



Wright's Concessions LLC.

WrightsConcessions.com

Updated: March 31, 2022

Welcome Note to New Employees

We as the Wright family want to welcome you as a part of our family, and thank you for bringing your services to Wright's Concessions LLC. We have been in the outdoor food and beverage industry for several years & it's still hard to find good hardworking, honest employees. Our hope is that you are our best employee yet. We are always about helping others & providing great customer service & we must have seen that potential in you or you would **NOT** be reading this.

Throughout the course of this handbook you will find all policies & information pertaining to our business. We recommend you read the entire contents to become familiar with all information.

If you ever have questions please feel free to let us know as we can not help if you do not talk to us. Remember we are always willing to work with you.

We hope you enjoy your job...

The Wright Family

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Sexual Harassment Policy

Wrights Concessions LLC.

I, the undersigned have read the following and have attended several employer/employee meetings to review, discuss, and agree to the company's rules & procedures. I fully understand the procedures & personal contacts for filing of any and all complaints.

Upon applying to work for Wright's Concessions LLC., the Wright family and their management, I realize that due to the nature of small business, job description, and the necessary contact with thousands of customers and employees of all nationality, age, and various backgrounds, I at all times could expect to hear or be apart of sexual activity and hostile remarks and contacts. I have been briefed several times about company rules as follows, which are not totally inclusive of exceptional potential situations.

1. Wright's Concessions LLC. and its management have zero tolerance for sexual harassment and any and all discrimination. Wright's Concessions LLC. will not allow or provide any type of a hostile work environment.
2. Any claims of sexual, physical, verbal, or non-verbal complaints must be individual, non-restrictive, self-liability claims.
3. All claims or complaints will be held strictly confidential and must be in written form. Employee's identity will be kept secret.
4. All claims once received in writing will be acted on within five working days or sooner if practical. Written complaint must be signed and dated by person filing complaint, also a witness must sign and date complaint.
5. Employee filing a complaint will not receive any backlash regarding the filing of said complaint but will be terminated if it is found that false information was intentionally given.
6. Any complaint can be filed with Glenn or Angela Wright or an attorney of the claimant's choice.
7. Claimant will be immediately advised and kept informed of the investigation of said charges and final disposition of case and action taken against said complaint.
8. There is a 180-day statue of limitations for prosecuting the offenders unless assault is involved.
9. The above policies and rules apply for any supplier or business associates of Wright's Concessions LLC., and it's associated companies.

The above rules, regulations, and procedures are in force and made part of employee's personal record.

You will be required to sign a copy of this prior to employment with Wright's Concessions commencing.

Wright's Concessions

Equal Opportunity Employer & Sexual Harassment Policy

Objective

Wright's Concessions LLC. is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Wright's Concessions LLC. prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability or genetic information. Wright's Concessions LLC. conforms to the spirit as well as to the letter of all applicable laws and regulations. Additionally, Wright's Concessions LLC. will take action to employ, advance in employment and treat qualified Vietnam-era veterans and disabled veterans without discrimination in all employment practices.

Scope

The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Wright's Concessions LLC. and its employees, including:

- Recruitment.
- Employment.
- Promotion.
- Transfer.
- Training.
- Working conditions.
- Wages and salary administration.
- Employee benefits and application of policies.

The policies and principles of EEO also apply to the selection and treatment of independent contractors, personnel working on our premises who are employed by temporary agencies and any other persons or firms doing business for or with Wright's Concessions LLC..

Dissemination and Implementation of Policy

The officers of Wright's Concessions LLC. will be responsible for the dissemination of this policy. Directors, managers and supervisors are responsible for implementing equal employment practices within each department.

Procedures

Wright's Concessions LLC. administers our EEO policy fairly and consistently by:

- Posting all required notices regarding employee rights under EEO laws in areas highly visible to employees.
- Advertising for job openings with the statement "An Equal Opportunity Employer—M/F/D/V."
- Posting all required job openings with the appropriate state agencies.
- Forbidding retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies or participates in an EEO agency proceeding.

