



Employee Handbook

2014

Disclaimer:

The "Employee Handbook" has been prepared to provide general information and guidelines concerning this restaurant's personnel and procedures. The Employee Handbook is not intended to and does not create a contractual agreement or relationship between the West Side Subs, LLC and any of its employees, either for continued employment or for any specific employment benefit, policy or procedure. The West Side Subs, LLC reserves the right to modify, revoke or otherwise change the benefits, policies and procedures within this handbook, in whole or in part, at any time without notice.

Employment at West Side Subs, LLC. is at will and may be terminated by either the employee or West Side Subs, LLC. at any time, with or without notice.

No representative of this West Side Subs, LLC. has any authority to promise an employee that employment will be permanent or for a definite period of time, or to promise an employee that employment may only be terminated for cause, or to grant employee benefits beyond those set forth in this Employee Handbook except in a written agreement signed by both the employee and the owners of West Side Subs, LLC. This Handbook is a general guideline and may not include all of the policies of this restaurant. If you should have any questions, ask your Supervisor.

Trademark Information:

The following trademarks are registered to Doctor's Associates Inc. in the USA and other countries: Subway, Subway Sandwiches & Salads, the Subway logo, University of SUBWAY, B.M.T., Sub Club, Kids' Pak, Sandwich Artist, Subway Club, Subway Melt, Veggie Delite, and Subway Seafood & Crab.

Welcome!

To West Side Subs, LLC

Date: May 11, 2014

Dear,

Welcome to the SUBWAY® system. We are delighted you are joining us as a new **Sandwich Artist** in this franchised SUBWAY® restaurant owned and operated by West Side Subs, LLC.

Your role is critical in fulfilling the SUBWAY® system mission of "consistently offering consumer's great value -- driven by fresh, great tasting 'made to order' food, an exceptional service experience, spotlessly clean restaurants and an inviting atmosphere."

This "Employee Handbook" is intended to provide you with an introduction to the SUBWAY® brand and to your particular restaurant. It includes important reference materials as you begin to learn your new responsibilities.

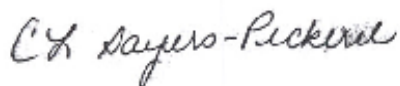
The policies covered in this handbook are not meant to hamper or restrict your efforts. Rather, the policies help coordinate our jobs, aid us in working more effectively as a team, and help ensure fair treatment for all employees.

West Side Subs, LLC strives to both **BE** and **BE RECOGNIZED** as the best operator of Subway® restaurants in the Greater Cincinnati Market. The fact that we were chosen to have both the local commercial and the Reds Community Involvement day in one of our stores shows we are on our way to achieving this goal.

To obtain and maintain our goal of being the best Subway® restaurant operator in the Greater Cincinnati Market, we need you – our employees, to be the very best as well! We value our employees tremendously and believe the policies in this employee hand book reflect it.

We wish you much success in your new position! If you have questions relating to your employment which are unanswered in this handbook, you are encouraged to consult your restaurant manager for assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. H. Sayers-Rickard".

Important Facts about our Restaurants:

Store:	Subway #2823
Address:	5301 Glenway Avenue Cincinnati, OH 45052
Phone Numbers	(513) 510-4054
Owners:	West Side Subs, LLC (Carol, David, Melissa, Taylor & Michael Pickerel)
Managers:	Michael Pickerel
Store:	Subway #33053
Address:	3795 Shady Lane North Bend, OH 45052
Phone Numbers	(513) 467-6800
Owners:	West Side Subs, LLC (Carol, David, Melissa, Taylor & Michael Pickerel)
Managers:	Taylor Pickerel
Store:	Subway #37399
Address:	6391 Bridgetown Road Cincinnati, OH 45248
Phone Numbers	(513) 598-6075
Owners:	West Side Subs, LLC (Carol, David, Melissa, Taylor & Michael Pickerel)
Managers:	Carol L. Sayers-Pickerel
Store:	Subway #41146
Address:	5659 Rapid Run Road Cincinnati, OH 45233
Phone Numbers	(513) 922-6333
Owners:	West Side Subs, LLC (Carol, David, Melissa, Taylor & Michael Pickerel)
Managers:	Melissa Pickerel
Store:	Subway #51829
Address:	3134 Harrison Avenue Cincinnati, OH 45211
Phone Numbers	(513) 407-6220 (store),
Owners:	West Side Subs, LLC (Carol, David, Melissa, Taylor & Michael Pickerel)
Managers:	Melissa Pickerel

YOU ARE PART OF A WINNING TEAM



"With an astonishing [number of locations] worldwide, it's the 16th time that SUBWAY® has claimed the top spot in Entrepreneur's Franchise 500® -- and the franchise is as ambitious as ever."

