

UBREAKIFIX****

Employee Handbook

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Section 1: Introduction

This handbook is designed to acquaint you with JJB23 Holdings, Inc. and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this handbook applies to all employees of JJB23 Holdings, Inc. Following the policies described in this handbook is considered a condition of continued employment. However, nothing in this handbook alters an employee's status. The contents of this handbook shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The handbook is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

1.1 Changes in Policy

This handbook supersedes all previous employee manuals, handbooks, and memos that may have been issued from time to time on subjects covered in this handbook.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

1.2 Employment Applications

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

1.3 Employment Relationship

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, JJB23 Holdings, Inc. is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (See Section 3.11, Employment Termination).

1.4 Equal Employment Opportunity Policy Statement

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at JJB23 Holdings, Inc. will be based on merit, qualifications and abilities. JJB23 Holdings, Inc. does not discriminate in employment opportunities or practices because of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law.

JJB23 Holdings, Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

1.5 Non-Discrimination and Anti-Harassment Policy

JJB23 Holdings, Inc. is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, JJB23 Holdings, Inc. expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice, and harassment.

1.5.A Equal Employment Opportunity

It is the policy of JJB23 Holdings, Inc. to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, national origin, religion, sex (with or without sexual conduct), age, disability, alienage or citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation or any other characteristic protected by law. JJB23 Holdings, Inc. prohibits and will not tolerate any such discrimination or harassment.

1.5.B Definitions of Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment that is, harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability, alienage or citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation or any other characteristic protected by law or that of his/her relatives, friends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

1.5.C Individuals and Conduct Covered

These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to JJB23 Holdings, Inc. (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

1.5.D Retaliation Is Prohibited

JJB23 Holdings, Inc. prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

1.5.E Reporting an Incident of Harassment, Discrimination or Retaliation

JJB23 Holdings, Inc. strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to JJB23 Holdings, Inc.'s policy or who have concerns about such matters should file their complaints with their immediate supervisor before the conduct becomes severe or pervasive. If complaint is regarding their immediate supervisor, individual should file their complaints with any member of the company management team. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of one of the other JJB23 Holdings, Inc. designated representatives identified above.

Employees who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of this complaint procedure. An employee's failure to fulfill this obligation could affect his or her rights in pursuing legal action. Also, please note, federal, state and local discrimination laws establish specific time frames for initiating a legal proceeding pursuant to those laws.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, JJB23 Holdings, Inc. strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. JJB23 Holdings, Inc. will make every effort to stop alleged harassment before it becomes severe or pervasive but can only do so with the cooperation of its staff/employees.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

The Investigation

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

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Responsive Action

Misconduct constituting harassment, discrimination or retaliation will be dealt with promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as JJB23 Holdings, Inc. believes appropriate under the circumstances.

Individuals who have questions or concerns about these policies should talk with their immediate supervisor.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of JJB23 Holdings, Inc. prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

1.6 Americans With Disabilities Act Policy Statement

The Company is committed to complying with all applicable provisions of the Americans With Disabilities Act ("ADA"). It is the Company's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the Company will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made the Company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department. JJB23 Holdings, Inc. encourages individuals with disabilities to come forward and request reasonable accommodation.

1.6.A Procedure for Requesting an Accommodation

On receipt of an accommodation request, your supervisor will meet with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that JJB23 Holdings, Inc. might make to help overcome those limitations.

JJB23 Holdings, Inc. will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, JJB23 Holdings, Inc.'s overall financial resources and organization, and the accommodation's impact on the operation of the Company, including its impact on the ability of other employees to perform their duties and on JJB23 Holdings, Inc.'s ability to conduct business.

JJB23 Holdings, Inc. will inform the employee of its decision on the accommodation request or on how to make the accommodation. If the accommodation request is denied, employees has the right to appeal the decision by submitting a written statement explaining the reasons for the request. If the request on appeal is denied, that decision is final.

The ADA does not require JJB23 Holdings, Inc. to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs etc.).

An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should notify the Human Resources Department. All such inquiries or complaints will be treated as confidential to the extent permissible by law.

1.7 Non-Disclosure/Confidentiality

The protection of confidential business information and trade secrets is vital to the interests and success of JJB23 Holdings, Inc. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Personnel/Payroll records
- Conversations between any persons associated with the company
- Customer information
- Repair procedures

All employees are required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Section 2: Definitions of Employees Status

2.1 “Employees” Defined

An “employee” of JJB23 Holdings, Inc. is a person who regularly works for JJB23 Holdings, Inc. on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of JJB23 Holdings, Inc. in the performance of their duties.

Exempt

An employee that is exempt from overtime pay requirements, and whose position meets specific criteria established by the Fair Labor Standards Act (FLSA).

