



NEVER SETTLE

TEAM MEMBER HANDBOOK

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THE BASICS

“I always project a **POSITIVE IMAGE & ENERGY.**”

- Smile, In person and on the phone
- Look and be approachable – eye contact
- Enjoy what you are doing
- Be a team player
- Keep conversations and interactions positive
- Always look sharp and be in full uniform when working
- Have Fun!

“I am noticeably friendly & give **each customer INDIVIDUAL ATTENTION.**”

- Make eye contact and smile
- Engage in customer interaction immediately. Give them your undivided attention
- Treat customers as individuals
- Say “hello” to all customers and welcome all customers when they enter the store
- Thank all customers and invite them back
- Have Fun!



“I **KILL IT** at the **DETAILS.**”

- See what the customer sees & feel how the customer feels
- Be proactive and engaged in making sure each customer’s experience is awesome
- Anticipate needs and react when noticing any dissatisfaction
- Create surprises and look for WOW moments
- Keep our restaurants spotless & organized
- Complaints are moments of truth: B.L.A.S.T. (Believe, Listen, Apologize, Solve, Thank)
- My job is to do everything possible to ensure THIS Customer comes back to this next week (if not sooner)
- Have Fun!

BRAND TOUCH POINTS

Brand touch points are places that we connect with Toppers Nation and tell them what we're all about. These are things that make us who we are as a company, and they're all around you! Any time you see a funny tag line on a marketing piece, that's a Brand Touch Point. Our living room style set up in the lobby, that's a Brand Touch Point. Sometimes these are just a funny quip to add some humor, but sometimes they actually tell the customer something about our company. The Brand Heritage wall is one of these pieces that tells Toppers Nation how crazy we really are about PIZZA! The Toppers Experience is supposed to be a party and that's what we want our customers to feel. We can tell them all day that we're a super fun and irreverent company, but it only resonates with them when our Team Members back it up!



OUR MISSION

SO WHAT EXACTLY DOES...KILLING IT ON EVERY DETAIL MEAN?

Let's take a walk through a day in the life of a Toppers Pizza delivery driver to see what this is all about...

A Toppers driver Kills It on THE DETAILS before they even get to the store. They make sure to have their car full of gas and to have a full stomach. Could they fill up the tank and get a bite to eat while working? Sure, but they know that they are a better, faster driver by coming to work prepared, and ultimately that's what Toppers Nation wants.

When a Toppers driver gets to work and they notice some trash by the front door, they pick it up, and as they walk through the lobby, they say hello to the customers eating food. When on a delivery there are countless opportunities for a driver to Kill It.

As they pull up to a house and see a newspaper in the lawn, they pick it up and bring it to the door. The customer certainly doesn't expect them to do this, but that's what Killing It is all about. As the customer answers the door all they expect is to exchange food for money in a pleasant way. A Toppers driver goes above and beyond that in many ways. By asking someone how their day is going or about the game on TV we interact with Toppers Nation on a higher level than our competitors.

When the driver notices that the customer has a dog in the house, they offer them a dog treat. When the driver notices that the customer has a child in the house, they offer them a Toppers temporary tattoo. This is Killing It! At the end of the customer experience a Toppers driver always offers the customer caddy items such as plates, napkins, parmesan cheese and crushed red pepper. This is a detail that almost no other delivery place Kills It on.

When a Toppers driver is leaving the customer's house, they sometimes don't go directly to their car. They spread the Toppers brand and Kill It by marketing for their store. Dropping off menus or flyers at neighboring houses or apartments is commonplace for an awesome driver. When they do this, they know that Killing It means not walking through a customer's lawn! Our drivers often stop by local businesses to set up a Business of the Week. While there, they connect and engage with that company or receptionist to entice them to order from Toppers. They don't just sell the idea of Business of the Week, they have a great conversation with them because they know that personal relationships are key to company growth. Great Toppers drivers love doing these things because they know that they build sales and spread the Toppers love. There's no one detail that is the silver bullet in having a kick-ass experience. It's a ton of little details strung together that truly make every customer experience one that is memorable. There are hundreds of opportunities within each order that we can Kill It on... You just have to step back, open your eyes and find them. THIS IS OUR MISSION!





SCOTT GITTRICH
PRESIDENT/FOUNDER
TOPPERS PIZZA

My personal goal is to be happy and enjoy each day—to strive to attain and maintain spiritual, physical and financial health. In my work, I do my best to provide a fun, yet professional and safe work environment. I want to earn the respect and loyalty of team members, customers and business associates through honest relationships based on integrity and mutual benefit.

When I or one of my staff fall short, or you have an idea or see a need for improvement, I encourage and expect you, as a team member, to bring it to our or my attention. The continued success of Toppers Pizza depends on the ability and willingness of each person who reads this to work as a team to benefit us all.

Whether you are looking for a part—time job or a career...

Welcome to Toppers Pizza!