Entrepreneur Magazine, announcing the 2008 Franchise of the Year

Over its many years of successful operation, the Franchisor of SUBWAY® restaurants, Doctor's Associates Inc. (DAI), has developed a simple and supportive system for its franchisees. Each SUBWAY® restaurant is independently owned and operated, including your restaurant. Our highly successful franchise system has earned us praise and respect in the Quick Service Restaurant (QSR) Industry.

HELPING SOCIETY

The SUBWAY® restaurant system is a proud sponsor of the American Heart Association's Heart Walks, which occur annually throughout the United States. The brand also sponsors the American Heart Association's "Jump Rope for Heart!" program, which promotes the value of physical activity to elementary school children.

SUBWAY® franchisees are also active in their communities, sponsoring or taking part in activities to benefit such groups as Habitat for Humanity, Special Olympics and many other local events. In addition to being known for our community involvement, the SUBWAY® system has also become part of popular culture. You'll see our logo at major sporting events throughout the world and we've been mentioned and featured in numerous television shows and movies

ABOUT THE COMPANY

It was the summer of 1965 and 17 year-old Fred DeLuca was concerned about the future. To him, the thought of being able to afford a college education seemed as far-flung as the prospect of a man walking on the moon.

On a fateful Sunday afternoon in July of that year, a business relationship was forged that would forever change the landscape of the fast food industry. Hoping that family friend, Dr. Peter Buck, would have advice for him, young DeLuca explained how badly he wanted to study to become a medical doctor.

"You should open a submarine sandwich shop," said Buck.

What an odd thing to say to a seventeen-year old kid, thought Fred. Before he could respond or express surprise, however, Fred heard himself ask, "How does it work?"

To Pete Buck it was simple. Rent a store, build a counter, buy some food, open for business, and Fred would soon have enough money to pay for college. If Fred was willing to do it, Pete would be his partner. He presented Fred with a check for \$1,000--his investment in their new venture.

Within a month, on August 28, 1965, the entrepreneurs opened their very first sandwich shop in Bridgeport, Connecticut. In 1974, the duo turned to franchising as a way to grow the business and by 2002, SUBWAY® restaurants surpassed McDonald's as the largest restaurant chain, in terms of number of open and operating locations, in North America.

TODAY A WORLDWIDE LEADER

Today, with more than 29,500 locations in more than 85 countries, the SUBWAY® system is a leader in the QSR industry. We have earned an excellent reputation by offering healthy alternatives to traditionally fatty fast food.

Along with traditional SUBWAY® locations, we have more than 3,500 restaurants located in nontraditional places, like airports, colleges, and sports arenas. We also have several Regional Offices and Training Centers throughout the world.

WHAT IS A SANDWICH ARTIST®?

A Sandwich Artist® is an employee who has mastered the skills necessary to create a "picture perfect" sub each and every time, has outstanding customer service skills, and is knowledgeable about all SUBWAY® products. All employees receive training in the areas of sandwich preparation, food preparation, baking packaging, and customer service. Sandwich Artists® are not limited to one area of responsibility or expertise; instead they are a "Jack of all Trades."

Becoming a Certified Sandwich Artist® takes time and is a very important aspect of the job. The goal is to create beautiful, great tasting products, made to formula, and served enthusiastically to our guests. To help you get certified, you may be asked to take courses on the University of SUBWAY®, our company's online training program. Your store manager will tell you more about this exciting -- and fun! -- training opportunity.

ABOUT YOUR JOB

When you work at a SUBWAY® restaurant you can expect the restaurant owner to do his/her best to provide good compensation and good working conditions. You can look forward to the prestige that comes from working for a widely recognized and highly respected franchise chain. You can enjoy the benefits of working with people concerned with helping others, and you can take pride in sharing the significant accomplishments of the SUBWAY® system.

You can look forward to numerous opportunities for exploring your own potential for growing within our company. Training and development opportunities are available to you. Many Sandwich Artists® have gone on to manage SUBWAY® restaurants and even open their own! The success of our system depends upon the growth and success of each employee, like you. We are striving to achieve the common goal of providing great food and service to our customers. Working together we can accomplish our goal.

CREATING A PROFESSIONAL ATMOSPHERE

First impressions are the backbone of our business and we want every guest to enjoy their visit to a SUBWAY® restaurant. We work in a very open environment - so presentation is key! The following appearance guidelines will keep a professional SUBWAY® brand image, promote safety, and provide a pleasant atmosphere for our guests.

UNIFORMS AND ACCESSORIES

Uniforms:

Hat (Provided): Approved logoed hat or visor must always be worn.

Shirt (Provided): Approved logoed shirt must be worn at all times. You should wash the shirt after each shift. Only a black or white t-shirt may be worn underneath the logoed shirt.

Apron (Provided): An apron must be worn at all times. You should wash the apron after each shift.

If you are not wearing the provided apron, hat or shirt during your shift, you will be issued a new one and charged five dollars for it.