Non-Exempt

An employee that is paid one and one-half times their regular rate of pay for hours worked in excess of 40 hours per week, and whose position does not meet the FLSA criteria of an exempt employee.

Regular Full-Time

An employee that has completed the probationary period, and that is regularly scheduled to work 35 hours or more per week.

Regular Part-Time

An employee that has completed the probationary period, and that is regularly scheduled to work fewer than 35 hours per week.

Temporary (Full-Time or Part-Time)

Those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company's benefit programs.

2.1.A Probationary Period For New Employees

The timeframe when a new employee's performance is being evaluated to determine whether further employment in a specific position or with JJB23 Holdings, Inc. is appropriate. When an employee completes the probationary period, he or she will be notified of his/her new status with JJB23 Holdings, Inc.

The probationary period typically lasts between 30 and 120 days, and its duration will be based on a number of factors including progression of training and adverse disciplinary action against the employee. See Section 3.1, Probationary Period for New Employees, for more information.

Section 3: Employment Policies

3.1 Probationary Period for New Employees

The probationary period for regular full-time and regular part-time non-exempt employees typically lasts between 30 and 120 days from the employee's date of hire. Upon completion of the probationary period a performance review will be given.

During the probationary period, employees have the opportunity to evaluate the Company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice.

Throughout the probationary period and upon satisfactory completion of the probationary period, performance reviews will be given by the employee's direct supervisor. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4, Standards of Conduct).

3.2 Store Hours

JJB23 Holdings, Inc. is *typically* open for business from 10 A.M. to 7 P.M. Monday through Saturday, and Sunday from 12 P.M. to 5 P.M. An exception may be made for holidays.

The standard work week is 40 hours of work (see Section 5.3, Overtime). In the computation of various employee benefits, the employee workweek is considered to begin on Sunday (starting at 12:01 a.m.) through Saturday ending at 12:00 a.m.), unless a supervisor makes a separate, prior arrangement with the employee.

3.3 Lunch Periods

Any employee who is clocked in for six (6) or more consecutive hours is granted a thirty (30) minute lunch period. This lunch period is automatically deducted from their timecard, thus clocking out is not necessary. Any employee who works six (6) consecutive hours but does **not** take a lunch should notify their manager, so that their timecard can be accurately adjusted. It is the expectation of JJB23 Holdings, Inc. that lunches be taken.

Due to the nature of this business, lunch breaks are not scheduled at a specific time. Employee's supervisors will inform employees of the appropriate time to take a lunch break on a daily basis.

3.4 Break Periods

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time and will not count towards the employee's paid hours.

3.5 Personnel Files

Employee personnel files include the following: job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of JJB23 Holdings, Inc., and access to the information is restricted. Management personnel of JJB23 Holdings, Inc. who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of their supervisor.

3.6 Personnel Data Changes

It is the responsibility of each employee to promptly notify their supervisor or of any changes in personnel data such as:

- Mailing address
- Telephone numbers
- Name and number of dependents
- Individuals to be contacted in the event of an emergency

An employee's personnel data should be accurate and current at all times.

3.7 Inclement Weather/Emergency Closings

At times, emergencies such as severe weather, fire, power failures or other miscellaneous uncontrollable events may disrupt company operations. The decision to close the store will be made by the Executive Staff.

When the decision is made to close the store, employees will receive official notification from their supervisors. Time off will be unpaid for non-exempt employees.

3.8 Employee Performance Review & Planning Sessions

Supervisors will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees every twelve (12) months of service. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

JJB23 Holdings, Inc. directly links salary and wage increases with performance. An employee's performance review and planning session will have a direct effect on any changes in that employee's compensation. For this reason, among others, it is important to prepare for these reviews carefully, and participate in them fully.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage, and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, the employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

New, non-exempt employees will receive a performance review and wage increase at the end of their probationary period (see Section 3.1, Probationary Period for New Employees). Because of this, the successive performance review and salary increase will not take place until six months after the end of the probationary performance review. Afterwards, the employee will receive performance reviews on a regular, annual basis.

3.9 Outside Employment

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with JJB23 Holdings, Inc. Unless an alternative work schedule has been approved by JJB23 Holdings, Inc., employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

JJB23 Holdings, Inc.'s office space, equipment, and materials **are not to be used** for outside employment.

3.10 Corrective Action

JJB23 Holdings, Inc. holds each of its employees to certain work rules and standards of conduct (see Section 4, Standards of Conduct). When an employee deviates from these rules and standards, JJB23 Holdings, Inc. expects the employee's supervisor to take corrective action.

Corrective action at JJB23 Holdings, Inc. is typically progressive; the disciplinary action taken in response to a rule infraction or violation usually follows a pattern of increasing seriousness until the infraction or violation is corrected. However, certain violations of company policy may be subject to immediate termination, based on the severity of the offense.

