

# Papa Murphy's Employee Handbook

## Our Mission Statement:

We exist to **impact** our people by **inspiring** personal growth.  
**Empowered** team members create great customer experiences.

## Our Company Core Values:

- **Trust** is the foundation to **leadership**.
- **Modeling** the right things, shapes the right behavior.
- **Equipping** our people to achieve personal **excellence**.
- Putting our people first through **encouragement** and **support**.

## Employment at Will

Employment at Papa Murphy's is at-will. This means that Team Members are free to terminate employment at any time, with or without notice or cause, and Papa Murphy's has the same right. There are no contracts between ownership and employees.

## Papa Murphy's & Team Members: Sharing Expectations

At Papa Murphy's, we view the relationship between a Team Member and our company as a *partnership, which comes with both benefits and obligations*. Because we believe a mutual understanding of expectations is the best foundation for working together, we've provided the following guidelines we hope will result in successful employment at Papa Murphy's.

## What Papa Murphy's expects from team members

- Understand the company's direction, challenges, and how Team Members contribute to Papa Murphy's success.
- Accept accountability for one's own performance and development and performing with initiative and a commitment to achieving results and improving skills.
- Demonstrate Papa Murphy's values in daily responsibilities and interactions.
- Be open and contribute actively to positive "change."
- Provide the highest quality products and service to every customer.

## What Team Members can expect from Papa Murphy's

- Opportunity to understand the overall goals of the company and how Team Member performance contributes to them.
- Industry competitive and comparable total compensation programs and opportunities for salary growth, recognition and development.
- Managers who facilitate the success of the Team Members who work for them.
- Opportunity to learn leadership principles that will add to your skills and help you to operate closer to your potential.
- A work environment that:
  - Respects each person and values every position in the company.
  - Provides individuals the opportunity to contribute, learn and grow.
  - Is team-based and integrated.
  - Supports work-life balance.

**If both Team Members and Papa Murphy's contribute to this relationship, then we will all be part of a company that:**

- Is financially strong, viable and growing, and recognized in its industry as an "Employer of Choice".
- Contributes well beyond its financial performance – makes a difference in the lives of its Team Members, in its community and to the broader world.

**Open Door Policy**

Papa Murphy's has an open-door policy that encourages Team Members to report any behavior that they believe violates any of these Papa Murphy's policies, or which is otherwise inappropriate. If possible, always try to resolve issues by starting with your immediate supervisor, however, if you are not comfortable doing this, or if you have done this and are still not satisfied, you may go to anyone in management to discuss your concerns. The Manager or Company Store Supervisor of this Papa Murphy's is also available to help resolve any matter related to your employment.

**Harassment and Discrimination**

Papa Murphy's prohibits harassment and discrimination of Team Members based on race, color, sex, religion, age, national origin, disability, marital status, sexual orientation, veteran's status, or other protected class status. Any incidents of harassment should be promptly reported.

**Employee's responsibility**

- "Just say no" – It is essential that an employee that feels that they are the subject or target of inappropriate treatment approach the perpetrator and clearly make them aware of their inappropriate actions.
- Report any activity – Any person who is connected in any way or even observes discrimination or harassment is required to notify management. Knowledge without notification may be grounds for liability if not reported.
- Testimony – Any employee may be required to give their perspective of the offense in verbal or written form.

**Management's responsibility**

- Management will take every report of inappropriate actions seriously.
- Information gathering will take place before any judgment. This may take place verbally or in written form.
- A solution will be proposed to the individuals involved and the problem will be addressed in the most appropriate way.