Pants/Shorts/Skirts: They must be black or tan in color and must be cotton, polyester or a cotton/polyester blend. Knit fabrics such as Lycra, spandex or fleece, and athletic-type pants are not allowed. The length of shorts or skirts must be at least to the finger tips when standing straight up and your arms at your sides.

Shoes: Wear closed, flat shoes with no-slip soles. For your protection, open-toed or open-back shoes, sandals, high heels, or mule style shoes are not allowed. Comfortable, dark colored shoes or clean white sneakers must be worn. Socks: clean white or dark colored socks/hose must be worn.

Jewelry: One plain ring, one wrist adornment (e.g., wristwatch, medical I.D., etc.) and one plain necklace, hung inside the uniform, may be worn. Non-dangling earrings may only be worn on the ears. Any other visible body parts may not be adorned with jewelry. Only approved promotional buttons and professionally-made name tags may be worn on the outside of the uniform shirt or hat.

Electronic Devices: Electronic devices of any sort are not allowed, including music players and cell phones.

PERSONAL GROOMING

Because you are working in the highly regulated world of food service, there are certain standards of grooming that you must meet. These standards create comfort for our guests and ensure proper, safe food handling of the food we sell. The following standards are required of all SUBWAY® employees:

- *Hygiene:* Employees must bathe daily and have clean hair, skin, nails, teeth, and clothes. Excessive makeup and heavy perfume or cologne may not be worn.
- *Hair:* Must be neat, clean and worn above the collar and restrained in an approved method such as a visor or a hat.
- *Facial Hair:* Mustaches must be short and neatly trimmed. No Beards. Faces must be cleanly shaven.
- *Fingernails:* Must be short and clean and free from any type of polish/paint, coatings or other adornments. Artificial nails are not permitted.

FOOD SAFETY

Our guests deserve safe food, clean surroundings and well-groomed Sandwich Artists®. We are fully committed to food safety so we minimize any potential dangers of unsafe food handling. Your training will reinforce all aspects of this important topic. Here are several of its key elements:

HANDWASHING

Hands must be properly washed at the following times:

- Before starting work
- Before returning from restroom
- Before putting on gloves
- After cleaning assignments
- After handling money or any other nonfood item
- After touching hair, face or skin
- In between preparing different food products during food preparation Never touch food with bare hands. Always use gloves or utensils. All in-use utensils should be stored inside containers.

KEEP ILLNESSES HOME

Do not come to work if you are ill. If you have any of the following conditions, stay at home: fever, sore throat or sinus infection, diarrhea, coughing or sneezing, upset stomach, nausea, or vomiting and dizziness.

Bandage all cuts thoroughly before coming to work. If you get injured or cut at work, immediately report the injury to your supervisor. You MUST report health problems before starting a shift. Cuts, burns, sores or any other infections must be bandaged and waterproof, disposable plastic gloves are to be worn over bandages on the hand.

MONITOR FOOD TEMPERATURES

During your training, you will learn how to take food temperatures and record them in a log for food safety purposes. You will also learn how to safely prepare and handle food within specific temperature ranges so that bacterial growth is minimized.

CLEAN AND SPARKLE

Clean as you go! All surfaces should be neat, clean, and sanitized. All areas should be free of debris or obstructions. Not only does a clean restaurant look great to customers, it promotes a safe environment too!

HELP YOUR TEAM SUCCEED

At SUBWAY® restaurants, we believe in fostering a professional atmosphere for our employees and guests. We begin by hiring hardworking people, like you, who treat others with respect and honesty. In addition to ensuring guest satisfaction, you also need to help ensure the success of your restaurant. Here are a few guidelines on how you can do this.

- **BE PROMPT AND RELIABLE:** Come in to work on time and be flexible with scheduling issues.
- **BE A TEAM PLAYER:** Be considerate of your coworkers. Cooperate and do your share. Always complete your assigned tasks.
- **BE HONEST AND ADAPTABLE:** Admit mistakes and work to correct those areas. Be responsive to direction and help to implement changes in the restaurant. Conduct all cash handling with utmost honesty and in accordance with cash handling procedures. Follow your restaurant's food policy and do not give away free food to guests.
- **KEEP THE RESTAURANT CLEAN:** Make the restaurant shine and sparkle. Do not deface, neglect, or damage company facilities or property.
- **BE ACCURATE:** Be careful in your bread and money counts. Be sure your paperwork is complete, neat, and accurate.
- **STAY IN CONTROL:** If someone upsets you, give yourself time to cool down before you react. Try and express yourself in a calm manner and avoid acting in anger. Never threaten others, use abusive or offensive language, fight, or cause harm to a guest or co-worker.
- **USE APPROPRIATE LANGUAGE:** It is unacceptable to use abusive or offensive language, curse or be disrespectful to coworkers or customers with your comments.
- **DO NOT USE DRUGS OR ALCOHOL:** We have zero tolerance for the use or presence of drugs and/or alcohol on the job or anywhere in the SUBWAY® restaurant. Tell your manager or the owner immediately if you are taking prescription drugs that may affect your ability to perform job duties. Do not smoke or chew tobacco in the restaurant. You may do so while on a break in an area designated by your supervisor.
- **BE CONFIDENTIAL:** Information about fellow employees, the company, food, sales, wage information, records and all personnel information should be kept strictly private.