The usual sequence of corrective actions includes a verbal warning, a written warning, a final written warning and termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, JJB23 Holdings, Inc. considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, breach of data privacy policy, the use of company equipment and/or company vehicles without prior authorization by an appropriate member of the management team, untruthfulness during the interview process, divulging Company business practices, and misrepresentations of JJB23 Holdings, Inc. to a customer, a prospective customer, the general public or an employee.

3.11 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee
- Termination – involuntary employment termination initiated by JJB23 Holdings, Inc.
- Layoff – involuntary employment termination initiated by JJB23 Holdings, Inc. for non-disciplinary reasons

When an employee intends to terminate his/her employment with JJB23 Holdings, Inc., he/she is expected to give JJB23 Holdings, Inc. at least two (2) weeks written notice.

Since employment with JJB23 Holdings, Inc. based on mutual consent, both the employee and JJB23 Holdings, Inc. have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for New Employees (See Section 3.1, Probationary Period for New Employees).

Any employee who terminates employment with JJB23 Holdings, Inc. shall return all files, records, keys, and any other materials that are property of JJB23 Holdings, Inc. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to JJB23 Holdings, Inc. will also be deducted from the employee's final check.

Employee's benefits will be affected by employment termination in the following manner: All accrued vested benefits that are due and payable at termination will be paid within the following two pay periods (See Section 6, Benefits and Services).

3.12 Anti-Nepotism Policy

Members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired, however, if employment would:

- Create a supervisor/subordinate relationship with a family member;
- Have the potential for creating an adverse impact on work performance; or
- Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when assigning, transferring, or promoting an employee. For the purpose of this policy, immediate family includes: spouse, parent, child, sibling, in-law, aunt, uncle, niece, grandparent, grandchild, members of household. This policy also applies to romantic relationships.

Employees who become immediate family members or establish a romantic relationship may continue employment as long as it does not involve any of the above. If one of the conditions outlined should occur, attempts will be made to find a suitable position within JJB23 Holdings, Inc. to which one of the employees will transfer. If employees become immediate family members or establish a romantic relationship, the Company will make reasonable efforts to assign job duties so as to minimize problems of supervision, safety, security or morale. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign. If the employees cannot make a decision, the Company will decide in its sole discretion who will remain employed.

3.13 Romantic or Sexual Relationships

Consenting "romantic" or sexual relationships between a supervisor/manager and an employee may at some point lead to unhappy complications and significant difficulties for all concerned - the employee, the supervisor/manager and the Company. Any such relationship may, therefore, be contrary to the best interests of the Company.

Accordingly, the Company strongly discourages such relationships and any conduct (such as dating between a supervisor/manager and an employee) that is designed or may reasonably be expected to lead to the formation of a "romantic" or sexual relationship.

By its discouragement of romantic and sexual relationships, the Company does not intend to inhibit the social interaction (such as lunches or dinners or attendance at entertainment events) that are or should be an important part or extension of the working environment; and the policy articulated above is not to be relied upon as justification or excuse for a supervisor's/manager's refusal to engage in such social interaction with employees.

If a romantic or sexual relationship between a supervisor/manager and an employee should develop, it shall be the responsibility and mandatory obligation of the supervisor/manager promptly to disclose the existence of the relationship to Executive Staff. The employee may make the disclosure as well, but the burden of doing so shall be upon the supervisor/manager.

The company recognizes the ambiguity of and the variety of meanings that can be given to the term "romantic". It is assumed, or at least hoped, however, that either or both of the parties to such a relationship will appreciate the meaning of the term as it applies to either or both of them and will act in a manner consistent with this policy.

The Department Head shall inform the Company's Management Team and others with a need-to-know of the existence of the relationship, including in all cases the person responsible for the employee's work assignments.

Upon being informed or learning of the existence of such a relationship, the Company's Management Team may take all steps that it, in its discretion, deems appropriate. At a minimum, the supervisor/manager must withdraw from participation in activities or decisions (including, but not limited to, hiring, evaluations, promotions, compensation, work assignments and discipline) that may reward or disadvantage any employee with whom the supervisor/manager has or has had such a relationship.

In addition, and in order for the Company to deal effectively with any potentially adverse consequences such a relationship may have for the working environment, any person who believes that he or she has been adversely affected by such a relationship, notwithstanding its disclosure, is encouraged to make his or her views about the matter known to Executive Staff.

This policy shall apply without regard to gender and without regard to the sexual orientation of the participants in a relationship of the kind described.

3.14 Violence in the Workplace

The Company strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the employee's supervisor and/or Executive Staff. All complaints will be fully investigated.

The Company will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate discharge.

3.15 Safety

JJB23 Holdings, Inc. provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions
- Team meetings
- Bulletin board postings
- Memorandums
- Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

Employees must immediately report any unsafe conditions to their supervisor. Employees that violate safety standards, fail to use the proper safety equipment, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor (See Section 3.17, Employee Requiring Medical Attention).

