or federal election. Exempt employees will be paid in accordance with the Fair Labor Standards Act.

## WITNESS LEAVE

If an employee is absent from work to serve as a witness in response to a criminal, delinquency, or grand jury proceeding, or appears with a child in court as a parent or guardian, the employee will be granted a witness leave without pay for such time as it is necessary to comply with the request. The Company may request proof of the need for leave.

## VOLUNTEER EMERGENCY RESPONDER LEAVE

Employees who are volunteer firefighters or volunteer providers of emergency medical services will be allowed unpaid time off to perform emergency duties when the call to respond is received prior to their shift. Employees must notify the Company that they are a member of one of these groups ahead of time and should make every effort to contact their manager if they are going to miss work. The Company may require proof of the need for leave.

## JURY SERVICE LEAVE

Employees will be allowed time off to attend jury duty. The Company may request that the employee ask to be excused from service, or request postponement, if their absence from work would create a serious hardship to the Company. **View the full policy under Important Documents on [ospcrew.com](https://ospcrew.com).**

## TEMPORARY DISABILITY LEAVE

The Company recognizes that a temporary disability may prevent employees from coming to work for a period of time. In such cases, the Company may grant a temporary disability leave. This leave does not have a minimum or maximum time frame. Rather, the Company will attempt to reasonably accommodate the needs of the employee as well as the needs of the Company. If a leave is granted, any extensions will be subject to the same considerations. **View the full policy under Important Documents on [ospcrew.com](https://ospcrew.com).**

## MILITARY LEAVE

Employees on a military leave of absence are entitled to be restored to their previously held position or similar position, if available, without loss of any rights, privileges or benefits provided they meet the requirements specified in the Uniformed Services Employment and Reemployment Rights Act (USERRA).

**USERRA generally applies to employees who are in the:**

- Army, Navy, Air Force, Marines, and Coast Guard (both active and reserve components)
- Army and Air National Guard
- Commissioned Corps of the Public Health Service
- Federal Emergency Management Agency reserves
- Any other category designated by the President in time of war or emergency
- In certain circumstances, a letter from the employee's commanding officer may be requested to establish the dates of duty.

## MILITARY FAMILY LEAVE

The Company will provide two weeks of unpaid leave for an employee who is the spouse, parent, or a person who has or had custody of a member of the uniformed services when that member is deployed or injured. Employees may take leave up to 10 days or 80 hours (whichever is less) once per calendar year. **View the full policy under Important Documents on [ospcrew.com](https://ospcrew.com).**

# HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

The Company is not a covered entity as defined by HIPAA. The Company does, however, maintain certain health information that is subject to HIPAA requirements. Thus, the Company will follow HIPAA privacy and security provisions with respect to that protected health information (PHI). HIPAA regulations will be followed in administrative activities undertaken by assigned personnel when they involve PHI in any of the following circumstances: health information privacy, health information security, and health information electronic transmission. The Company will consider any breaches of privacy and confidentiality with respect to PHI to be serious, and disciplinary action will be taken in accordance with the corrective action policy.

# PAID TIME OFF (PTO)

Paid time off (PTO) provides part-time hourly, full-time hourly, and salaried employees with paid time away from work. PTO can be used for vacation, personal time, personal illness or time off to care for dependants. This PTO policy takes the place of sick leave, personal time, and vacation.

## ELIGIBILITY

All part-time and full-time hourly employees are eligible to earn PTO starting on their first day of employment. PTO hours are accrued for hourly employees at a rate based on their years of service (**See table below**). Salaried exempt employees are not subject to an accrued PTO policy and follow a separate PTO policy not listed in this handbook. All employees must notify their immediate supervisor and obtain approval before taking PTO. PTO is based upon the hours that an employee works “on the clock.” As such, employees will not earn PTO while using PTO. PTO is earned on an hourly basis and is credited to an employee’s PTO bank according to the weekly payroll schedule. Employees can view their total PTO bank on their pay stubs or by contacting their supervisor.