WELCOME TO TOPPERS PIZZA

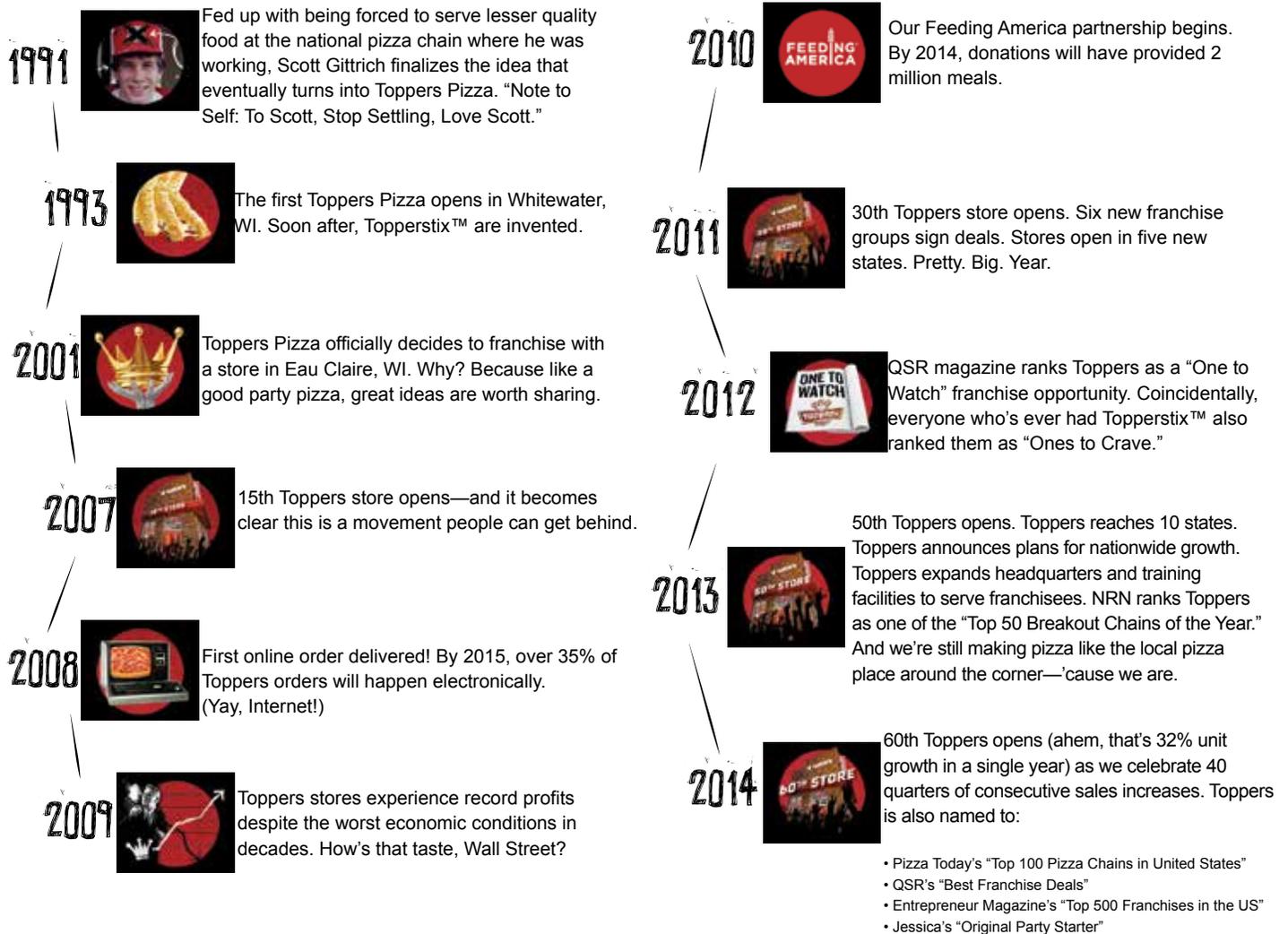
At Toppers Pizza, we strive to make high quality products that are noticeably fresher and tastier than our competitors'. Our pizza crust is made from fresh dough. Our pizza sauce is made with fresh packed tomatoes. We use 100% real Wisconsin cheese, fresh vegetables, and lean meats. Product quality is the core of our success.

We strive to deliver our food in less than 30 minutes or have it ready for pick up in less than 15 minutes. Friendliness is a critical part of customer service.

THE REPUTATION OF TOPPERS PIZZA DEPENDS ON YOUR UPBEAT MANNER AND POSITIVE ATTITUDE.

Toppers Pizza was born on August 9th 1991. The founding vision was to provide customers with the best of both worlds: a unique, high-end pizza menu coupled with quick delivery and great customer service.

THE TOPPERS PIZZA STORY



We have high standards for our people, our product and our service. You will begin to learn about these standards today.

LET'S GET STARTED! ASK QUESTIONS AND HAVE FUN!!!

TOPPERS DELIVERS THE PARTY

Pizza is a “Fun Food” ... a “Party Food”

Toppers Nation is fanatical about our House Pizzas and our Topperstix.

We are fanatical about product quality and customer service. Your job at Toppers Pizza should be an important part of your life— but it is only part of your life. Strive for and keep balance in your life. We’re convinced your Toppers experience will be fun as long as you remember to keep everything else in your life part of your life.



OUR GUARANTEE

If, for any reason, you are unsatisfied with your order, we will replace or refund with no questions asked.

In other words...

We unconditionally guarantee that your order will be fresh, prepared as ordered and delicious. If you are not completely satisfied, please let us know and we will gladly replace your order or refund the purchase price.