BE THE BEST YOU CAN BE

Your part in the operation of this restaurant is extremely important. It is up to you to make the customers glad they chose to visit us. Always be friendly, polite, and enthusiastic. Remember, the customer is the single most important factor in our business. Without the customer, the business does not exist. And it is YOU who influences whether or not a customer will return to us.

FOCUS ON PRESENTATION

We work in a very open environment -so presentation is very important in our business.

- **STAFF APPEARANCE:** Neat and clean, dressed according to all uniform policies. A smile goes a long way!
- **STOCK LEVELS AND APPEARANCE:** the sandwich unit must be appropriately stocked, neat, and well-organized. The unit should be free of debris, food build-up, and food pans should be changed after every rush.
- **FRESH PRODUCTS:** We use high quality products that are prepared according to carefully developed formulas. It's up to you to ensure the products are fresh and served in the best manner possible. Don't use a product if you doubt its freshness and be sure to inform your manager or the owner of any problems.
- **FORMULA ADHERENCE:** By sticking to the right formula for sandwiches and salads, you create a great tasting product that is visually appealing to the guest.
- **WRAPPING AND BAGGING:** Handle each sandwich with care. Remember, the guest is watching you build and wrap their sandwich right before their eyes!

ENSURING GUEST SATISFACTION

In addition to “looking the part” of a professional Sandwich Artist®, we also need you to “act the part” as well. Customer service is part of our system wide goals and you play an important part in that! To ensure a positive experience for our guests, here are a few basic guidelines:

- Serve fresh, great tasting, ‘made to order’ food.
- Make super sandwiches! Use our proven formulas and serve only the freshest SUBWAY® products. Don’t use a product if you doubt its freshness; notify your supervisor of any concerns.
- Provide an exceptional service experience. It’s up to you to make a guest glad he chose to visit your restaurant. Always follow the “Golden Rule!” Treat others the way you want to be treated. Be honest, respectful and courteous.
- Maintain a spotlessly clean restaurant. Help keep your restaurant sparkling clean! This includes the customer service area, the food preparation area and the bathrooms.
- Create an inviting atmosphere.
- Smile! It makes people feel good and makes guests want to come back. Make eye contact and welcome all guests within three seconds of their entering the restaurant. Make them feel important by avoiding outside distractions such as talking on the phone or to friends. Always thank guests for choosing your restaurant and invite them to come back again soon.
- Suggest items to complete orders. Sometimes guests forget to order something that would complete their meal. It’s your job to remind them! If you’re stationed at the point of order, ask if guests would like double meat and double cheese. If you’re stationed near the cash register, ask if guests would like to make their sandwich a meal or if they would like to purchase a large drink and fresh baked cookies.

REMEMBER... YOU make the difference!

LEARN ABOUT CHOICES

At SUBWAY® restaurants we pride ourselves on offering nutritional alternatives to typical fatty fast foods. By providing our guests with better choices, we are helping them to live healthier lives. The SUBWAY® menu offers guests a delicious selection of regular 6” (15 cm) submarine sandwiches that contain six grams of fat or less. Also in many countries, the SUBWAY® menu gives our guests the opportunity to purchase “better-for-you” side items with their sandwiches.

Become familiar with the various offerings served at your restaurant so that you will be able to help guests choose meals that are right for them. For example:

REDUCING FAT

- Pile your sub high with all of the naturally low calorie, fat free veggies.
- Limit cheese, bacon, olive oil blend, and regular mayonnaise.
- Try fat free condiments to add flavor, like SUBWAY® honey mustard sauce and sweet onion sauce.
- Substitute light mayonnaise for regular mayonnaise.
- Choose from the menu items with 6 grams of fat or less -- they are also the lowest in calories.

REDUCING SODIUM

- Limit cheese, bacon, salt, mustard, mayonnaise, olives, and pickles.
- Top your sandwiches with lettuce, tomato, green peppers, and red onions.
- Try the olive oil blend and vinegar on salad instead of dressing.
- Use the nutrient information on www.subway.com or in the nutrition brochure to find the items lowest in sodium.
- Omit pickles and olives from a 6” (15 cm) sub and reduce sodium content by 150 mg.

INCREASING FIBER

- Make sure to include all the fresh veggies on your sandwich or salad.
- Choose the wheat bread and honey oat bread, which are both good sources of fiber.

TRAINING

To provide 100% customer satisfaction, it's important that you know how to prepare our products properly and serve our guests effectively. You will be trained on restaurant policies and procedures during your first several work shifts. If you have any questions during or after your training, ask your manager or the owner. The more information you have, the more prepared you will be to handle guests.