- Requires employees to report to a member of management, The report should be made within 48 hours of the incident.
- Promptly notifies the general counsel of all incidents or reports of discrimination or harassment and takes other appropriate measures to resolve the situation.

Harassment

Harassment is a form of unlawful discrimination and violates Wright's Concessions LLC. policy. Prohibited sexual harassment, for example, is defined as unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Wright's Concessions LLC. encourages employees to report all incidents of harassment to a member of management. Wright's Concessions LLC. investigates all complaints of harassment promptly and fairly, and, when appropriate, takes immediate corrective action to stop the harassment and prevent it from recurring.

Remedies

Violations of this policy, regardless of whether an actual law has been violated, will not be tolerated. Wright's Concessions LLC. will promptly, thoroughly and fairly investigate every issue that is brought to its attention in this area and will take disciplinary action, when appropriate, up to and including termination of employment.

Also you will be required to sign a copy of this prior to your employment with Wright's Concessions LLC. commencing.

Website – WrightsConcessions.com -

- **Applications** – Here you can print off an application, fill it out & bring it to us, or submit it online. Once we receive your application (if we are hiring) we will schedule a face to face interview & you will receive a “New Hire Packet” to fill out if we decide you are a fit for Wright’s Concessions LLC.
- **Employee Section** – You will find a tab at the top listed “Employees”. Within that tab you can view all information pertaining to your job. Poster, register details, etc. If you have any questions please be sure to ask.
- **Blogs** – We are consistently posting new blogs & updates, so feel free to like us on facebook (wrightsconcessionsllc) to stay updated with our blogs.
- **Feedback** – You will see a tab labeled “Comments” on our website, which is where past customers give details about their visit to our stands.
- **Details & Updates** – We always recommend that you as an employee of Wright’s Concessions LLC. to get familiar with our website. Current copies of handbooks are always available along with all order forms regarding uniforms and anything else available.
- **Handbook** – If for some reason you loose your copy or want an updated copy we will direct you to visit wrightsconcessions.com & look under the “Employees” tab to obtain a new one. Remember if you are a new employee you will only receive 1 copy. If you are a returning employee you will not receive a new copy. New updates to handbooks are always posted online, so it’s up to you to check the site for handbook updates.
- **Social Media** – We appreciate you liking us on facebook or any other social platform, but we will not deal with any negative comments. If you get fired or terminated do not take it out on Wrights Concessions through social media. If you decide to disrespect us we will involve our attorneys, and appropriate action will be taken. By signing stating you understand the handbook and have read it you are also stating you understand our social media guidelines.

Pay Structure –

- **Clocking in & out** – Wright’s Concessions LLC. uses a POS system. You have the ability to clock in & out using the device. Just ask us & we will show you the process once we assign you a register code. If you forget to clock in and out its

solely your responsibility. If you fail to clock in you will not get paid, but if you tell us you forgot we are more than happy to help you fix the issue...

- **Cash Advances** – We allow up to \$50.00 a week in cash advances, which will be deducted from your weekly paycheck. You will need to sign a form prior to receiving your advance.
- **Employee Breaks** – After 4 hours of work, all employees are entitled to a ½ hour break without pay.
- **Address or Personal info Changes** – It's your responsibility to notify us if the information you gave us when you applied changes. If we do not hear from you than your W-2 and any other mailings will always be mailed to that address. Also its your responsibility to review the information on each of your pay stubs and inform us if there is an issue. If you quit or get fired you will still receive a w-2 so you will need to update us on information changes. We are not responsible if you do not inform us.
- **Employee Raises** – Wright's Concessions LLC. believes in giving raises to those who show they are a loyal and honest employee. There is no specific guide as to what we pay or when we may give you a raise. We are very hands on meaning we work right along side you, so we will see if you deserve a raise, and please do not put on a show as its easy to see through. For a simple guide please view the listing on page 13.
- **Theft** – We are willing to help any of our employees if they come to us, but if you decide to steal, we will catch you as we frequently watch the cameras. If you are caught stealing (not limited to) money, food, or anything else, your employment with Wright's Concessions LLC. will immediately be terminated on the spot. Charges to the fullest extent of the law **WILL** be filed at the sole discretion of the management.
- **Pay Stubs** – Each week on pay day every employee has a weekly pay stub available to them. We will no longer print pay stubs each week. If you want a copy you can view online. Please ask us if you need help, and we will show you how. Also if you need a copy of your hours please request them as you will not receive a weekly copy. If you have any questions regarding this matter please ask.
- **Pay** – We pay every Wednesday via direct deposit into your bank account or a Skylight pay card which we provide for you if you do not have a bank account. We do not and will not pay in the form of cash. Cash is only paid to someone asking for an advance throughout the week.
- **Overtime** – Wright's Concessions LLC. never intends to pay overtime, but if for some reason you receive over 40 hours we will pay you according to the overtime rules set in place by the state of Ohio, which is time in a half for any hours over