Employees are required to familiarize themselves with the location of the following pieces of safety equipment, and utilize each as is instructed by their supervisor or as taught during training:

- First Aid Kit
- Fire Extinguisher
- Safety Goggles
- Cut-Resistant Gloves

3.16 Health Related Issues

Employees that become aware of any health-related issue, including pregnancy, should notify their supervisor of health status. This information will be protected in accordance with HIPAA guidelines. This policy has been instituted strictly to protect the employee.

A written "permission to work" note from the employee's doctor may be required at the time or shortly after notice of the employee's absence has been given. The doctor's note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their supervisor.

3.17 Employee Requiring Medical Attention

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee's personal physician must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility.

If an emergency arises that requires Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, JJB23 Holdings, Inc.'s employees will not be responsible for transportation of another employee due to liabilities that may occur. A physician's "return to work" notice may be required.

3.18 Building Security

All employees who are issued keys and alarm codes to the store are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key/alarm codes. The last employee, or a designated employee, who leaves the store at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees **are not allowed** on Company property after hours without prior authorization from your superior.

3.19 Insurance on Personal Effects

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the store. JJB23 Holdings, Inc. assumes no risk for any loss or damage to personal property.

3.20 Supplies; Expenditures; Obligating the Company

Only authorized persons may purchase supplies in the name of JJB23 Holdings, Inc. No employee whose regular duties do not include purchasing shall incur any expense on behalf of JJB23 Holdings, Inc. or bind JJB23 Holdings, Inc. by any promise or representation without approval by Executive Staff.

3.21 Expense Reimbursement

Expenses incurred by an employee must have prior approval by a supervisor. Reimbursements will be processed like an invoice. All completed reimbursement request forms should be turned in to his/her supervisor accompanied by receipts.

3.22 Parking

Employees must park their cars in areas indicated and provided by JJB23 Holdings, Inc. No employee is to park directly in front of the store parking, where it would be considered most common for a customer to park.

3.23 Visitors in the Workplace

To provide for the safety and security of employees, visitors, and the facilities at JJB23 Holdings, Inc., only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

3.24 Immigration Law Compliance

JJB23 Holdings, Inc. employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with JJB23 Holdings, Inc. within the past three years or if their previous I-9 is no longer retained or valid.

As a matter of company policy, JJB23 Holdings, Inc. does not provide visa sponsorship.

Section 4: Standards of Conduct

The work rules and standards of conduct for JJB23 Holdings, Inc. are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.10, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records (See Section 5.2, Timekeeping)
- Working under the influence of alcohol or illegal drugs (See Section 4.7, Substance Abuse)
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.7, Substance Abuse)
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Violation of data privacy policy (See Section 4.13, Customer Data)
- Sexual or other unlawful or unwelcome harassment (See Section 1.5, Non-Discrimination and Anti-Harassment Policy)
- Excessive absenteeism or any absence without notice (See Section 4.1, Attendance/Punctuality and Section 4.2, Absence Without Notice)
- Unauthorized use of telephones or other company-owned equipment (See Section 4.4, Telephone Use)
- Using company equipment for purposes other than business (i.e. playing games on computers, repairing non-customer's devices)
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

4.1 Attendance/Punctuality

JJB23 Holdings, Inc. expects that every employee will attend their scheduled shift and be punctual in attendance. An employee must be in the store and ready to work at their scheduled start time each day. Absenteeism and tardiness places a burden on other employees and on the Company, and is subject to disciplinary action (See Section 3.10, Corrective Action).

If an employee is unable to report to work for any reason, the employee is expected to notify his or her supervisor a minimum of one (1) hour prior to the scheduled start of their shift. Failure to call-off one (1) hour prior to a shift will result in an Absence without Notice and is subject to disciplinary action (See Section 3.10, Corrective Action). The employee is responsible for speaking directly with his or her supervisor about the absence. It is not acceptable to leave a message on a supervisor's voicemail/e-mail, except in extreme emergencies. In the case of leaving a voicemail message or sending an email, a follow-up call must be made later that day.

If an employee repeatedly is tardy or leaves work for medical reasons or if the medical absence meets or exceeds two (2) days or longer, the company has the right to request a doctor's note.

If an employee would like to work hours other than those that make up their usual work week, the employee is expected to provide their supervisor with this request at least seven (7) business days in advance of the desired schedule adjustment. Each request for special work hours will be considered separately, in light of the employee's needs and the needs of the Company. Such requests are at the discretion of the store manager, and may or may not be granted.