West Side Subs, LLC provides two types of on-going training to ensure your success: an on-line 'University of Subway' and on the job 1:1 training. It is up to you to ensure you get the proper training to ensure your success. If you're ever unsure about how to do something, ask your trainer, your manager or one of your co-workers.

What's University of Subway? University of Subway is an online training tool for Subway employees. U of Subway consists of a series of courses designed to train new hires become successful team members of West Side Subs, LLC.

Why complete these courses? West Side Subs LLC may require that all courses be completed before in-store training begins. This cuts down on the amount of explaining that trainers have to do on the trainees' first few days. You will also find that upon completion of these courses you will feel less overwhelmed with all of the tasks and responsibilities you must learn in order to be a full employee capable of working without a trainer. For example, one of the courses deals with the correct way to wash, rinse, and sanitize dishes. If there is a lunch or dinner rush and your trainer is unable to walk you through what needs to be done you will already know the Subway approved way to do dishes and can keep yourself busy until your trainer is able to get back to training you.

When will I be paid for taking these courses? A report is run at the end of each month to see who has completed which courses and how well they did. If you have successfully completed and passed the courses by the time the monthly reports are run, you will be paid at the end of that month. If not, you must retake them and will be paid at the end of the month in which you have completed them. You may take the courses as many times as you wish, many new hires do review them more than once to get everything down; however, you will only be paid for one time.

What if I don't take them? Your Trainer will know right away if you have not completed them without having to look at the reports. New hires start on probation; you will only successfully exit the probation period once you have completed the required list of University of Subway courses shown in the last exhibit of the employee handbook. You will only be eligible for your first raise after successfully completing all of the University of Subway courses assigned to you and turning in the attached exhibit.

How do I get started? To access the website, go to Subway.com, the University of Subway logo is on the very bottom left-hand side of the website. Click on the logo, this will take you to a door where you will click on the login button.

Your ID:

Your Password:

****No caps and no spaces in your ID or password!**

COMMON SUBWAY® TERMS

The following are some terms you may hear when working at a SUBWAY® restaurant. By familiarizing yourself with them you can enhance your knowledge of the SUBWAY® system. Keep in mind, you will learn many other terms while working!

FIFO: This stands for "First In, First Out." It is the way to rotate all products within a SUBWAY® restaurant to ensure their freshness.

Formulas: The recipes for preparing SUBWAY® products such as meatballs, tuna or the proper building of a sandwich.

Fresh Value Meal™: SUBWAY® restaurants offer a bundled meal as a discounted supplement to ordering any sandwich. A meal consists of a foot long or 6" sandwich or salad, with a drink and a side item (e.g., bag of chips, etc.)

Hinge-Cut: The method of cutting the entire length of a foot long (30 cm) bread at a 45° angle.

Thru-Put: Thru-Put is the number of units produced in a certain period of time. Restaurants using the increasing Thru-Put program have their employees work in an assembly line fashion during peak periods.

HUMAN RESOURCES POLICIES

This section has been prepared to familiarize you with the major Human Resources policies that affect your employment. West Side Subs, LLC. Is an at will employer and may terminate employment at any time, with or without notice.

EQUAL OPPORTUNITY EMPLOYER

West Side Subs, LLC. is committed to maintaining policies of nondiscrimination towards all employees and applicants. All aspects of employment with us will be governed on the basis of merit, competence and qualifications. Decisions will not be influenced by race, color, religion, sex, age, marital status, national origin, or veteran status.

HEALTH CARE INSURANCE

West Side Subs, LLC. is committed to maintaining compensation in line with our industry – Quick Service Restaurants. At this time, the pricing structure in the industry does not allow us to provide health care insurance. The Affordable Care Act (ACA) requires us to provide official notification to you on your options for getting health care insurance. Please read the [Health Care Notification Paper](http://www.4subway.com) under the Employee Handbook section of www.4subway.com.

NO HARASSMENT

West Side Subs, LLC. is committed to an environment that is free from harassment of any kind. Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's race, skin color, religion, gender, national origin, age, or disability. Sexual Harassment can be broadly defined as "unwelcoming activity of a sexual nature." All forms of harassment are inappropriate and illegal.

Harassment 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.

Harassing conduct includes: epithets, slurs, negative stereotyping or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age, sexual orientation, or disability; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age, or disability and that is displayed on walls, bulletin boards, or other locations or circulated in the workplace.

If you observe behavior that violates this policy, bring it to the immediate attention of the manager or owners of West Side Subs, LLC.