YEARS OF SERVICE	HOURLY EMPLOYEES
Date of eligibility through <b>1st year</b>	<b>0.0196 / hour:</b> Earns 1 hour of PTO for every 51 hours worked
<b>2nd Year</b> (Starts on 2nd anniversary)	<b>0.0245 / hour:</b> Earns 1 hour of PTO for every 40.8 hours worked
<b>3rd Year</b> (Starts on 3rd anniversary)	<b>0.0343 / hour:</b> Earns 1 hour of PTO for every 29.15 hours worked
<b>4th Year</b> (Starts on 4th anniversary) and beyond	<b>0.0392 / hour:</b> Earns 1 hour of PTO for every 25.51 hours worked

## PROCEDURES

Except in the case of illness or emergency, PTO must be scheduled in advance and have supervisory approval. To request PTO in advance, employees must submit to a supervisor at least two weeks prior to the requested time off. A PTO request form can be found at [ospcrew.com/pto-request](https://ospcrew.com/pto-request).

**Please note:** *In addition to the PTO request, an employee must also request the time off in the Homebase scheduling app. The PTO request just informs management how to process payroll and not with the making of the schedule.*

To request PTO as coverage for absences due to illness or emergencies, employees must submit to a supervisor within the corresponding payroll period unless emergency circumstances require otherwise.

Payment of PTO hours will be calculated based on an estimation of an "average shift" multiplied by the number of shifts requested (**example 6 hours x 2 shifts = 12 hours**). PTO requests cannot exceed the average number of hours worked in a requested period. PTO is not a "bonus," but is intended for purposeful out-of-work occasions.

Approval for all scheduled time away is subject to business need and the number of PTO hours banked. Approved PTO hours are applied to the corresponding pay period. Employees may not work during the PTO hours.

If an employee does not have enough accrued PTO for their needed time off, a request can be submitted to cover a portion of the time off request. Anything not covered by PTO will be unpaid.

## PAYMENT OF UNUSED PTO

- ➡ Employees who separate voluntarily with a two-week's written notice will be paid for all unused, accrued PTO. It is expected that a separating employee will work the entire time designated by his or her notice, at the convenience of the company, without using PTO.
- ➡ Employees who are separated voluntarily without providing at least a two-week notice are not entitled to payment for accrued, unused PTO.
- ➡ Employees who are discharged involuntarily for any reason are not entitled to payment for accrued, unused PTO.
- ➡ PTO is used to grant an employee paid time away from work; it cannot and will not be paid-out or cashed-in during employment.

## CARRY-OVER AND YEARLY ACCRUAL CAPS

PTO hours may be carried over from one service year to the next, on the anniversary date, as described here: **Employees may carry over half (50%) of the maximum allowable PTO balance. Any unused hours over the maximum allowed carryover will be forfeited.**

## PTO FOR TRANSFERS

PTO hours may not be transferred when an employee changes from an hourly position to a salary position. Any unused hours will be forfeited.

PTO hours may be transferred when an employee changes from an hourly position to another hourly position and will follow current PTO accrual and use policy.

# PAYMENT OF WAGES

All employees are paid weekly every Friday for the hours of the previous pay period (Monday 12am – Sunday 11:59pm) Employees are encouraged to have their pay sent directly to a checking or savings account through Electronic Funds Transfer (EFT). A completed authorization from or a statement from the employee's bank must be given to your Manager/HR to enroll in EFT, or completed electronically during the onboarding process. In addition to the starting wage, all non-exempt employees will participate in an employee tip pool as outlined in section "Tipping."

## TIPPING

Customers of Old Scratch Pizza are given the option of adding a tip for the staff at the time of check out. **Tips are collected in one of two ways:**

1. Through the addition of a tip to their credit card bill
2. By placing cash in a "tip jar" located at either the Food Cashier station or at the Bar Cashier station

**How tips are distributed based on job role:**

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## BARTENDERS

### How tips are collected

All tips collected from customers served at a seated bar seat, including:

- Transactions initiated at a bar seat
- Tabs opened at the main register can be transferred to the bartender if the customers then sit at the bar and bar service is provided

Bars/orders opened/processed at the Bar Cashier station when no Bar Cashier is scheduled or clocked in, or when the Bar Cashier is otherwise occupied (The intention of this is for quick beverage transactions at lunch and mid afternoon time periods. It is not intended for the purpose of opening a tab that results in a large party in the dining or party room. These types of tabs will be randomly audited).

Bartenders are to never record sales under their personal login ID at the Food Cashier station. These transactions should always be made under the general Food Cashier login number.

### How tips are calculated and allocated

- Bartenders tips are calculated, by the manager, on a per-shift basis
- Bartender credit card tips are distributed in the weekly paycheck

- Bartender cash tips that are collected across the bar from seated customers are collected on a per-shift basis and recording of tips is required at clock-out
- Cash tips collected from Bar Cashier station tip jars are to be allocated on a per-shift basis with bar cashiers and recorded at clock-out.