40 in 1 work week. If we decide to place you on salary than regardless of hours you will receive your weekly salary. We always try to rotate staff and have fresh smiling faces, we do not intend on working anyone 40 hours as our line of work can become quite stressful at times. With that said there is always exceptions depending on staff scheduling that week.

- **Showing Up Late** – We will allow you to pass until it gets to be a pattern. At that time you will be forced to sign a form stating you have received a point. Please read more about points in the disciplinary system section of your handbook.
- **Calling Off** – If you are scheduled to work & you need to call off we need to know ahead of time. If calling off becomes a regular habit we will be forced to either let you go or reduce your hours. If you are on the schedule we expect you to show up & if you don't we **WILL** get someone who will.

Dress Code / Uniforms –

- **Shirts** – As an employee of Wright's Concessions you are required to wear our branded shirts at all times while on the clock. Each shirt cost, \$10.00 and we require you to maintain a minimum of 2. You can either pay cash or have it deducted from your first check. If you forget your shirt you will have to get it prior to clocking in. Your shirts are your responsibility. As long as you keep your shirts from season to season we will not require you to buy new ones, but once they start to look worn, we will demand you buy another shirt.
- **Pants / Shorts** – Do not wear pants or shorts that are hanging way below your waistline. We are in the food business, and this looks trashy, As an employer we will not tolerate this type of hygiene. While working its important that you wear cloths that actually fit you, and are not 3 sizes to big. You can either wear white or black khaki pants or shorts.
- **Hats** – As an employee of Wright's Concessions LLC. you are also required to wear a branded hat with the bill facing forward. Each hat is \$6.00 and you are only required to purchase 1. Once it begins to look worn you will need to purchase a second one.
- **Shoes** – As long as you wear closed toe shoes, type of shoes is your choice. No flip flops or house shoes. Closed toe house shoes are not accepted.
- **Jewelry** – Normal piercings are fine, but those with gauged ears, noses, and facial piercings have to be removed prior to clocking in.
- **Shirt & Hat Order Forms** – If you need more shirts you can visit wrightsconcessions.com and print an order form under the "Employees" tab, and bring it with you the next time you come to work. Also we will have some forms available if you do not have access to a computer & printer.

- **Stand Radio** – Each stand has a walkie talkie. These are used if you need help, are out of something, or have issues of any kind. This illuminates the need to use your phones. Please read our phone policy.
- **Cell Phone Usage** – You are expected to not be texting or on your phone while working. If you need to call someone, do it when not busy, and away from serving counters. ***YOU BETTER NEVER*** be on the phone and trying to wait on a customer at the same time. This is a good example of a point able offence. For details on points please refer to the “Points & Disciplinary System” section in your handbook.

Drugs, Alcohol, Firearms, & Cigarettes –

- **Drugs & Alcohol** – We are committed to operating a 100% drug & alcohol free workplace. Among reasons include, but not limited to, respect for fellow employees & the public we serve, and the ability to do our daily tasks responsibly. Any employee attempting to work with noticeable affects of drugs or alcohol impairment will be dealt with appropriately at the digression of the management. These are also good examples of point able offenses. Please review the Disciplinary section of this handbook for further details.
- **Cigarettes** – Berliner Park is owned by the City of Columbus, and is a 100% smoke free facility. There are designated smoking areas that those who wish to smoke need to be familiar with. These guidelines are not limited to only cigarettes, but include smoking of any sort.
- **Firearms** – You are **NOT** allowed to have a firearm on you for any reason while at work, and if you do you will be immediately terminated from your job, and escorted off the property.