HONORING THE GUARANTEE:

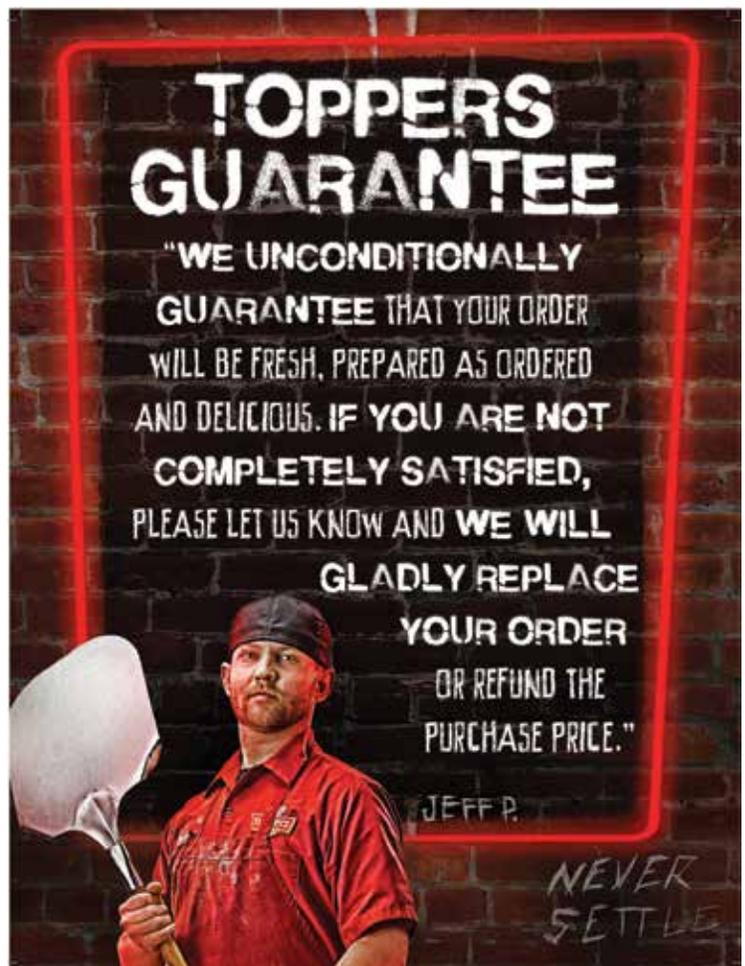
BELIEVE

LISTEN

APOLOGIZE

SOLVE

THANK



CORE VALUES

LIVE WITH INTEGRITY

Say what you mean, and do what you say. Do the right thing, especially when no one is watching!

HAVE FUN

Yes, it is work but enjoy it!

BUILD SOMETHING SPECIAL

We (that includes you) are building a special company!

BRING IT...WITH PASSION

Do it right— or go home!

GIVE CUSTOMERS WHAT THEY WANT

This is why we are here!



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INTRODUCTION

This Team Member Handbook applies to all Team Members of Toppers Pizza and is intended to give you the “skinny” on Toppers Pizza’s personnel policies, procedures, benefits and rules of conduct. Yep—this is THAT part of your training.

Read and become familiar with this handbook.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. As a result, Toppers Pizza reserves the right to modify, supplement, rescind, or revise any policy, procedure, benefit, with or without notice, as it deems necessary or appropriate.



EMPLOYMENT AT WILL



Employment is with the mutual consent of you and Toppers Pizza. Consequently, both you and Toppers Pizza have the right to terminate the employment at any time, with or without cause or advance notice. This At-Will employment relationship will remain in effect throughout your employment with Toppers Pizza unless it is specifically modified by an express written agreement signed by you and the Store owner.

This employment -at-will relationship may not be modified by any oral or implied agreement.

PROBATIONARY PERIOD

Your first 90 days on the job are a trial period in which you can try us on for size, and we will do the same with you. After 90 days, you and your manager will get together to check the fit. If the fit isn’t right, we’ll part friends. Release or voluntary resignation during this time won’t adversely affect your employment record.

NOTICE OF RESIGNATION

Due to the At-Will nature of your employment, notice is not legally required if you decide to end your employment with us. However, we request the professional courtesy of a written notice at least two weeks before the last day you wish to work. On your last day: turn in your uniforms, store keys, training materials, and any other Toppers Pizza property. The value of any Toppers Pizza property not returned may be deducted from your final paycheck. Failure to give proper notice at the end of your employment may negatively affect your rehire status.

PERSONAL INFORMATION

It is important that Toppers Pizza always has the current and correct information about you: address, phone numbers, marital status, new tax documents, etc. Please let us know immediately if you change your personal information. If you need to change your name and / or Social Security number, you will be asked to provide original documentation authorizing the change.

PERSONAL RECORDS

Upon request, you will be allowed to review any personnel records that have been used to determine your qualifications for employment, promotion, compensation, suspension, termination or other disciplinary action. Please talk to your Store Manager for more information.

EQUAL OPPORTUNITY EMPLOYMENT

Toppers Pizza is committed to equal employment for all people. Toppers Pizza selects the best person for the job, without regard to race, color, religion, sex (including pregnancy, childbirth and related medical conditions), national origin, ancestry, age, medical condition, family care status, veteran status, marital status, or sexual orientations, to the extent required by law. This applies to all employment practices, including hiring, promotions, training, disciplinary action, termination, and benefits.