## ALL OTHER NON-EXEMPT HOURLY EMPLOYEES

(non-bartenders)

### How tips are collected

- All tips collected from customers, by credit card or cash, at the Food Cashier station or through online orders
- All tips collected from customers by credit card at the Bar Cashier station when processed under the general Bar Cashier login number.

### How tips are allocated

- On a weekly basis the hours for all other non-exempt hourly employees are totaled,
- Each employee receives a share of the tip pool based on the percent of total hours that they worked during that week
- For more information or a detailed example, please see your supervisor

# WORKPLACE EXPECTATIONS

## DIVERSITY

OSP provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, general information, marital status, ancestry or status as a covered veteran in accordance with applicable federal, state and local laws. OSP complies with applicable state and local laws governing nondiscrimination in employment in every location in which we operate. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, compensation, and training.

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### AMERICANS WITH DISABILITIES ACT (ADA) AND THE ADA AMENDMENTS ACT (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA), are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of OSP to comply with all the federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC).

Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

OSP will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to OSP. Contact Human Resources with any questions or requests for accommodation.

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### IMMIGRATION LAW COMPLIANCE

All employees are required to complete Section 1 of Form I-9 on their first day of employment, and produce, within three business days, acceptable proof of their identity and eligibility to work in the United States. Failure to produce the proper identifying documents within three days will result in termination.

# ATTENDANCE

OSP schedules exactly the amount of staff needed to be successful. When an employee fails to meet attendance expectations it affects production standards and places the quality of OSP products and customer relationships in jeopardy.

## ATTENDANCE EXPECTATIONS

- ➡ YOU are responsible for YOUR schedule
- ➡ If you are scheduled, you are expected to be present at work – *This includes scheduled trainings or all-employee meetings*
- ➡ Communicate your availability and your request-offs to managers with clarity
- ➡ If you know ahead of time that you cannot work your shift, you are required to find a cover. If you cannot find cover please refer to the No- Fault Attendance Policy.
- ➡ Be on time - in uniform, at your station, and ready to work by the time your shift starts
- ➡ Do not clock-in before you are ready to step onto your station
- ➡ No clocking in more than 5 minutes before your scheduled start time without approval

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## SCHEDULING

Schedules are posted on Wednesdays the week in advance of the scheduled shifts. Employees are required to know their schedule; asking a manager for the schedule is not acceptable. Schedules will be available electronically via the "Homebase" app. When an employee is not available for a scheduled shift it is his/her responsibility to find coverage for that shift.

Each location may have "Blackout Days" specific to that location. These may include days that surround a holiday or local events that create high business volume. Time-off requests will not be approved during these times. "Blackout Dates" will be posted with adequate notification.

## AVAILABILITY

Schedules will be made based on your stated availability in "Homebase". Requests to be excluded from the schedule on a specific date(s) must be submitted on "HOMEBASE" by the Sunday before the associated schedule is posted. Requests will be considered on a case-by-case basis; approval is not guaranteed.



## NO-FAULT ATTENDANCE POLICY

We understand there are times where employees may:

- Be unable to attend work
- Be unable to find a shift cover
- Be late

- ➡ A reasonable amount of points is given to compensate for these types of situations
- ➡ The nature of the absence or tardiness is not relevant to the disciplinary action system
- ➡ Each hourly employee is allowed seven (7) attendance points per rolling twelve (12) month period
- ➡ Attendance infraction points are calculated and reset every 12 months
- ➡ Example: Points accrued on September 1, 2021 will fall off on September 1, 2022
- ➡ We will continuously coach employees and inform them of their proximity to termination

## PROPER NOTIFICATION

Required to report by calling in 4 hours before shift is scheduled to start

- Call your manager's cell phone first & leave a voicemail message if they do not answer
- Post your shift immediately to Homebase
- If you cannot get in touch with your manager, call the store's number & leave voicemail
- Must notify each day you are going to be absent or tardy

- ➡ CALL, DO NOT TEXT
- ➡ If you provide a doctor's note for your absence within 48 hours your points may be removed

## ATTENDANCE POINTS

- ➡ Absent with proper notification: **1 point**
- ➡ Absent without proper notification (no call/no show): **4 points (potential termination)**
- ➡ Absent with less than 4 hours of notice: **3 points**
- ➡ Tardy with proper notification: **0 points**
- ➡ Tardy in excess of 5 minutes: **½ point**
- ➡ Tardy in excess of 30 minutes: **1 point**
- ➡ Any departure without approval: **2 points**
- ➡ Absent any days previously denied under a time-off request: **DOUBLE POINTS**
- ➡ Absent scheduled work days on either side of an approved time-off: **DOUBLE POINTS**
- ➡ Blackout days: **DOUBLE POINTS**

## ALL-TEAM MEETINGS

These meetings are to take place regularly. These meetings enable us to communicate to the entire team at once, and are required attendance.