**BES-t Employee Meal Policy**

Established Nov 2004

- Employees for BES-t Investments are entitled to the following meal benefits:
- You are entitled to purchase one item on the day that you work at 50%.
- This can be any pizza or add on sale.
- This does not include Soda. We have an employee price for Soda that reflects purchasing at our cost.
- The transaction must be rung up by a manager or shift leader keeping the receipt to show proof of purchase.
- The pizza must be purchased by the employee before or after work while off the clock to be eaten off the clock and off location (not in the store).
- Pop, Cookie dough and Salads may be consumed in the store if done appropriately such as on a break or off the clock. Products kept in the store must have the receipt (current date) attached to show proof of purchase.
- This benefit does not extend to friends or family members other than the employee choosing to share.
- The pizza must be made by another employee and not the person purchasing it. This is for obvious reasons.
- There are no IOU's.

This employee meal benefit is to show appreciation for your hard work in our company, however, may be takeaway from any person at any time if it is determined that it is being abused. We ask that you respect this and appreciate the benefit that has been extended to you.

## **Cell Phone Usage Policy**

At Papa Murphy's, maintaining a professional and efficient work environment is critical to providing exceptional customer service and upholding the high standards of our brand. This Cell Phone Usage Policy outlines expectations for Team Members regarding personal and business-related cell phone use during work hours.

### **Personal Cell Phone Usage**

1. Restricted Use
  - Personal cell phone use is not permitted while on duty, including phone calls, text messaging, browsing, or using apps, except during designated break times.
  - Cell phones should be kept out of sight during work hours, preferably in lockers or a secure location.
2. Breaks
  - Team Members may use their cell phones during scheduled breaks in designated break areas.
  - Personal calls or messages must not interfere with the length or timing of breaks.
3. Emergencies
  - If a Team Member has an urgent personal matter, they should inform the Manager on duty and handle the situation with discretion.

### **Business Cell Phone Usage**

1. Store Phones
  - Store phones are for business use only. Personal use of store phones is prohibited except in emergencies.
2. Work-Related Use
  - If a Team Member is required to use their personal cell phone for work-related purposes (e.g., contacting another location, vendor, or manager), prior approval from the Manager is required.
  - Any work-related use of personal devices must be conducted professionally and promptly.

### **Expectations**

1. Customer Focus
  - All Team Members are expected to focus on customer service and operational duties. Personal distractions, including cell phone use, can negatively impact performance and customer satisfaction.
2. Safety
  - Team Members must not use cell phones while operating equipment or performing tasks that require full attention.

### **Consequences**

1. First Violation
  - A verbal warning will be issued, and the Team Member will be reminded of the policy.
2. Second Violation
  - A written warning will be issued and documented in the Team Member's personnel file.
3. Third Violation
  - Further disciplinary action will be taken, up to and including termination of employment.

### **Management's Responsibility**

1. Enforcement
  - Managers are responsible for ensuring that this policy is communicated and enforced consistently among all Team Members.
2. Support
  - Management will provide clear guidance and address any concerns Team Members may have about the policy.

This policy is designed to create a focused and productive work environment while ensuring the safety and satisfaction of our customers and Team Members. Thank you for your cooperation.

### **Scheduling and Attendance**

At Papa Murphy's, we believe that there should be a measure of flexibility when it comes to scheduling Team Members. The Franchise Owner/Manager will be as accommodating as possible but must take into account the welfare of the store and the other Team Members. Therefore, requests for rescheduling should be kept to a minimum.

### **Schedules**

Schedules are normally posted on Thursdays and go into effect on the following Tuesday. Team Members are responsible for checking the schedule – in person – before Tuesday.

### **Request Days Off**

A notice is required for any special consideration in scheduling. The Manager must be notified in writing, using the Request for Days Off form by Wednesday of the week before the schedule begins.

### **Shift Changes**

Team Members are not allowed to change days off with another Team Member without the Manager or person in charge's permission. If a shift change is approved, the Manager will need to approve the choice of replacement as well. Team Members must limit requests for changes after the schedule has been posted.

### **Find your replacement**

While we do not wish for you to work if you are contagious, we will expect that each person does everything in your abilities to find your own replacement. It becomes much too convenient to be able to simply call in and let someone else deal with your responsibility.

### **Attendance & Punctuality**

Punctuality is essential, as is regular attendance. Management and fellow Team Members depend on the rest of the team for smooth operation.