Security Policy

- **Information** - Wright’s Concessions LLC. has implemented several security measures to protect our business, and if you look around cameras in each stand are 1 of the many ways. These are to protect you as the employee and Wright’s Concessions LLC. as the employer. These cameras are recording 24/7 and if you are suspected in any wrong doing or un-tolerated behavior, and we find you guilty by viewing these cameras appropriate action will be taken according to the rest of the policies set forth throughout this handbook. Also if it happens to be something where legal action is taken and the police or any law enforcement wants to see we will then surrender this data and any other information we have on you to them as well.

Personal & Workplace Hygiene Policy

Hygiene in the workplace is an important issue, but also a delicate one for managers and small business owners. This is particularly true when handling an employee's personal hygiene or lack thereof. By instituting company-wide workplace hygiene policies, this delicate issue can be handled properly and without offending anyone. The workplace should be clean and safe; employees should be exposed to a minimum of germs. These policies are important regardless of industry, but incredibly important for food service and companies that regularly deal directly with the public.

Hand Washing

Hand washing, which logically should not be an issue, is, with many employees. In a food service business or hospitality business it is crucial that employees wash their hands frequently, and whenever they use the bathroom. Hand washing can lessen the ability to transmit diseases like the common cold or flu, along with more serious illnesses. Signs are posted in the bathrooms reminding employees of hand washing requirements.

Hand Sanitizers

Hand sanitizers are very helpful when dealing with the general public, or in workplaces that may have sick employees. Frequently used equipment such as computer keyboards are breeding grounds for bacteria and can easily spread germs throughout the entire kitchen area. We provide hand sanitizer for you, and encourage its periodic use.

Personal Hygiene Expectations

As mentioned previously, personal hygiene is a delicate issue and never more so than when one employee is singled out as lacking in hygiene. When starting a work day, employees are expected to be clean, wear clean clothes & hair combed and tied back if long, if facial hair is present it must be neatly trimmed, and **deodorant in use**. Teeth should be brushed, and nails trimmed and clean.

Illness Policies

Some employees may come to work when they are sick simply because they cannot afford to miss a day of work. This means that all of the other employees are exposed to germs and may fall ill as well. Common sense should tell you if you are too sick to come to work. If you have a fever or are vomiting please stay at home and call us. We don't need everyone sick, and you would be useless to us in that condition anyway.

You will be required to sign a copy of this prior to working for Wright's Concessions LLC.

Wright's Concessions "Non-Official" Pay Scale

The below information pertains to hourly and salary paid team members, and is based on the time you have been associated with the company.

Hourly Team Members

9.50 Per Hour – New Team Members

10.00 Per Hour – Team members who have previously worked ***1 whole season***.

11.00 Per Hour – Team members who have worked ***2 whole seasons or more***.

All team members working in our “slushy and/or bubbas” stands will be paid 9.00 per worked hour. Everything else is listed above.

There are many variables to the above information, but this gives a realistic idea of how Wrights Concessions pays team members. Keep in mind working for a few days, a few weeks, or a month is not considered a whole season. Ultimately each team members pay will be decided by management staff.

Salary Team Members

If you are hired as a salary employee your pay will be discussed during your “New Hire” meeting.

POS System –

- **Information** – You may have worked at a restaurant or store in the past and are familiar with the point of sale systems. Because it's so extensive and detailed we recommend you visit our website (wrightsconcessions.com) under "Employees" tab and click the "Register" tab. Once the page opens it will ask you for a password. Please enter the word "berliner" lowercased.
- **Register Code** – Each employee is assigned a personal identification code, and will need it to log into the register system to make transactions and clock in... Your code is as important as your uniform, so be sure you memorize your code.