EMPLOYEE SAFETY

You deserve to work in an environment that is safe. We need your help to ensure a healthy and safe environment for everyone. Your manager or the owner will outline the complete safety procedures during your training. Here are some key elements:

- DO NOT RUSH! Accidents happen when employees are rushing. Learn the balance between speed to improve productivity and rushing.
- Follow uniform guidelines.
- Do not leave objects or debris on floors or counters.
- Clean, clean, clean! A clean work place is a safer workplace.
- Use caution while walking on wet floors. If the wetness is due to the weather, place a "caution wet floor" sign inside the entrance and in front of traffic patterns. If the wetness is due to a spill, clean the area immediately and place the "caution wet floor" sign over the area until it is completely dry and hazard-free.
- Use caution when cutting bread, do not hold it in your hand, place it on the cutting board on the bain as trained and always cut away from your body.
- Always use oven mitts when handling hot pans from the oven. Always place the pans you are removing from the oven on the top shelves in the bread cooling cart – do not place them below any trays already on the cart.

- Use caution when lifting. Avoid twisting motions. If provided to you, always wear the back support belt when putting away stock, changing sodas or carrying heavy cases. If you are unable to lift something, ask for help.
- Always handle cleaning solutions and chemicals as shown on the job aides posted through out the store.
- In case of an accident, seek medical treatment immediately if it is necessary. After seeking medical treatment, report the accident to management.

SECURITY MEASURES

Your safety and security are important to us. Please follow these general guidelines at all times:

1. When arriving at the restaurant for an opening shift, always re-lock the front door behind you. Do not unlock it until opening time. Securely lock the door at closing and leave it locked until you are ready to leave the premises.
2. Never allow unauthorized persons or unscheduled employees behind the customer service counter.
3. Be aware of all customers at all times. Do not hesitate to call the police if you have any concerns about suspicious persons in the dining area or parking lot. Stay alert to anyone who loiters or bothers other guests.
4. Each store has panic buttons on lanyards. You must wear these around your neck while working – mandatory. Use this button any time you are concerned about your safety or the safety of your co-workers.
5. Each store has a panic button beside the cash drawer that sends a silent alarm to the police. Use this button any time you are concerned about your safety or the safety of your co-workers.
6. Limit money in the cash drawer. Complete a cash drop when prompted by the POS Computer. Follow the procedure for cash drops.
7. Be aware of lighting in the restaurant and notify your manager if the lights are not working properly.
8. Always keep the back door locked – but not with the dead bolt.
9. Greet and make eye contact with everyone who enters the restaurant.
10. Never discuss restaurant business with guests or friends.
11. Never use the back door after dark.
12. Learn emergency phone numbers or know where to find them.

WORK SHIFTS

Your work schedule will be posted in advance of the work week – usually the Monday before the start of the week. You are expected to be on time for all your scheduled shifts and to be in full uniform before clocking in. At the end of your shift, you are expected to clock out. It's important that you clock in and out at every shift to ensure your time is correctly recorded for each pay period. At no time should you have another employee clock in or out for you.

To note, West Side Subs, LLC attempts to provide flexibility to work with our employees. If however, it appears you have excessive request offs, we may counsel you to opt out of working until your schedule frees up.

Once the schedule has been posted, you are responsible to work your shifts. If you are not able to work your scheduled shifts, you are responsible for getting a co-worker to fill it for you. Please keep in mind the 'Golden Rule' and be cooperative with swapping shifts if the need arises. Remember that you are part of a team and your actions affect others. All changes to the posted schedule must be approved by your manager.

MONEY OVER/SHORTS

It is very important that we provide our customers with the correct change back on each of their visits. We do not want to over charge them nor under charge them – if we lose their trust on providing the proper pricing, they will stop coming! Importantly, it is DAL's policy that the store must be within +/- \$0.50 on their cash counts for the entire week.

You are personally responsible for any shortages that occur on your shift – or the entire day if you do not do a one minute cash in at the beginning and end of your shift. You may voluntarily repay the shortages to avoid any further discipline – which may include termination.

You are also personally responsible for all cash drops to the safe completed under your clerk ID number – do not let anyone use your clerk ID number. If a cash drop from your clerk ID is missing, or short, you are personally

responsible for the shortage. You may voluntarily repay the shortage to avoid any further discipline – which may include termination and criminal prosecution.

BREAD/PLATES/PIZZA SHORTAGES

We must accurately account for every Bread/Plate/Pizza used within the stores. We have two reasons for keeping track of the money and every Bread/Plate/Pizza used in the store. First, DAI (Subway Corporate) tracks bread usage versus Sales and can fine Stores that appear to be under reporting sales compared to their Bread/Plate/Pizza usage. They do this because some stores have attempted to 'steal' from them by under reporting their sales and thus not paying the royalties due DAI. The second reason we track every Bread/Plate/Pizza used in the store is employee theft. Unfortunately, we have had managers/employees that were 'selling' the sandwich and pocketing the money for it by not ringing it into the computer. This is stealing. We have camera's in all stores and will prosecute any employee caught stealing.

The Subway system provides for an accurate count in Cash required and bread/plate/pizza's used during the day. The only reason for being short at the end of the day on bread/plate/pizza's is employee error or theft. It is the requirement of every employee to make sure they are 100% accurate in ringing in sales and accounting for all bread/plate/pizza usage. All employees should notify management if they observe a fellow employee stealing from the company.