**Being punctual** – This means that the Team Members are at their stations - ready to work - at the time that they are scheduled to start. If a Team Member cannot make it to work on time, he/she must let the Managers know as soon as possible so that temporary shift adjustments can be made. Messages should never be sent through friends. Habitual tardiness could result in further disciplinary action up to and including termination.

### **Paid Breaks**

Technically Iowa does not legally require breaks in this industry, however we do have a break policy in place for our employees. Breaks are a privilege and not a right.

- Any employee that works a 5-hour shift may take a 15-minute paid break providing it is at an appropriate time and does not interrupt customer service.
- All paid breaks must be taken on company property to avoid liability while on company time.
- Breaks must be approved by the person in charge and limited to the approved time and place.
- Smokers and non-smokers are under the same standard of expectations in regard to breaks.
- If an employee qualifies for a paid 15-minute break, the break may be broken up into three 15-minute breaks upon approval of supervisor.
- There should not be more than three 5-minute breaks during any given shift. This applies to management and non-management.

## Unpaid Breaks

- If an employee wishes to leave the grounds or exceed 15 minutes they must punch out for the duration of the break.
- Unpaid breaks can be flexible on time, however, must be approved by the manager on duty.

## Punching in and out

Upon arrival you should arrive at least 5 minutes early for your scheduled shift. At that time, you will need to get into uniform and take care of any other appearance needs and then punch and move to your assigned station. We want to avoid people showing up early and punching in then disappearing into the bathroom for 5 minutes while on the clock. Consequently, once your shift is over you are required to punch out and then change your clothes off the clock.

Timecards and badges and POS ID codes are protected by law and cannot be manipulated or modified without GM or ownership approval. They are not to be shared between peers for any reason.

Unless authorized, each employee is to use only their own timecard or time POS log-in code. It is not permissible for anyone to punch someone else in or out, even if you have permission from that person. It is also not permissible for anyone to use another person's log-in code or access another person's cash drawer for any reason. Violations may result in termination or charges being pressed in cases of theft.

## Uniform and Personal Appearance Policy

Papa Murphy's has established a uniform policy for store Team Members and Managers to provide a standardized look throughout the Papa Murphy's system. This policy gives specific guidelines for uniform enforcement. Our uniform policy, when followed, will help ensure that our stores are in compliance with the local Health and Agriculture Departments' uniform hygiene requirements.

**NOTE: In most cases, the following applies equally to both men and women.**

### Uniforms

#### Shirts

Papa Murphy's approved shirts with "Papa Murphy's" embroidered on the left sleeve must be worn or a black T-shirt of your choosing. Shirts should be kept clean and wrinkle free. All undershirts will need to be either White, black or red depending on the color that has been determined for that store. All employees must be the same.

#### Pants

Black slacks, dress pants or Jeans are permissible. Cotton twill pants, skirts or walking shorts can be worn provided that they conform to local standards and are clean, wrinkle free, and in good condition. Pants, with a belt, must not drag the floor nor sag beneath the waistline. Skirts and walking shorts should be no shorter than knee length. Sweatpants, or pajama bottoms are not allowed.

#### Hats

Papa Murphy's approved baseball-style caps or visors with "Papa Murphy's" embroidered on front must be worn. Papa Murphy's Team Member Recognition pins may be pinned to the hat/visor or headband. No other objects may be pasted, pinned or stuck to the hat/visor (including name tags while working).

***Hats or visors are to be worn at all times while on duty.***

#### Aprons

Papa Murphy's approved bib-style aprons with "Papa Murphy's" embroidered across the front must be worn. Aprons are to be kept clean and wrinkle free. If tied in the front it should be under the apron.

#### Shoes/Socks

Black shoes are required and slip resistant recommended. Shoes should be comfortable, clean and in good condition. Socks or nylons must be worn at all times covering the ankles. No open-toed, open-backed, sling-backed shoes, sandals, flip flops or clogs are permitted. Stable footwear is less likely to result in potential injury. Shoes with rubber or non-slip soles are recommended.