Point & Disciplinary System –

- Wright's Concessions LLC. always tries to give employees the benefit of the doubt, but we have implemented a point system for those who decide they want to test the playing field. If you receive 4 points, your employment will be terminated. If you are doing something against anything in this handbook and we try to correct you, but you continue doing it, you will be required to sign off stating you understand you're receiving a point for wrong doing. If you receive 4 points in 1 season, you will be fired, and of course theft of any kind is immediate termination. If you decide you're not going to sign the form then you are also let go.

Insurance –

- **Benefits** – Currently Wrights Concessions LLC. provides several benefits through Aflac. Benefits include: "Accident Indemnity Advantage", "Short Term Disability", "Hospital Advantage", "Critical Care Protection", "Cancer Care" "Life Solutions". We provide these services to you. We will have a rep. from Aflac explain these services to you along with how they will work to your benefit. If you have questions please feel free to let us know.
- **Workers Comp.** – You are covered by Workers Compensation Insurance that you can use if you get hurt on the job. If you claim an injury was on the job & it wasn't, and we find that you were lying, we & our representatives will decline your claim & you will be terminated for intentionally falsifying inaccurate information.
- **Company Insurance** – Wright's Concessions LLC. has its own policy if equipment or anything else were to be destroyed. With that said we expect you to treat our equipment as if it were your own. You are more than welcome to look at our policy hanging on the wall in all 3 stands.
- **Serv Safe** – We have taken and passed the Serv Safe test for food handling safety requirements which can also be viewed on the wall in all 3 stands.

Employee Meals –

- **Food** – During the workday you can eat anything you want for FREE in reasonable quantities, and please eat what you make, and don't waste. Candy & fried pickles are the exception to FREE. If you want either you will need to pay full price for them.
- **Drinks** – Employees are not allowed to drink soda or All Sport for FREE as we have found them to be left lying around which causes our food cost to rise, with that said you are able to drink bottled water, lemonade, iced tea, and coffee. There are no exceptions to this unless you buy for yourself. Please do not eat or drink around the front line serving areas. Go to back rooms or out at picnic tables.

Posters –

- **Information** – If you want to view a copy of each poster stating your rights as an employee feel free to visit our website under the employee section, and you can view each poster there. You can also find a copy of each on the bulletin board in stand 2. It's your responsibility to view each poster at your own discretion.

Cash Handling -

- **Daily Cash** – You as the employee are to insert the cash in the register as the customer hands it to you, and then give them their change. You are never to for any reason remove any cash from the register unless instructed to do so by a member of Wright's Concessions LLC. management team. If we find you to be acting suspicious you will immediately be removed from the register, and placed in a different position for the day. If we believe you are stealing its at the discretion of the management to make any further calls.
- **Pick – Ups** – Wright's Concessions LLC. will periodically do cash pick ups in your stand for the busier weekends, as we never want a lot of cash to be present in the drawers. The only people allowed to remove money from your drawers are Glenn, Angie, Nathan, Jason Wright & Kara Scott. If anyone else is trying to do a pick up do not let them have it, and immediately call Glenn or Angie.
- **Tips** – We understand customers are very generous at times and leave tips, with that said all tips are to be left in the jar until the end of the day. Your stand manager will then divide them up between those working in that particular stand. If you leave early or are moving to a different stand your manager will see that you receive your tips. Also any shortages for the day will come out of your tips.
- **Stand Safes** – Each stand will have a safe, and the only employee permitted in the safe is the manager of the stand. The safe will only contain change for the day, and the stand money bag. No other cash will be left in the stand. Nor will any cash be left once stand closes.

Nothing in this handbook is limited to herein script and anything is subject to change without your written knowledge or consent. Remember you can always view WrightsConcessions.com to view our updated version of the employee handbook. Also if you have a comment you want us to know but would like to stay anonymous please leave feedback at wrightsconcessions.com. Just leave out your name.

New handbook copies will be distributed yearly to new employees only.

If you have any questions regarding anything you read in the handbook please feel free to ask as we are always willing to answer questions.

Again we hope you enjoy your job.

The Wright Family