4.2 Absence Without Notice

When an employee is unable to attend their scheduled shift due to an unforeseen event, illness or accident, that employee is required to notify their supervisor directly. This will allow JJB23 Holdings, Inc. to arrange for temporary coverage of that employee's duties. If an employee does not report to work and the Company is not notified of their inability to attend the scheduled shift, it will be assumed after two consecutive days of absence that the employee has resigned and his/her employment will be terminated.

If an employee becomes ill while at work or must leave the store before the end of their scheduled shift, the employee is expected to inform his/her supervisor of the situation.

4.4 Telephone Use

JJB23 Holdings, Inc.'s telephones are intended for the use of serving our customers and to conduct the Company's business.

Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours, including those to their personal cell phone.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See Section 3.10, Corrective Action).

4.5 Public Image

A professional appearance is important any time that an employee comes in contact with customers, potential customers or business partners. Employees should be well groomed and dressed appropriately, in accordance with JJB23 Holdings, Inc.'s dress code policy. If an employee's appearance or hygiene is in violation of the Company dress code, the employee will be asked to return home and correct the issue before returning to work (See Section 4.6, Dress Code).

4.6 Dress Code

JJB23 Holdings, Inc. would like to promote and foster a comfortable work environment for its employees. With that in mind, the Company allows a casual, yet professional, dress code in the workplace. It is important to note that there are still regulations that must be maintained while adhering to a casual dress code.

All retail store employees must wear a JJB23 Holdings, Inc. t-shirt or polo while representing the company's interests. While working in the store, the t-shirt or polo may be worn in combination with jeans, shorts or khakis. While belts are not a requirement, pants that have belt loops are typically considered acceptable pants. Generally, most types of closed-toed footwear are acceptable. Employees should wear clothing that is comfortable and practical for work, but not distracting or offensive to others. Any clothing that has words, terms, or pictures that may be offensive to other employees or customers is unacceptable.

Any clothing that reveals an employee's underwear, back, chest, stomach or too much cleavage is not appropriate for our place of business. Torn, dirty, or frayed clothing is unacceptable, and clothing should be washed or pressed and never wrinkled.

When conducting outside marketing to other companies, a business casual dress code becomes the minimum standard. For males, typical business casual attire is comprised of: a collared dress shirt or polo; khaki pants or dress slacks; a leather dress belt, dark dress socks and dress shoes. For females, typical business casual attire is comprised of: dress pants, khakis, or skirts that come down to or below the knee; a cotton or silk tailored shirt, blouse or polo; and leather or fabric shoes (heels are optional).

If an employee is in violation of the dress code, that employee will be sent home from work to change into appropriate attire and must return to the store afterwards. The time that the employee is out of the store will be unpaid for non-exempt employees.

To ensure that customers and employees of JJB23 Holdings, Inc. are comfortable in each store's work environment, employees are expected to maintain an adequate, professional level of personal hygiene and practice sufficient grooming habits. Employees violating either of these standards will be sent home to address the issue, and for non-exempt employees the time they miss will be unpaid.

4.7 Substance Abuse

JJB23 Holdings, Inc. is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drug abuse have been established for all employees. The rules apply during working hours to all employees of the Company while they are on Company premises or elsewhere on Company business:

- The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.
- Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited.
- Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

- Company property: All Company owned or leased property used by employees.
- Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended
- Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user
- Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance
- Illegal drug:
 - Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation
 - Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician
 - Inhalants used illegally
- Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse

Consistent with the rules listed above, any of the following actions constitutes a violation of the Company's policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination:

- Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.
- Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

4.8 Drug Testing

JJB23 Holdings, Inc.'s policy is intended to comply with all state laws governing drug testing and is designed to safeguard employee privacy rights to the fullest extent of the law.

Random Testing

JJB23 Holdings, Inc. may elect to randomly test employees for compliance with its drug-free workplace policy. As used in this policy, "random testing" means a method of selection of employees for testing, performed by an outside third party, or a random number generator. The selection will result in an equal probability that any employee from a group of employees will be tested. Furthermore, JJB23 Holdings, Inc. has no discretion to waive the selection of an employee selected by this random selection method.

Scheduled Periodic Testing

JJB23 Holdings, Inc. reserves the right to conduct periodic testing on a regularly scheduled basis for employees in designated departments, classifications, or workgroups. Employees of designated departments, classifications or workgroups will be notified of their designation upon hire, or upon designation change.

Post-Rehabilitation Testing

When an employee has had a confirmed positive test result or has been sent to a drug dependency program at the request of the company, JJB23 Holdings, Inc., as a condition of continued employment, will require the taking and passing by the employee of follow-up drug tests during a probationary period within the two-year period after the employee's return to work.

Substances Covered by Drug and Alcohol Testing

Employees will be tested for their use of commonly abused controlled substances, which include amphetamines, barbiturates, benzodiazepines, opiates, cannabinoids, cocaine, methadone, methaqualone, phencyclidine (PCP), propoxyphene and chemical derivatives of these substances.