We expect all Team Members to show respect and sensitivity toward all other Team Members and to demonstrate a commitment to Toppers Pizza's equal opportunity objectives. If you observe a violation of this policy you should report it immediately to your supervisor or the Store Manager.

Toppers Pizza is committed to full compliance with the federal immigration laws and will not knowingly hire or continue to employ anyone who does not have the legal right to work in the United States. As an ongoing condition of employment, you will be required to provide documentation verifying your identity and legal authority to work in the United States. Violation of this policy may result in disciplinary action up to and including possible termination.



EMPLOYEE OF MINORS



If you are not at least 18 years old, you are required by law to provide a valid Work Permit, High School Diploma, or Certificate of Proficiency before you will be allowed to work in select states. Toppers Pizza complies with all appropriate State and Federal laws governing the employment of minors—including breaks, total hours worked in a day and work week, and restriction of the job duties allowed. Every store establishes its own employee benefits and policies. You will receive store-specific information on policies such as: employee discounts, scheduling policies, vacation, etc.

AGE-RESTRICTED DUTIES

No one under the age of 18 years old shall be permitted to operate any machinery or equipment, including a car, in the course of business for Toppers Pizza.

WORKERS COMPENSATION INSURANCE

All Team Members are automatically covered by Workers' Compensation Insurance at the time they are hired. Toppers Pizza pays 100% of the premiums for this important coverage. The following benefits are provided to Team Members who sustain a work-related injury or illness:

- Partial wage replacement for periods of disability
- Medical care, including medicine, hospital, doctor, x-rays, crutches, etc.
- Rehabilitation services (if necessary)

It is important that you report any work-related injury or illness to your Supervisor as soon as it happens, regardless of how minor it might be. It is also important to get proper first aid and / or medical attention immediately.

Toppers Pizza will not be responsible for the payment of Workers' Compensation Insurance benefits for any injury or illness that arises out of a Team Member's voluntary participation in an off-duty recreational, social, or athletic activity that is not part of the Team Member's work-related duties.

UNEMPLOYMENT INSURANCE

Toppers Pizza pays unemployment insurance taxes on your behalf to both State and Federal Governments.

These taxes fund the payment of unemployment insurance benefits to you should you become eligible to receive them.

Detailed information about unemployment insurance benefits can be obtained from the Office of Workforce Development.

SOCIAL SECURITY

All Team Members are covered under the provision of the Federal Social Security Law. Social Security benefits are intended to supplement your family's retirement income and provide disability and survivors' benefits. Toppers Pizza matches the amount of deduction from your wages for Social Security Taxes. The total distribution by you and Toppers Pizza is credited to your Social Security account. Detailed information about your Social Security benefits can be obtained from the Social Security Administration.

FMLA - FAMILY AND MEDICAL LEAVE ACT

Toppers Pizza complies with all Federal and State requirements under the Family and Medical Leave Act (FMLA). In accordance to eligibility—the Federal or State law providing greater rights will apply.

ELIGIBILITY

Federal Family Medical Leave Act Eligibility:

- Effective for employers with 50 or more employees
- Employees must be employed for at least 12 months and have worked at least 1,250 hours during the previous 12 months.

Employers must grant any eligible employee up to 12 work weeks of unpaid leave during an 12 month period of time for the following reasons:

- Childbirth and care of a newborn child or adoption of a child
- Placement of son or daughter for adoption or foster care
- Care of an immediate family member with a severe health condition
- Medical leave when an employee is unable to work due to severe health condition

Under State and Federal law, no one may interfere or deny the exercise of any right provided under this law.

Please refer to your State employment laws for additional information on State-specific provisions for Family and Medical leave.

<http://www.dol.gov/esa/whd/fmla>

HARASSMENT POLICY

Toppers Pizza is committed to providing a work environment that is free of discrimination and harassment.

Toppers Pizza maintains a strict policy prohibiting unlawful harassment, including sexual harassment. It is important for you to understand that jokes, cartoons, nicknames, and comments about appearance may be offensive to others.

Although sexual harassment may be the most common workplace type of harassment, there are others. Other harassment may include, but is not limited to, harassment based on race, age, disability, gender or sexual orientation.

SEXUAL HARASSMENT OF TEAM MEMBERS BY MANAGERS, CO-WORKERS OR VENDORS IS PROHIBITED.

UNLAWFUL SEXUAL HARASSMENT INCLUDES BUT IS NOT LIMITED TO:

- Unwelcome sexual advance, flirtations or propositions
- Subtle pressure or requests for sexual favors
- Graphic comments about an individual's body
- Unnecessary touching of an individual
- A display of sexually suggestive objects, pictures or sexual motions
- Physical assault

WHEN:

- Submission to the conduct is made a condition of employment.
- Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed Team Member.
- The harassment has the purpose or effect of unreasonably interfering with a Team Member's work performance, and / or creates an intimidating, hostile or offensive work environment.

If you believe that you are being, or have been, harassed in anyway—please report the facts of the incident or incidents to your Manager, Area Supervisor, or Store Owner immediately, without fear of reprisal. In determining whether the alleged conduct constitutes unlawful harassment Toppers Pizza will investigate the nature of the conduct and the context in which the alleged incident occurred.

Violation of this policy may result in disciplinary action up to and including termination.