The employee may voluntarily repay any bread/plate/pizza shortage that occurs on their shift. This voluntary repayment of the shortage will replace harsher discipline which may include up to employment termination and criminal prosecution. The cost of shortage on bread/plate/pizza is the average retail value of the item.

To be clear, we do not want to serve bad bread. If it is hard, under cooked, over proofed, whatever – bread you would not want to eat your self, please do not serve it. We have plastic containers in the back room of each store to place Bread/Pizza's you do not want to serve. Please put bad bread in this container. You must include these in your bread counts at night.

To protect yourself, please conduct a One Minute Cash in at the beginning and end of each of your shifts. If you are unsure how to conduct a One Minute Cash-In, please ask your manager for training.

KEY POLICY

The employment opportunity at West Side Subs, LLC includes the responsibility to both open and close our Subway stores. Employees trained and responsible for open or closing shifts will need a key to the store(s) in which they work. The key is provided free of charge, but the employee is responsible for keeping track of this key at all times. The employee SHOULD NOT let another employee borrow their key. If a key is lost, the employee is responsible for the cost of replacing the lock and all keys.

SECURITY CODE POLICY

The employment opportunity at West Side Subs, LLC includes the responsibility to both open and close our Subway stores. Employees trained and responsible for open or closing shifts will need a security code to the store(s) in which they work. This security code is unique to the employee and should not be shared or given to any other employee. The security code is a "signature" for the employee entering the restaurant, and as such, the employee is responsible for anyone using their unique code to disarm the security system. The security code for the employee is disabled at the end of the employment.

DRUG & ALOCOHOL POLICY

West Side Subs, LLC operates its Subway's as alcohol and drug free work place to promote employee safety, health and productivity as well as to help prevent work place injuries. At no time should an employee come to work under the influence of alcohol or drugs. If you are taking prescription drugs that may impair your ability to work, please talk to your manager immediately.

MINOR EMPLOYMENT

West Side Subs, LLC follows all labor laws for employees under the age of 18. If you are under 18 years old, you must provide a valid work permit to West Side Subs, LLC for each NEW school year. You must download a Minor Work Permit from 4Subway.com, complete it and return it prior to working. You must also complete the MINOR AGREEMENT at the end of this Employee Handbook.

OTHER RESTAURANT POLICIES:

EMPLOYEE MEALS: For every shift of less than three hours that you work, you may have one six inch sub (or salad, or flatbread) for free. If your shift is more than three hours, you are allowed a free foot long of your choice. You must ring your employee meal into the POS to ensure it is accurately counted in the Breads/Plates/Pizza counts.

While on duty, you may drink any fountain drink provided you use one of the cups in the back room and you wash your cup at the end of your shift.

When not on duty, you may get 50% off your purchases from our stores for your own personal consumption – only if you are an active employee on the schedule. We also allow 25% off large catering orders for your family, provided you personally provide the labor to assemble them while not clocked in for work. **IF YOU ARE GETTING A SANDWICH OFF DUTY, YOU SHOULD NEVER BE BEHIND THE SERVICE COUNTER OUT OF UNIFORM WHEN THERE ARE ANY CUSTOMERS PRESENT IN THE STORE.**

SMOKING POLICY: Smoking is not permitted in the restaurant at any time. Employees should not come to work smelling like smoke.

TELEPHONE/TEXTING POLICY: Unless it is an emergency, do not make or accept personal calls or text messages while working. Do not permit customers to use the telephone. Depending on the situation, however, you may offer to make an emergency call for them.

PHOTOGRAPHS/VIDEO-RECORDING: Taking photographs or video-recording on the premises of the restaurant is not permitted unless authorized by West Side Subs, LLC. Any such photography or video-recording of the restaurant may only portray the brand in a positive light.

COMPUTER/POS POLICY: The Computers in the Stores are for business use only. The front POS Computer should be used for POS purposes only. Managers may use the POS Computer to enter the Food Order on-line. Any other usage is expressly prohibited. The DTT video surveillance computer is off limits to all employees except owners and managers. Violations of this policy are subject to termination.

I WANT MORE HOURS POLICY: West Side Subs, LLC currently owns and operates five Subways. We schedule over 900 hours each and every week – you can ‘earn’ all the hours you want. We schedule workers first by our best employees, second by those that are available to work and finally, by the team chemistry of the individual employees. Net, if you want more hours, be the best worker you can be, be available to work and be a good team player!

RAISES: West Side Subs, LLC has a merit based pay approach to raises. Employees that work hard, are good team players, that show up for work on time, ready to work, that work on improving themselves by completing the assigned on-line University of Subway Courses and that make themselves available to work, will get raises on a regular basis.