Employees must advise testing lab employees of all prescription drugs taken in the past month before the test and be prepared to show proof of such prescriptions to testing lab personnel.

Testing Methods and Procedure

All testing will be conducted by a licensed independent medical laboratory, which will follow testing standards established by the state or federal government. Testing will be conducted on a urine sample provided by the employee to the testing laboratory under procedures established by the laboratory to ensure privacy of the employee, while protecting against tampering/alteration of the test results.

Employees will be considered to be engaged at work for the time spent in taking any tests and will be compensated for such time at their regular rate.

JJB23 Holdings, Inc. will pay for the cost of the testing, including the confirmation of any positive test result by gas chromatography. The testing lab will retain samples in accordance with state law, so that an employee may request a retest of the sample at his or her own expense if the employee disagrees with the test result.

Refusal to Undergo Testing

Employees who refuse to submit to a test are subject to immediate discharge.

Positive Test

If an employee tests positive on an initial screening test, the employee will be temporarily suspended while the confirmation test is being conducted. On receipt of the confirmation test, the employee will be subject to disciplinary action, up to and including discharge. Discipline selected by JJB23 Holdings, Inc. will depend on a variety of factors, including the prior work record of the employee, the length of prior employment, the prior accident and attendance record of the employee, the circumstances that led to the testing, and the proposals by the employee to address the problem.

Right to Explain Test Results

All employees and applicants have the right to meet with the testing laboratory personnel, and with JJB23 Holdings, Inc., to explain their test results. These discussions should be considered confidential except that information disclosed in such tests will be communicated to personnel within JJB23 Holdings, Inc. or within the lab who need to know such information to make proper decisions regarding the test results or regarding the employment of the individual.

Right to Review Records

Employees have a right to obtain copies of all test results from the testing laboratory, or from JJB23 Holdings, Inc. When an employee disagrees with the test results, the individual may request that the testing laboratory repeat the test. Such repeat testing will be at the expense of the individual, unless the repeat test overturns the original report of the lab, in which case JJB23 Holdings, Inc. will reimburse the employee for the costs incurred for the retest.

Confidentiality Requirements

All records concerning test results will be kept in medical files that are maintained separately from the personnel file of the employee.

Testing laboratories may conduct testing only for substances included on the disclosure list provided to the individual and may not conduct general testing related to the medical conditions of the individual that are unrelated to drug use.

Retesting

Employees may request a retest of their positive test results within five working days after notification by JJB23 Holdings, Inc. of such positive test result. This retest is at the expense of the individual unless the original test result is called into question by the retest.

Where the employee or applicant believes that the positive test result was affected by taking lawful or prescribed substances, the individual may be suspended without pay pending receipt of confirming information to substantiate the claims of the individual. Normally, the individual will be provided no more than five business days in which to provide this additional information.

Once JJB23 Holdings, Inc. has determined whether there is evidence to indicate that the test results are incorrect, JJB23 Holdings, Inc. will advise the individual of its decision.

4.9 Tobacco Products

The use of tobacco products is not permitted anywhere on or inside the Company's premises except in authorized and designated locations. Employees must follow all rules posted in designated smoking areas and adhere to all regulations associated with this policy (See Section 3.4, Break Periods and 3.15, Safety).

Electronic cigarettes are permitted. These devices are only to be used within employee work areas or other designated areas. They are never to be used or visible in any customer facing area. Abuse of this privilege will result in electronic cigarettes being subject to the tobacco product policy above.

4.10 Personal, Friends, and Family Repairs

All employees of JJB23 Holdings, Inc. are eligible to participate in the Employee Discount Program. With this program, employees may repair their own personal phone for the cost of what the store pays to procure the part. In addition, any repairs for friends or family members may be done at a discount which is at the discretion of the store manager.

All personal and family repairs must be approved by a supervisor and completed off-the-clock by the employee. Any personal or family repairs that are done without the approval of a supervisor, while the employee is on-the-clock, or that attempt to manipulate or circumvent the Employee Discount Program will be subject to disciplinary action (See Section 3.10, Corrective Action).

4.11 Internet Use

JJB23 Holdings, Inc. employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct the Company's business.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. JJB23 Holdings, Inc. reserves the right to access and monitor all files and messages on its systems.

4.12 Store Conduct

JJB23 Holdings, Inc. values the overall customer experience and their subsequent satisfaction above all other aspects. To ensure a quality and consistent customer experience, store conduct must be adhered to at all times while employees are inside a JJB23 Holdings, Inc. location, regardless of whether an employee is on-the-clock or not. Employees that fail to adhere to store conduct will be subject to disciplinary action (See Section 3.10, Corrective Action).

Answering Phones

When answering the phone, employees are expected to greet the caller with a polite greeting thanking them for calling JJB23 Holdings, Inc. and letting the caller know who they are speaking with.