ALCOHOL, DRUGS & CONTROLLED SUBSTANCES

NEVER use, sell, or possess drugs, alcohol, or controlled substances: ON THE WAY TO WORK, ON COMPANY PROPERTY OR IN COMPANY VEHICLES. NEVER report to work under the influence of alcohol, drugs or controlled substances. In addition, off duty conduct that may adversely affect the reputation or interests of Toppers Pizza is prohibited. "Under the Influence", for the purpose of this policy, is defined as being unable to perform work in a safe or productive manner and / or being in a physical or mental condition which creates a risk to the safety and well being of the affected Team Member, other coworkers, the public or company property.

SMOKING

Smoking is NOT allowed inside a Toppers Pizza store. Employees who smoke on breaks must do so with hats and aprons off, and only in a designated area out of public view. An employee should take care not to smell like smoke. Never smoke on the way to a delivery.

WEAPONS

No employee of Toppers Pizza, while working, shall be allowed to use or carry in their vehicle or carry on their person a weapon of any sort. This pertains to open or concealed weapons, including but not limited to the following:

- Handguns, shotguns, rifles, pistols, ammunition
- Knives of any sort
- Mace / pepper spray
- Clubs or bats
- Electronic devices (stun guns, Tasers)
- Any other items that are intended to be used or may be used in a way so as to seriously injure or harm another person

Any employee possessing these items while at work or while working, on the way to work or from work will be subject to immediate dismissal.

Some states allow a licensed person who uses their own motor vehicles for work purposes to carry a firearm or other weapon in their vehicles. If you are a licensed person, use your own motor vehicle for work purposes, and are in a state where this is permitted, any weapon you carry in your vehicle while working must remain in your vehicle and be properly encased with a lock and kept in a location in the vehicle out of sight.

INSPECTION

It is also Toppers Pizza's intent to protect against the unauthorized removal of Company property.

Toppers Pizza reserves the right to conduct inspections of all Team Members' workstations, desks, and private vehicles located on Company property, including non-Company owned property where Toppers business is conducted (i.e., the parking lot of Toppers Pizza). These inspections may be conducted at the discretion of Toppers Pizza with or without advance notice or consent.

Team Member entry onto company property constitutes consent to inspections, and Team Members who fail to cooperate in any inspection may be subject to disciplinary action up to and including possible termination.

PERSONAL VEHICLES

Team Members who use personal vehicles to conduct Company business must have management approval in advance and must provide evidence of insurance coverage. This policy must meet the minimum requirements of Toppers Pizza, Inc.

COMPANY BULLETIN BOARDS

There is a variety of information posted on walls and Company bulletin boards. You are responsible for checking Company bulletin boards on a regular basis and reading all posted materials.

CASH HANDLING

With the exception of cash handling at the till, no handling of cash (driver drops, counting cash, making change), should be done in an area visible to customers or from the exterior of the store.

USAGE OF COMPANY ELECTRONIC INFORMATION SYSTEMS

Toppers Pizza is concerned with protecting its confidential information and avoiding misuse of its electronic information systems. In light of these concerns, Toppers Pizza has adopted the following policy on electronic communications. All team members are expected to comply with this policy.

Toppers Pizza maintains computers (including software, hardware, lap tops, cellular devices and networks systems), Internet and e-mail systems and telephone, fax and voice mail systems for business purposes. Their use should be limited to business purposes with minimal personal use. All such systems and equipment are the property of Toppers Pizza.

Toppers Pizza, Inc. reserves the right to access, monitor and disclose communications and information stored in, transmitted from, or received by any part of its electronic information systems, at Toppers Pizza's discretion and without notice.

Misuse of Toppers Pizza's electronic information systems is prohibited and will result in disciplinary action, up to and including termination. Misuse includes, but is not limited to, the following conduct:

- Illegal purposes
- Soliciting others for commercial, political, religious, or other purposes not related to work
- Job hunting
- Personal use (other than occasional and appropriate use approved by a supervisor)
- Downloading, displaying, transmitting, printing, or storing offensive, obscene, or threatening material
- Participating in online chat rooms, playing games, instant messaging (unless work related), intentionally introducing viruses or damaging files creating disruptive use of Toppers Pizza's electronic information systems
- Disclosing or using others' passwords or access codes
- Allowing others not employed with Toppers Pizza to use electronic information systems
- Using Toppers Pizza's electronic information systems to disclose trade secrets or other confidential information except when authorized by the President or your direct supervisor

OTHER STUFF YOU'LL GET IN TROUBLE FOR

Most of this stuff is common sense, but if we don't say it, someone will argue with us about it later.

These behaviors will result in disciplinary action up to and possibly including termination:

1. Being rude to customers or fellow Team Members
2. Failure to show up for a scheduled shift or meeting
3. Leaving during a shift without permission
4. Theft of money or property from the Company, customer or other Team Members.
Not only will you get the axe, but you will be liable for prosecution to the full extent of the law.
5. Fighting on the job, on Company premises, or while on Company business
6. Intentional misuse, destruction of, or damage to Company property or equipment.
7. Falsification of employment records, time records, deposit slips, sales and order data
8. Insubordination
9. Giving away food or beverages—we call that theft. See #4.
10. Lying to a Manager
11. Working overtime without prior approval
12. Unexcused or continuous absence or tardiness
13. Failure to report any personal injury sustained while on duty

Ignorance or misunderstanding of anything in this Handbook doesn't cut it as an excuse. If you have questions, contact your Supervisor or Manager.