#### Name Tags

Papa Murphy's name tags with the Papa Murphy's logo engraved on a white background must be worn. Names may be engraved on the front or applied by a label gun. Name tags are to be worn on the right side of the apron.

### **Personal Hygiene**

No heavy perfumes and/or strong colognes or aftershaves are allowed.

Team Members must shave (if necessary), shower and practice proper oral hygiene before reporting to work. Team Member hands and nails should receive special attention since they will be in contact with our product. Hands must be scrubbed and nails clean and neatly trimmed at all times. False nails and nail polish (clear or colored) are not allowed in food establishments.

### **Hair**

Hair must be clean and kept out of the eyes. Long hair (collar length or longer) must be restrained by a hair net or pulled back in a ponytail. If hair is extremely long, it must be braided or worn in a bun. (Note: Regardless of how hair is worn, Team Member must always wear a hat/visor.)

### **Facial Hair**

Mustaches or goatees must be neatly trimmed and no longer than ¼ inch long and extend no further than ½ inch out from the edge of your mouth. Beard nets or hair nets may be worn if necessary. Sideburns must not extend any lower than the bottom of the ear lobe. This is a state health code regulation. (Note: There may be rare exceptions to the shaving policy.)

### **Makeup**

The use of makeup must be kept to a minimum.

### **Gloves**

Papa Murphy's has elected that all Team Members must wear protective gloves while preparing food for sale. Gloves must be changed frequently or any time a Team Member leaves the make-line and returns to a food preparation station.

You must wash your hands prior to putting new gloves on.

### **Social Media**

Papa Murphy's is a protected brand that reserves the right to control all branding in public or sub-public arenas. We take protecting our brand very seriously and take steps to ensure that the public image of our product and company is represented in the highest regard.

Posting of text or images on any social media sites that include our uniform, logo or facilities is forbidden.

Gossip or any negative text concerning Papa Murphy's name is not permissible.

Any violation of these rules may be subject to disciplinary action.

Rule of thumb; don't post anything that you wouldn't want a future employer/ or Mother in-law to see on your Facebook page.

### **Couponing**

Each year we spend around 5% of our revenue on marketing. This included Printed coupons or Ads, TV and some radio. Couponing is a big part of the pizza business in the US and is highly competitive. We need to keep in mind that the purpose of any coupon is to get the customer to walk through our door. When a coupon has done its job two things should always take place.

1. Papa Murphy's made an additional sale that will likely turn into additional sales simply because of the added exposure to our pizza.
2. The customer walks out happy knowing that we did everything in our power to help them have a great experience in our store leading to continued loyalty.

Building customer loyalty is our top priority. Making sure that the customer doesn't get more than what they are entitled to is NOT a priority.

**Empowerment** - Every employee in our company has the power and responsibility to make sure that the customer is taken care of, and that customer loyalty is established and even increased due to a positive experience.

This means:

- We will accept all expired coupons. We spend good money on these so why would we penalize ourselves or the customers by not accepting an expired coupon. The exception would be if it applies to a discontinued product that we are not able to make. Even with this we can do our best to help them.
- We accept any coupons even when participating stores do not mention our company.
- We will accept any coupon from any Papa Murphy's or any other pizza establishment and try to match their discount. When this happens, we take one more customer away from our competitors.

### **Refunds**

Generally speaking, our policy is that our first line of reconciliation is to correct or compensate product when a mistake is made and or a customer's need is not met. On occasion the customer may request a refund for their purchase.

Realistically the phrase "The customer is always right" is not always true. There are times when we are clearly at fault, and times when the customer is clearly at fault. Sometime the fault of the customer may be unintentional and may come in the form of the way they ordered the pizza or a misunderstanding of the process. If this is the case, we always take care of them without pointing out faults and help them to have a great experience.