Music, Noise & Language

Anytime a customer is in a JJB23 Holdings, Inc. location or on the telephone, loud noise should be to a minimum. This includes turning down any music and keeping employee chatter at a low volume. **At no time** while a customer is inside a JJB23 Holdings, Inc. location or calling on the telephone should foul language of any kind be used by an employee or emanate from an employee's music.

Customer Complaints

One of JJB23 Holdings, Inc.'s core values is customer service and ensuring each customer leaves satisfied. All customer complaints should be handled with the utmost care and respect. Managers should be notified of any customer complaints so they can resolve the situation and ensure that the proper steps are taken to prevent the issue from arising again.

Employee Work Areas

At times customers may need to enter an area where employees are working. For this reason, all employees are responsible for keeping their work area clean and organized at all times. An employee should notify their supervisor if he or she finds their work area disheveled due to the actions of another employee.

Partnerships/Programs

JJB23 Holdings, Inc.'s partnerships, programs, vendors, services, and all other affiliated entities should be discussed in a respectful manner. JJB23 Holdings, Inc. welcomes constructive criticism that leads to healthy discussion and progress. However, those concerns should be privately voiced to an employee's direct supervisor. Derogatory or unconstructive discussion of JJB23 Holdings, Inc. and their affiliates' programs, policies, procedures, and services is subject to disciplinary action.

4.13 Customer Data

While a customer's device is in the care of JJB23 Holdings, Inc., it is the employee's responsibility to treat customer data with the utmost respect, security, and privacy. At no time should employees go through a customer's data. This includes, but is not limited to:

- Pictures
- Contacts
- Music
- Internet history
- Any other data on the device that has not been requested by the customer

If a customer's data is being transferred between devices or backed up, JJB23 Holdings, Inc. is responsible for the security of this data and employees are to ensure that the data is not tampered with in anyway. Failure to adhere to this policy is punishable by immediate disciplinary action, up to and including termination of employment.

Section 5: Wage and Salary Policies

5.1 Wage and Salary Increases

Each employee's hourly wage or annual salary will be reviewed concurrently with the employee's annual performance review. The employee's review date will usually be conducted on or about the annual anniversary date of employment or the date of the previous compensation review.

Increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 3.8, Employee Performance Review & Planning Sessions)

Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, JJB23 Holdings, Inc. does not grant "cost of living" increases. Performance is the key to wage increases in the Company. Salary and hourly compensation rates are considered personal confidential information and should not be disseminated amongst retail store employees.

5.2 Timekeeping

Keeping and maintaining an accurate record of paid time on the job is the responsibility of each and every non-exempt employee. Time worked is defined as the time actually spent on a job(s) performing assigned duties. It is the employee's own responsibility to accurately document their time spent working, and if an employee fails to accurately record their time on the job, it is the employee's responsibility to speak with their supervisor before the end of the current payroll cycle. JJB23 Holdings, Inc. will attempt to make any applicable adjustments or accommodations to rectify the error, however no guarantee can be made that the hours adjustment will take effect or be reflected in the current pay period.

JJB23 Holdings, Inc. does not pay for extended breaks or time spent on personal matters.

The timekeeping system is considered a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment.

Authorized personnel will review time records each week.

The payroll system employed by JJB23 Holdings, Inc. rounds timeclock entries down to the nearest fifteen (15) minute interval. It is the expectation of JJB23 Holdings, Inc. that employees are mindful of this when clocking in and clocking out. Additionally, employees are to be mindful of the lunch period standards (See 3.3, Lunch Periods).

Any employee questions regarding the timekeeping system or timecards should be directed to the employee's supervisor.

5.3 Overtime

JJB23 Holdings, Inc. is open for business approximately 60 hours per week. Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 80 per pay period at a rate of one and one-half (1.5) times the employee's regular hourly pay rate. Paid time off, paid holidays, personal time or any leave of absence will not be considered hours worked when calculating overtime.

All overtime work performed by an hourly employee must receive the supervisor's prior authorization. Overtime worked without prior authorization from the supervisor may result in disciplinary action.

5.4 Paydays

All JJB23 Holdings, Inc. employees are paid every two weeks. In the event that a regularly scheduled payday falls on a weekend or holiday, employees will receive pay on the next day of banking institution operation.

5.4.A Commissions and Incentives

All sales and repair commissions and incentives are accrued monthly. These bonuses are then included on the last paycheck of the following month. You **must be** currently employed by JJB23 Holdings, Inc. at the time the commissions and incentives are paid to be eligible. **Only** commissions and incentives amounts over a minimum of \$10 will be paid.

Section 6: Benefits and Services

6.1 Paid Time Off (PTO)

Employees of JJB23 Holdings, Inc. with one (1) year of consecutive employment with the Company will receive a designated amount of annual paid time off (PTO).