# APPEARANCE

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

[ospcrew.com/s/OSP-Style-Guide.pdf](https://ospcrew.com/s/OSP-Style-Guide.pdf)



**REFER TO STYLE GUIDE FOR  
UNIFORM GUIDELINES.**

**[VIEW STYLE GUIDE](#)**

# PROFESSIONALISM

OSP is committed to the highest standards of integrity. We expect employees to reflect these standards in every day-to-day interaction with staff members and customers.

## ATTITUDE

Being successful at OSP requires commitment, passion, and enthusiasm. When on shift, OSP expects team members to demonstrate all of the OSP values. A good attitude encompasses all the Employee Standards of Service.

## COMMUNICATION

Communication amongst our team and between customers and ourselves must be professional and free from any offensive language, tone, or remarks. Use of profane language and cursing will not be tolerated in the kitchen either. Offensive language may be met with corrective action, up to the discretion of your manager or shift supervisor. We work together, as a team; complaining is unacceptable. In addition, communication with customers should only address their experience, and should not include commentary on the employee's personal life or restaurant operations.

## PERSONAL RELATIONSHIPS IN THE WORKPLACE

Old Scratch Pizza requires a work environment that is inclusive of all employees. There may not be any workplace relationship that interferes with work efficiency. If a romantic relationship is established between employees who are in a direct-reporting-line, it is the responsibility and obligation of the employees involved to disclose the existence of the relationship to management. **View the full policy under Important Documents on [ospcrew.com](https://ospcrew.com).**

## ELECTRONICS

Absolutely no texting or personal phone usage during a shift unless permission was provided by a manager. Employee phone activity is limited to activities required by platforms required by OSP (i.e. Homebase and Blanket apps). If an employee is found to be using their phone for personal reasons during their shift the manager or shift supervisor may seek corrective action and/or place the employee's phone in the locked office until the end of the employee's shift. Utilization of the POS cables to charge phones is not acceptable. Phone usage during breaks is acceptable.

## MEALS

Employee meals can be consumed at an empty table in the dining room, or in a party room if your restaurant has one, during off-peak dining times. Only OSP food can be consumed in a public dining room. Food from outside sources must be consumed in a private dining room, or in another location approved by management. Employees are not allowed to consume meals sitting at the bar. We believe that employees seated at the bar leave a negative impression for customers.

### **Sitting at the bar is only allowed in the following circumstances:**

1. When we are closed and there are no other customers in the building
2. When you come in on your day off, out of uniform, for a meal  
*No sitting at the bar adjacent to your shift without manager approval*

# SOCIAL MEDIA POLICY

Social media is present in most of our lives every day. It is both an important voice for change and empowerment in our world, as well as a way to leave lasting impressions, both positive and negative. Old Scratch Pizza uses Social Media outlets as a way to promote our brand. Sometimes the personal Social Media presence of our employees can intersect with the brand of Old Scratch Pizza. Our employees are some of our most valuable brand ambassadors and we encourage you to promote, advocate for, and engage with our brands on social media as much as possible. **However, before posting, remember:**

- ➡ It's on your time. Except for Old Scratch Pizza's marketing team and other expressly authorized employees, employee use of social media, including but not limited to Facebook, Instagram, TikTok, LinkedIn, or Twitter, on company equipment or on personal equipment on company time is prohibited.
- ➡ Protect OSP. Do not post confidential information, including but not limited to company policies, recipes, business practices, and financial data, on social platforms. If the information has not been officially released by Old Scratch Pizza, do not discuss it.
- ➡ Protect our brand. Do not post or link to materials that are defamatory, harassing, indecent, or in violation of our Zero-Tolerance Harassment Policy. Do not post or link to materials that misrepresent our brand, could damage our reputation, or harm one of your team members.
- ➡ Leave it to the experts. If you see a libelous post or comment, or something OSP-related being shared inappropriately on a social media platform immediately inform a supervisor. Don't engage with defamatory posts or speak on behalf of OSP.
- ➡ Use common sense. When you're posting on social media as an employee at Old Scratch Pizza, you are representing our company so make us proud! If you're unsure, don't post. If we see something we feel misrepresents us, we reserve the right to ask you to clarify, edit, or remove a post or comment or its affiliation with OSP.