DISCIPLINARY PROCEDURES

Verbal and written warnings can be given for behavior that deviates from the rules and regulations in this "Employee Handbook" and in the SUBWAY® Operations Manual. Three written warnings may result in termination of employment.

UNACCEPTABLE BEHAVIOR

At West Side Subs, LLC. we pride ourselves on hiring honest, hardworking people like you in order to foster a positive and fun teamwork environment.

Please note that in some instances, however, employment with West Side Subs, LLC. can be terminated without written notice. Examples of unacceptable behavior that would result in immediate termination include:

- Theft of company or co-workers' property
- Excessive tardiness or absenteeism
- Working under the influence of alcohol or drugs
- Verbal or physical abuse of a guest or co-worker
- Possession or use of illegal drugs or alcohol at work
- False statement on employment application
- Violation of company policies and procedures
- Unlawful discriminatory or harassing behavior
- Abusive or offensive language.

REPORTING ABUSES

If any employee encounters any abuses from any supervisor or fellow employee, it is the duty of that employee to report the act to a member of management within 48 hours. Management will thoroughly investigate all complaints in a confidential manner and any complaint that is found to be valid will have immediate, appropriate disciplinary action taken.

With regards to the reporting of sexual harassment, we recognize that false accusations can have serious effects on innocent men and women, given the nature of this type of discrimination. We trust that all employees will continue to act responsibly in order to establish a pleasant working environment free of discrimination

If you do not feel the report of abuse was handled appropriately, please call either Carol or David Pickerel immediately.

FINAL PAYCHECKS

If your employment ends with West Side Subs, LLC , we will issue a final paycheck on the next regularly scheduled pay date, or within fifteen (15) days, whichever is earlier. We only make deductions from an employee's final paycheck that are required under federal or Ohio law, such as taxes or garnishments, or deductions that the employee has authorized specifically in writing.

EMPLOYEE ACKNOWLEDGEMENT

1. I have read and understand all the information contained in the 2014 edition of the West Side Subs, LLC. "Employee Handbook." I have requested information on any item that is unclear.
2. I have received instruction, understand and agree to follow the safety and security standards including cash handling, personal conduct, etc.
3. I agree to immediately notify my supervisor of any work-related injury, illness or unsafe condition.
4. I understand that I must be in full uniform and present myself in a neat and clean manner during each of my work shifts.
5. I agree to follow all policies and procedures to the best of my abilities.
6. I have read and understand the Health Care Notification paper from the Affordable Care Act.

Keys: Eagle Shady Lane Rapid Run Westwood Glenway

Personal Security Code: _____ (DO NOT SHARE WITH ANYONE)

Email: _____

Home Phone: _____

Cell Phone: _____

Employee Signature: _____

Printed Name: _____

Date: _____

Supervisor Signature: _____

Printed Name: _____

Date: _____

MINOR AGREEMENT

Employer: **West Side Subs, LLC**

Date ____/____/____ has employed

_____,
a minor who is under 18 years of age and agree that minor shall be paid at the rate of \$ 7.95 per hour. We also have on file a working certificate for said minor, unless otherwise exempt under Chapter 4109.

Date of Birth ____/____/____

Minor's Signature _____

Owner or Official Signature CK Sayers-Pickard

MINOR AGREEMENT

Employer: West Side Subs, LLC

Date ____/____/____ has employed

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Minor's Signature _____

Owner or Official Signature CY Sayers-Pickard

Sandwich Artist and Senior Sandwich Artist	University of SUBWAY® Courses	Target Completion Date	Date Completed
Skill Area			
Sandwich Artist			
	The SUBWAY® Way	Before Starting	
	External Customer Service	1st Month	
	The 4Rs Program -	1st Month	
	Creating a Professional Atmosphere	1st Month	
Welcome to Subway; Three-Second Rule			
Food & Sandwich Preparation Procedures & Formulas	Baking Great Bread	Before Starting	
	Baking Other Products	Before Starting	
	Food Preparation	Before Starting	
	Produce - "Keeping It Fresh"	Before Starting	
	How the Front Line Operates	Before Starting	
	How to Build	Before Starting	
Thru-put	Thru-Put Hands-On	1st Month	
	Thru-Put Overview	1st Month	
Using the Register & Closing the Sale	How to Ring in Sales	1st Month	
	Point of Sale Clerk Tasks	1st Month	
	Split Tender Transactions - Sub Shop 2008A	1st Month	
	Suggestive Selling	1st Month	
	The SUBWAY Cash Card Program	1st Month	
	Handling Cash	1st Month	
Safety Standards & Practices	Front Line Food Safety	Before Starting	
	Store Security and Safety Procedures	1st Month	
Cleaning & Maintenance	Cleaning the Customer Area and Restrooms	Before Starting	
	Cleaning the Back of the Restaurant	1st Month	
	Cleaning the Beverage Station	1st Month	
Equipment	Back of Restaurant Equipment Overview	Before Starting	
	Service and Customer Area Equipment Overview	Before Starting	