### **Suspicious Refund Procedure**

Unfortunately, other times we may be the target of a customer trying to manipulate or take advantage of a situation. These times are rare and even when they do happen, we can address this with professionalism and respect. If you suspect that a customer is clearly trying to take advantage of the situation we will need to take the following steps.

- Listen well and try to understand their frustration.
- Gather information about the purchase such as what time they came in, the name on the ticket, the items ordered, and their phone number if they have a credit card receipt ect.
- Inform them that we would be glad to provide a refund for them, however before we do so we are required to first establish the specific transaction.
- Once we have the opportunity to view journal tapes, video and yellow/white tickets to establish the transaction we can refund their money.

These steps should be completed by a member of management when at all possible.

Note: If it is not clear and a decision needs to be made quickly, all employees have the authority to take care of the customer to ensure that we keep the loyal customer, even at the expense of the company. Ownership will gladly give up a free product from time to time to protect from losing loyal customers. No one will ever be reprimanded for replacing a pizza or giving away an additional item to compensate for a mistake. The refusal to do everything in your power to maintain customer loyalty may become a "coaching opportunity" should it happen.

Management will always have your back when your intentions are in the best interest of the customers and their ongoing loyalty.

### **Theft and Cash Control**

- One in three employees steal.
- 75% of employees steal at least once.
- 50% of employees who steal at least once steal multiple times.
- 25% of employees who steal more than 3 times go on to serve jail time.
- Employee theft is the number one cause of inventory shrinkage.
- 20% of all businesses fail due to internal theft and fraud.

- The average theft to small businesses in 2002 was \$127,500.
- 55% of perpetrators of employee theft are managers.

### **What do our employees steal?**

- Cash
- Product
- Time
- Performance
- Your hard work, Your raise, Your reputation.
- Team Unity and your Trust!

### **Register operations**

- Clerk numbers – Each individual has their own clerk number. Always. You are not permitted to use another employee’s clerk number for any reason. Clerk numbers are not to be shared with anyone.
- Order accuracy – Proper training and communication with management. Having the right people on register.
- Register Corrections & Discounts - Voids, Over-rings, Club Cards & Employee Discount – Voids should be done by an authorized person.
- Employee Discounts need to be done by a supervisor and someone other than the employee purchasing the pizza. The journal tape needs to be initialed by the register operator to confirm legitimate transaction.
- Cash Accountability - One person per drawer.
- Paid-Out – To be completed by management only.

### **Food Cost Control**

Expectations for Product Quality and Cost control.

- All job aids must be followed specifically for each prep item. We need to know what the correct procedure is according to the written specifications. We should never simply trust verbal instructions without comparing them with the job aids. Written trumps verbal.
- Portion charts are to be used for every pizza. It doesn’t take long to learn the portions if you apply yourself to the portion charts up front. We should never wing it just because “it slows us down during busy times”. Learn it right up front and you will never have to worry about it again.
- Attention needs to be paid to the visual appearance of each product. Dough quality and sheeting are the foundation for the quality of our products.
- Ingredients need to be out to the edge, neat and applied evenly across the pizza. No center loading or outside margins.
- All products have a shelf life. Product expirations dates need to be followed.

### **Personal Conduct**

We expect everyone to follow our expectations of personal conduct.

- Tell the truth. Honesty connects people, dishonesty alienates people.
- Be accountable for your actions and mistakes. Everyone is accountable to each other.
- Show proper respect to your co-workers and superiors.
- Responsibility of speech. Do not gossip, use profanity or talk about your personal life in front of customers.
- Use encouraging words that help to build people up, rather than cut people down.
- Don’t be a complainer, come to the party with solutions, not just complaints.
- Leave your problems at the door. No one likes to work with a victim. They bring everyone down.
- Be on time. Your attendance and punctuality are a reflection of your priorities.



- Follow the proper procedures. This is a direct reflection of your integrity.

I understand and agree with the Papa Murphy's Employee Handbook policies and regulations.

Employee:

Manager:

\_\_\_\_\_

\_\_\_\_\_

Date

\_\_\_\_\_