PTO amounts accrue once the one (1) year minimum is met. Employees will earn eight (8) hours of pay for every 400 hours worked. This amounts to five (5) days off for a full-time employee with a forty (40) hour work week. Overtime hours do not count towards PTO accrual.

Paid time off is able to be used at the employee's discretion, assuming that the employee adheres to the following guidelines:

- PTO must be approved by the store manager and each retail location must have at least two employees staffed (subject to Executive Staff approval).
- On January 1st of each year, an employee's PTO balance will be rolled-over into the New Year. **Employees may only carry over up to sixteen (16) hours to the next year.**
- On January 1st of each year, any PTO time exceeding the maximum roll-over amount is lost and unpaid.
- A Timeoff Request through Portal is made, requesting the intent to use paid time off (PTO) hours. Advanced request will impact approval.
- Employees may **NOT** have a negative PTO balance, and all PTO must be used before an employee takes unpaid time off (although personal leave is an exception: see Section 6.7, Jury Duty/Military Leave and Section 6.8).

6.2 Paid Holidays

JJB23 Holdings, Inc. retail locations will be closed for five (5) nationally observed holidays. Non-salaried employees are not required to work on these holidays, however they will not be compensated for these days.

The following is a list of holidays on which JJB23 Holdings, Inc. retail stores will be closed:

- New Year's Day
- Easter Day
- Independence Day
- Thanksgiving Day
- Christmas Day
- Christmas Eve (On Christmas Eve retail stores will be open; however, they will close early at 5 P.M.)
- New Year's Eve (On New Year's Eve retail stores will be open; however, they will close early at 5 P.M.)

Please note that these dates may be subject to change based on business needs.

6.4 Employee Discount Program

All employees of JJB23 Holdings, Inc. are eligible to participate in the Employee Discount Program. With this program, employees may repair their own personal phone for the cost of what the store pays to procure the part. In addition, any repairs for friends or family members may be done at a discount which is at the discretion of the store manager. (See Section 4.10, Personal, Friends, and Family Repairs).

6.5 Training and Professional Development

JJB23 Holdings, Inc. recognizes the value of professional development and personal growth for its employees. Therefore, JJB23 Holdings, Inc. encourages its employees that are interested in continuing education and job specific training to research these subjects further and speak with a member of the management team regarding your desire to attend one of these courses.

If the subject matter is applicable to a work-related function, the cost of the courses may be covered by your store's owner. Prior authorization and approval is required you're your owner before compensation or reimbursement will be approved or provided for any such courses.

6.6 Bereavement Leave

Employees of JJB23 Holdings, Inc. may take up to three (3) consecutive days off due to a death in their immediate family. Immediate family being defined as a person's smallest family unit, including parents, siblings, spouse, and children. These days off must be approved by the employee's supervisor, and these days may or may not be granted based on the individual store's business needs.

6.7 Jury Duty/Military Leave

JJB23 Holdings, Inc. will not terminate an employee due to that employee's requirement to serve on jury duty or military leave. An employee serving on jury duty or military leave will remain in good standing with the company; however, any scheduled shifts that are missed due to jury duty or military leave will be unpaid. This applies to both exempt and non-exempt employees.

A copy of the jury duty summons or any other associated and applicable paperwork will be required for the employee's personnel file.

6.8 Social Security/Medicare

JJB23 Holdings, Inc. withholds income tax from all employees' earnings, and participates in FICA (Social Security) and Medicare withholding and matching programs.

6.9 Health Benefits

JJB23 Holdings, Inc. offers health benefits for qualifying employees. In order to qualify, the employee must be fully certified, and have been employed with JJB23 Holdings, Inc. for a period of at least ninety (90) days.

Enrollment for these benefits is done twice annually, on or around January 1st and July 1st.

For further details regarding the benefit plan(s), please ask for a copy of JJB23 Holdings, Inc. Health Benefits Overview.

Section 7: Employee Communications

7.1 Staff Meetings

Staff meetings will be held as needed on a store-by-store basis. These informative meetings will allow employees to be remain current with recent company news, events, or activities, as well as changes in the workplace and employee recognition.

7.2 Bulletin Boards

Bulletin boards placed in designated areas provide employees access to important posted information and announcements. The employee is responsible for reading necessary information posted on the bulletin boards.

7.3 Procedure for Handling Complaints

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem, JJB23 Holdings, Inc. encourage employees to contact John Bailey III at john.bailey2@ubreakifix.com

EMPLOYEE HANDBOOK AGREEMENT

I have read and understand the rules, regulations and standards outlined in this Employee Handbook. I understand that failure to adhere to these policies will result in disciplinary action, up to and including termination of employment.

X

Employee's Signature

X

Date

X

Employee's Name (Printed)

X

Date

X

Witnessed By
UBreakIFix Rep

X

Date