Nothing in the Social Media Policy or Employee Handbook as a whole is intended, or will be interpreted to, interfere with, restrain, or coerce any employees' lawful exercise of their rights under any applicable federal, state, or local law, including but not limited to discussing the terms and conditions of employment, engaging in protected activity, acting together for mutual aid or protection, or otherwise lawfully exercising their rights under Section 7 of the National Labor Relations Act.

# TRADE SECRETS + CONFIDENTIALITY

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. Recipes are trade secrets. Other items that fall under this purview are marketing plans, pricing and costs, procedures, and business development details. They are considered confidential and are not to be disclosed to external parties. All inquiries from the media must be referred to OSP Marketing. The content within the OSP Employee Handbook should be treated as confidential. No portion of it should be disclosed to others, except the OSP employees and others affiliated with us whose knowledge of the content is required in the normal course of business. Confidentiality applies during and after employment.



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# NON SMOKING POLICY

It is the policy of OSP to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, or pipe of any kind". This policy also prohibits the use of electronic cigarettes and vapes.

## **The smoke free workplace policy applies to:**

- ➡ All areas of company buildings.
- ➡ All company sponsored off site conferences and meetings.
- ➡ All vehicles owned or leased by the company.
- ➡ All contractors and consultants and their employees working on the company premises.
- ➡ All employees, employment candidates, and interns.



# DRUG AND ALCOHOL-FREE WORK POLICY

Our commitment to compliance to State Law includes the prohibition of illegal and/or controlled substances and the use of alcohol during any shift whether on or off the premises. This also includes the use of these substances when off-duty to the extent that the employee's performance may be impaired. OSP reserves the right to perform drug and alcohol testing on any employee at any time whether random or for cause. Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. This policy will be enforced at all times in accordance with applicable state and local law. Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

## ASSISTANCE

Old Scratch Pizza recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug free workplace policy:

- ➔ Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- ➔ Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- ➔ Ensures the availability of a current list of qualified community professionals.
- ➔ Allows the use of accrued paid time off while seeking treatment for alcohol and other drug problems.

# COMPANY VEHICLES

Only authorized employees may operate Company vehicles and such vehicles are to be used only for business reasons. Any misuse of Company vehicles will lead to disciplinary actions, up to and including termination. An employee whose driving record reflects irresponsibility or who is not acceptable to our insurance carrier will not be allowed to drive Company vehicles. In addition, those who drive Company vehicles are expected to observe the following rules and regulations:

- ➡ Anyone driving a company vehicle must have a current, valid driver's license
- ➡ Changes in the status of a driver's license must be reported to management within 24 hours.
- ➡ Fines resulting from traffic or parking tickets, or other violations are the responsibility of the driver. Violations must be reported to OSP and fines must be paid on time.
- ➡ Any accident involving a Company vehicle, regardless of whether there is damage or injury, must be reported immediately to OSP.
- ➡ Company vehicles must be locked when left unattended
- ➡ No person outside OSP, including your family members, should be allowed to operate the vehicle.
- ➡ It is your responsibility to keep your assigned vehicle clean and in good mechanical condition. Notify your manager of any mechanical issues.
- ➡ No one other than employees of OSP who are on duty, are to ride in your Company vehicle.
- ➡ No smoking or vaping policy inside the vehicle.
- ➡ Never operate the vehicle under the influence of drugs or alcohol.
- ➡ You must comply with all laws while operating the vehicle.
- ➡ Cell phone use is not permitted while operating the vehicle.



# SAFETY + SECURITY

## ANTI-HARASSMENT POLICY

Old Scratch Pizza (OSP) is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices. Therefore, in order to ensure that all relationships among persons representing OSP be professional and free of illegal bias and prejudice we have established this Anti-harassment Policy.

OSP encourages reporting of all perceived incidents of discrimination or harassment; we commit to promptly and thoroughly investigate such reports. OSP prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigations of such reports.

### SEXUAL HARASSMENT

Sexual harassment constitutes discrimination and is illegal. The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as unsolicited and unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, **for example:**

- ➡ Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
- ➡ Submission to or rejection of such conduct by an individual is used as the basis for an employment decision regarding the individual.
- ➡ Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.

**Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:**

- ➡ Verbal sexual harassment includes innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats; requests for any type of sexual favor (this includes repeated, unwelcome requests for dates); and verbal abuse or "kidding" that is oriented toward a prohibitive form of harassment, including that which is sexual in nature and unwelcome.
- ➡ Non-verbal sexual harassment includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, email, photos, text messages, tweets and internet postings; or other form of communications that is sexual in nature and offensive.
- ➡ Physical sexual harassment includes unwelcome, unwanted physical contact, including touching tickling, pinching, patting, brushing up against, hugging, cornering, kissing, and fondling and forced sexual intercourse or assault.

Courteous, mutually respectful, pleasant, non-coercive interactions between employees that are appropriate in the workplace and acceptable to and welcomed by other parties are not considered to be harassment, including sexual harassment.

## HARASSMENT

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law and that:

- ➡ **Has the purpose or effect of creating an intimidating, hostile or offensive work environment.**
- ➡ **Has the purpose or effect of unreasonably interfering with an individual's work performance.**
- ➡ **Otherwise adversely affects an individual's employment opportunities.**

Courteous, mutually respectful, pleasant, non-coercive interactions between employees that are appropriate in the workplace and acceptable to and welcomed by both parties are not considered to be harassment, including sexual harassment.

## INDIVIDUALS AND CONDUCT COVERED

These policies apply to all employment candidates and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to OSP (e.g., an outside vendor, consultant or customer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, meetings and business-related social events.



# PROBLEM SOLVING

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

If an employee witnesses prohibited conduct, but wishes to report the incident anonymously they can do so through the [ospcrew.com/saysomething](https://ospcrew.com/saysomething) page.

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

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

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

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action. Retaliation against an individual for reporting harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action, up to and including termination. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. If a party to a complaint does not agree with its resolution, that party may appeal to OSP's owners. False and malicious complaints of harassment, discrimination or retaliation may also be the subject of appropriate disciplinary action.

Employees found in violation of the OSP Anti-Harassment Policy will be disciplined, up to and including termination.

# VIOLENCE FREE WORKPLACE

All employees, customers, vendors, and business associates must be treated with courtesy and respect all the time. Employees are expected to refrain from conduct that may be dangerous to others. Conduct that threatens, intimidates, or coerces another employee, customer, vendor, or business associate will not be tolerated. OSP resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace.

Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities should be reported as soon as possible to a supervisor. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform a supervisor of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. OSP will not retaliate against employees making good faith reports. OSP will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, OSP may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation. Anyone found to be responsible for threats or of actual violence or other conduct that is in violation of the guidelines will be subject to prompt disciplinary action up to and including immediate discharge. OSP encourages employees to bring their disputes to the attention of their supervisors before the situation escalates. OSP will not discipline employees for raising such concerns.

# ANTI BULLYING POLICY

## DEFINITION

OSP defines bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, as the place of work, and/or in the course of employment.

Bullying may be intentional or unintentional. However, it must be noted that when an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meeting out discipline. As in sexual harassment, it is the effect of the behavior on the individual that is important.

## EXAMPLES

OSP considers the following types of behavior examples of bullying:

**VERBAL BULLYING:** slandering, ridiculing, or maligning a person or his or her family; persistent name calling that is hurtful, insulting, or humiliation; using a person as the butt of jokes; abusive and offensive remarks.

**PHYSICAL BULLYING:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.

**GESTURE BULLYING:** Non verbal threatening gestures, glances that convey threatening messages.

**EXCLUSION:** Socially or physically excluding or disregarding a person in work related activities.

# CORRECTIVE ACTION

OSP's Progressive Discipline Policy is designed to improve and prevent recurrence of undesirable behavior and/or performance issues. The Progressive Discipline Policy is consistent with OSP's organizational values, HRbest practices, and employment laws. The purpose of this policy is to clarify guidelines for employee conduct.

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## PROGRESSIVE DISCIPLINE PROCESS

Outlined below are the steps of our progressive discipline policy. OSP reserves the right to combine or skip steps in the process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. OSP reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our business. Employment with OSP is "at will," which means it is subject to termination by either OSP or the employee at any time, for any reason.

**The following outlines OSP's progressive discipline process:**

➡ **Record of Verbal Coaching:** A supervisor, manager or director coaches an employee when there is an issue of concern. A written record of the discussion, including the date, the issue, and the directive, is maintained for future reference.

➡ **Written Warning:** Written warnings are used for behavior or violations that a supervisor considers serious or when verbal coaching has not helped change unacceptable behavior. Written warnings are documented and placed in the employee's personnel file.