TIP REPORTING

It's our responsibility to provide you a means to report your tips. It's your responsibility to report 100% of your tips. We use the Vision Point of Sale (POS) System to take orders and run our business. When you are being checked out for your shift, you will be asked how much you made in tips. This amount will be reported to the IRS. You will be taxed for this amount and it will be reported as income.

DRIVING RECORDS

No person may deliver food or operate a car in the course of our business unless their driving record meets or exceeds our minimum insurance requirements. Your MVR will be checked prior to employment and at least every nine months after that. You must notify your Store Manager of any change in your driving record, whether the incident occurred while you were working or not. We will need to re-run your MVR anytime you are involved in an incident—Ticket or Accident.

DRIVER SAFETY

- Never leave your keys in your car
- Keep car doors locked at all times
- Never leave a running vehicle unattended unless you lock it and have extra keys
- Always wear your seat belt
- Don't talk or text on a cell phone while driving
- Keep your insurance up to date
- Keep your lights on during the day
- Don't carry weapons
- Limit jewelry to simple, inexpensive items
- Report any suspicious activity
- Keep your vehicle well-maintained
- Don't double park
- Don't park in handicapped spaces
- Always follow the posted speed limits
- Never drink and drive
- Never use drugs and drive
- No radar detectors
- Don't deliver if the situation isn't safe
- Always call back to confirm orders if you are suspicious

ACCIDENTS

Drive defensively to avoid accidents. If you get into an accident:

- Make sure everyone is OK
- If needed, call 911 for medical assistance
- Report the accident to the police
- Report the accident to the store
- Complete an Accident Report

If you are found “At-Fault” in an accident while on the job, you will be suspended from delivery for a minimum of one year. Depending on the circumstances, you may be able to remain employed as an Insider.

ROBBERY SAFETY

Unfortunately, robbery is a reality; Pizzas, vehicles, or cash and belongings. It can happen. What do you do?

- Cooperate— do as instructed.
- Don't confront or resist
- No sudden movements
- Observe everything
- Call the policy immediately
- Call the store
- Fill out the Robbery Incident Report
- Get good descriptions

Drivers will not be held responsible for being robbed. However, if a driver is robbed for excessive cash because they have not been making cash drops, they may be disciplined or terminated.

**Protect yourself and other drivers. Never leave the store with more than \$30.
Make a drop after every run.**

STORE SECURITY

Never discuss cash handling and / or sales volumes in the presence of customers or anyone that does not work for Toppers Pizza. If a robber thinks he can get thousands from your store, your security is already compromised. Smart thieves “case” their targets, and they are in a hurry. If they see tight cash control, they might go somewhere else.

With tight cash control, losses are minimized if you are robbed.

PROPER CASH HANDLING IS CRITICAL:

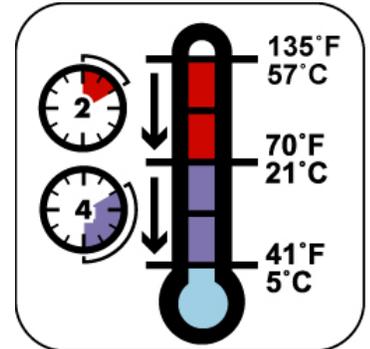
- Install a time delay safe—Robbers are in a hurry (2 minutes or less)
- Keep the safe locked at all times
- Keep petty cash and extra banks in the safe
- Drop all money from driver checkouts, till checkouts and till skims
- Keep your tills locked at all times
- Assign tills to specific team members
- Keep no more than \$100—\$150 in each drawer
- Drop all excess money in the safe
- Make bank runs with an escort

FOOD SAFETY AND SANITATION

Can you think of a restaurant chain that has been associated with foodborne illness? What do you think that does to business? We never want our customers to think we made them sick! Keeping your store clean and sanitary is critical!

BASIC FOOD SAFETY CONCEPTS:

- Clean—free of visible soil and dirt.
- Sanitary—free of disease-causing germs.
- Foodborne Illness—disease transmitted to people through food.
- Foodborne Illness Outbreak—incident in which two or more people suffer the same illness after consuming the same food.
- Ready to Eat Food (RTE Food) - food that is edible without additional preparation to achieve Food Safety. Most of the food in our restaurants is RTE.
- Temperature Danger Zone (TDZ) - The temperature range within which most germs can rapidly grow and reproduce. (41°F to 135°F) All refrigeration units must hold a temp at or below 41°.
- Cross Contamination—The transfer of harmful germs of food borne hazards from one food product to another.
- Date Marking—Identification system for foods that will be held in the restaurants for more than 24 hours. Identifies when food is prepped or when it must be thrown away. Products that have been made or opened must be dated.
- Flow of Food—The path food follows through the restaurant.
- Potentially Hazardous Foods (PHF) - Foods that are capable of supporting the rapid growth of harmful germs. Potentially Hazardous Foods are typically high-protein foods such as meat, poultry and dairy products. PHF must be kept out of the TDZ to prevent the growth of harmful germs.