➡ **Follow-up Plans:** Whenever an employee has been involved in coaching/discipline that has not resolved the issue or when they have demonstrated an inability to perform assigned work responsibilities efficiently, a supervisor, manager, or director may facilitate a meeting to discuss the issue and develop a Performance Improvement Plan (PIP) to address it. This will be documented and signed by the employee and is placed in the personnel file. The employee is expected to demonstrate a willingness and ability to meet and maintain the conduct and work requirements specified in the PIP within the deadline provided. At the end of the PIP, the PIP may be closed or, if established goals are not met, dismissal may occur.

## PERFORMANCE AND CONDUCT ISSUES NOT SUBJECT TO PROGRESSIVE DISCIPLINE

Behavior that is illegal is not subject to progressive discipline, and such behavior may be reported to local law enforcement authorities. Similarly, theft, working while under-the-influence, bullying, harassment, sexual harassment, fighting, and other acts of violence at work are also not subject to progressive discipline; these are grounds for immediate dismissal. "Acts of violence" includes but is not limited to racism in any form, physical assault, verbal assault, vandalism, and intentional damage to property. Finally, at OSP, we schedule exactly the amount of staff we need to be successful. Failure to show up puts our quality, team, and customer relationships in jeopardy. As a result, a no-call/no-show is also not subject to progressive discipline.

### Separation of employment can occur for several reasons:

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#### Resignation:

Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks' notice, preferably in writing, to facilitate a smooth transition. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice.

#### Job abandonment:

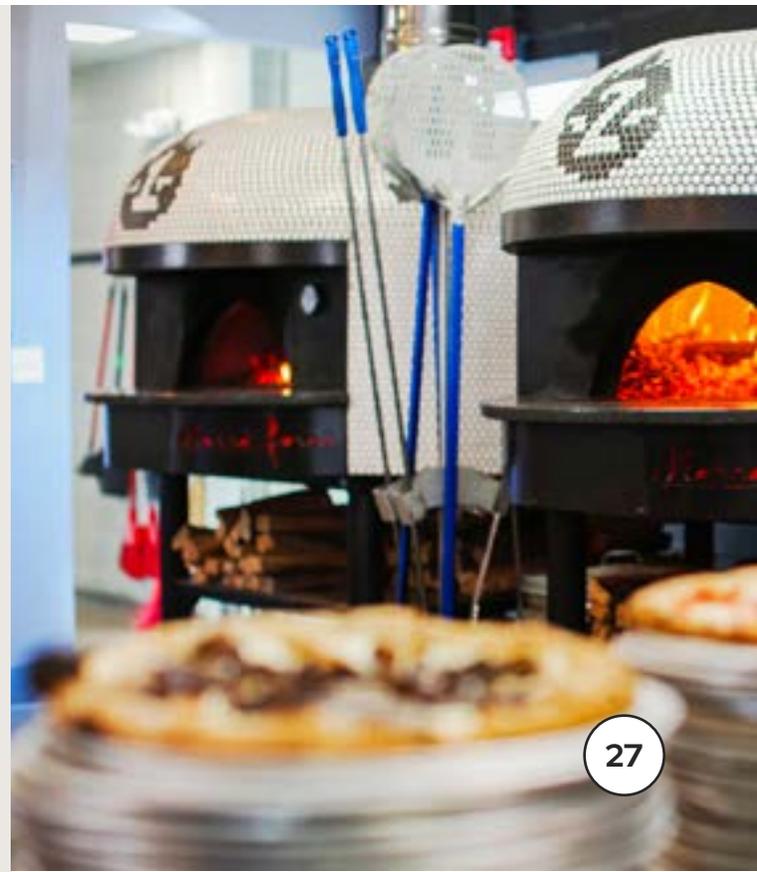
Employees who fail to report to work or contact their supervisor shall be considered to have abandoned the job without notice. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.

#### Termination:

Employees of OSP are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

The separating employee must return all company property at the time of the separation, including at the following that apply: keys, after hour key card, dock pass, credit/debit cards, check book, deposit slips, and company electronics (laptops, tablets, cell phones). Failure to return some items may result in deductions from the final paycheck.

**Accrued PTO will be processed as described in the PTO policy**





# ALCOHOL SERVING POLICY

As a restaurant that serves alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should be informed immediately.