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TYPES OF FOOD HAZARDS

PHYSICAL:

- Metal shavings
- Jewelry
- Nail polish fragments
- Bone Chips
- Band-Aids
- Hair

CHEMICAL:

- Soaps
- Sanitizers
- Cleaners & De-Greasers
- Pesticides

BIOLOGICAL:

- Germs that occur naturally
- We carry other germs
- Common germ types that cause Foodborne Illnesses:
 - Fungi
 - Parasites
 - Viruses
 - Bacteria

PERSONAL HYGIENE BASICS

- Shower or bathe daily
- Wear clean clothes
- Maintain good hand hygiene
- Remove earrings except for simple studs
- Trim facial hair to a length of 1/2" or shorter
- Restrain hair in the Uniform Hat or Visor
- Report to your Manager before working if you are sick
- Do not wear a watch, bracelet, or ring (other than a simple band with no stones)
- Keep fingernails short, clean and unpolished
- Open sore or wound? Bandage and cover with a finger cot or glove!

PERSONAL HYGIENE TROUBLE SPOTS

- Scratching the scalp
- Running fingers through hair
- Touching the nose
- Rubbing an ear
- Touching a pimple / sore
- Wearing a dirty uniform
- Coughing / sneezing into hand

The CDC (Center for Disease Control and Prevention) has estimated that 50% of all foodborne illness in America could have been prevented by proper personal hygiene.

HAND WASHING

Sanitation is very important at every station. Washing your hands is the number one way to prevent food contamination. Always wash your hands with antibacterial soap after:

- Using the restroom
- Smoking
- Eating or drinking
- Coughing or sneezing
- Touching money
- Handling garbage or dirty dishes
- Taking a break
- Taking a delivery
- Handling chemicals



Always wash your hands before you handle food or food preparation tools. Wash them again after you have handled other items. It is almost impossible to wash your hands too much.

THE PROPER WAY TO WASH HANDS:

1. Wet hands with warm running water
2. Apply anti-bacterial soap
3. Scrub hands and arms vigorously for at least twenty seconds
4. Clean under fingernails and between fingers
5. Rinse thoroughly under warm running water
6. Dry hands and arms with a single use towel or a hand dryer

GLOVE USAGE:

- Gloves are to protect food from germs, NOT to protect your hands from food
- Gloves are used to finish products
- Anytime that you should wash your hands, you need to wash your hands AND change your gloves
- Gloves are single use
- Food handling gloves must not be latex or powdered
- Gloves do not replace hand washing!

PREVENT CROSS CONTAMINATION

No Bare Hand Contact (BHC) with Ready to Eat (RTE) Food:

Overtending—arranging product in the box

Overtending—finishing products

Tools to avoid BHC: Tongs and Gloves



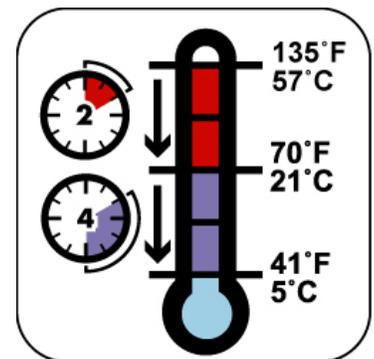
**What's
Wrong
Here?**



Cross Contamination happens whenever a sanitary item or Ready to Eat Food contacts an unsanitary item.

TEMPERATURE DANGER ZONE

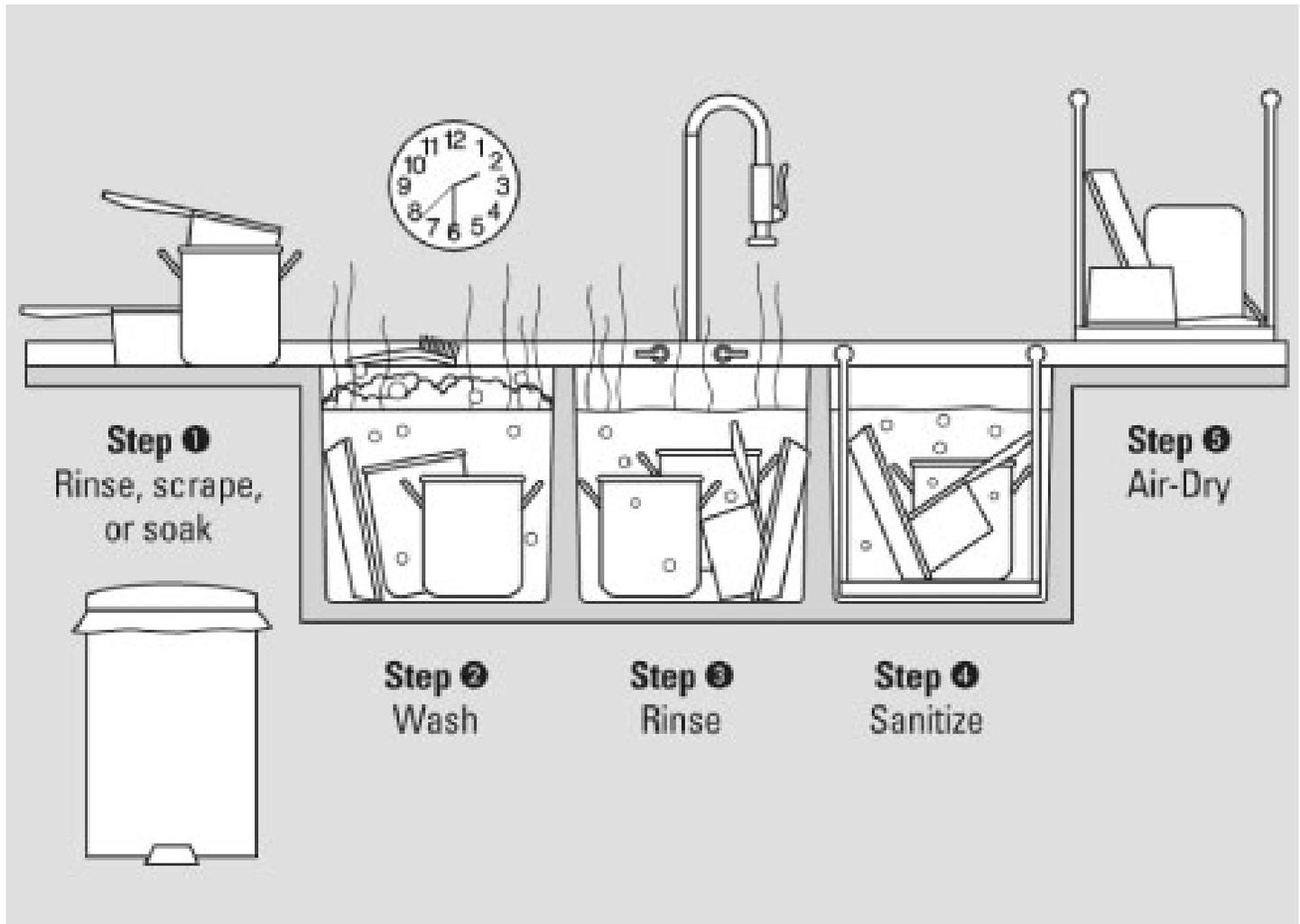
The temperature danger zone is 41° F—135° F. All refrigeration units must hold a temperature of 41° or colder. Always insure that you are keeping proper cooler temperatures. This includes the air and product temperature. The thermometer outside the walk-in shows the air temp. Test the product temp with a stem thermometer in a glass of water in the walk-in.