## **Employees who serve customers, must abide by the restaurant's policies on alcoholic beverage service:**

- ➡ We will not knowingly allow anyone on our staff that is under the legal drinking age to serve or dispense alcoholic beverages.
- ➡ We will not knowingly serve a person alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 30 years of age.
- ➡ We will offer non alcoholic alternatives such as soft drinks, coffee, tea, etc.
- ➡ The restaurant will provide free taxi service for intoxicated customers.

All employees who are of legal drinking age and may handle alcoholic beverages are required to complete the ServSafe Alcohol Certification Course. You can find the course at [www.servsafe.com/ServSafe-Alcohol](http://www.servsafe.com/ServSafe-Alcohol) or through the [ospcrew.com](http://ospcrew.com) site. The upfront cost is \$30 and will be reimbursed to the employee after the completion of the course and exam.



# WORKING CLEAN

We strive to keep an immaculately clean, organized kitchen, and abide by all food standards and regulations put forth by Public Health Departments.

## HAND WASHING

Employees are expected to wash their hands frequently to ensure food safety. Hands **MUST** be washed in each of the instances: before entering the kitchen and touching food and after using the restroom, taking a break, handling cleaning supplies or garbage, touching your body or hair, and changing gloves.

## FOOD SAFETY

The OSP kitchen is where food quality, food safety, and preparation skills meet. If anything or anyone is operating in an unsanitary (i.e touching hair and then touching food without washing hands) or careless (i.e. handling food prep knives incorrectly) manner, employees must inform the manager immediately. All BOH employees must complete the ServSafe Food Handler Certification Course. You can find the course at <https://www.servsafe.com/ServSafe-Food-Handler> or through the [ospcrew.com](http://ospcrew.com) site. The upfront cost is \$15 and will be reimbursed to the employee after the completion of the course and exam.

## CLEAN UP AFTER YOURSELF

The job isn't done until the mess made during prep and/or production is cleaned. Employees are to thoroughly cleanse and sanitize the kitchen spaces in which they worked.

# LOCKERS

Employees may stow personal belongings in the designated locker area, or when no lockers are provided it is recommended that personal items are left in vehicles. All items must be on a coat rack or inside a locker. Nothing is to be stored on top of the lockers.



# WORKERS COMPENSATION

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state, and federal safety and health regulation and operational standards. Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, customer, or company property at risk can lead to employee disciplinary action and/or termination.

It is the responsibility of the injured employee to notify a manager within 24 hours of a work related injury and complete the "first report of an injury" form for each safety and health infraction. These include, but are not limited to injuries in the workplace such as burns or falls. Managers will facilitate these reports. Prompt claim reporting is vital to effective case management and claim processing. Injuries not reported within the 24 hour timeframe may result in denial of coverage of claim.

# SURVEILLANCE

OSP utilizes video surveillance to help keep employees and customers safe. This practice minimizes theft during and after store hours, discourages illegal or violent behaviors, and provides a record for injuries like slips and falls.

The use of video surveillance affects employee privacy. There should be no expectation of privacy on the OSP premises except in a private area such as a restroom. If you have any questions or concerns, please contact a manager.



# EMPLOYEE ACKNOWLEDGMENT

The OSP Employee Handbook describes important information about Old Scratch Pizza, and I understand that I should consult human resources regarding any questions not answered in the handbook. I have entered into my employment relationship with Old Scratch Pizza voluntarily and acknowledge that there is no specified length of employment.

**I understand and agree that nothing in the employee handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Old Scratch Pizza is employment at-will, which may be terminated at the will of either Old Scratch Pizza or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document.** I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Old Scratch Pizza or myself, so long as there is not violation of applicable federal or state law.

This manual and the policies and procedures contained herein, and the full policies listed on our website, [ospcrew.com](http://ospcrew.com), supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your employment with Old Scratch Pizza. Old Scratch Pizza may revise its policies, guidelines, procedures, and the directives within the OSP Employee Handbook at any time, in its sole discretion. It is the responsibility of every employee to maintain an updated copy of the OSP Employee Handbook. The most up-to-date copy of this handbook will always be available through your general manager, human resources, or at [ospcrew.com](http://ospcrew.com).

I acknowledge that I have received the OSP Employee Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook, full policies listed on our website, [ospcrew.com](http://ospcrew.com), and any revisions made to it.

**I acknowledge that I have read and understand the COBRA, FMLA, Temporary Disability Leave, Jury Duty, Military and Military Family Leave, and the Employee Dating policies detailed on our website, [ospcrew.com](http://ospcrew.com).**