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PROPER CLEANING AND SANITIZING

All Toppers Pizza locations have dish washing sinks with either three or four compartments, depending on the state. The Washing sink temperature should be kept at a minimum of 120° F. The Sanitation sink should be kept at approximately 75° F. The sanitizer solution should be kept at 200 ppm. Your trainer will show you how to check for the sanitation level in the sink.



CLEANING SCHEDULE

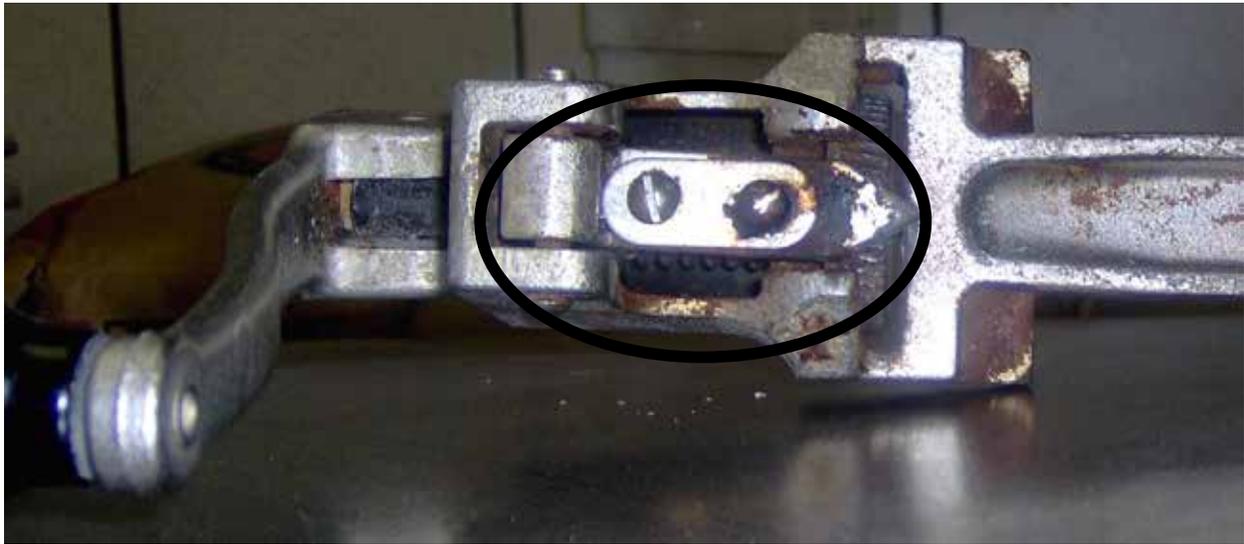
All stores have a cleaning schedule that they should follow. Every day a cleaning checklist should be completed. There are daily, weekly, and monthly cleaning duties that must be performed.

Towels must be stored in a bucket of sanitizer solution. Dirty towels in pockets and on counters are Germ Central.

Wiping something off is not the same as properly cleaning and sanitizing it. It only takes one Food Safety mistake to make someone sick.

FOOD CONTACT SURFACES AND UTENSILS MUST BE CLEANED AND SANITIZED:

- After each use
- Anytime you switch food types
- After a task has been interrupted
- At 4– hour intervals if items are in constant use



COMMON PROBLEMS



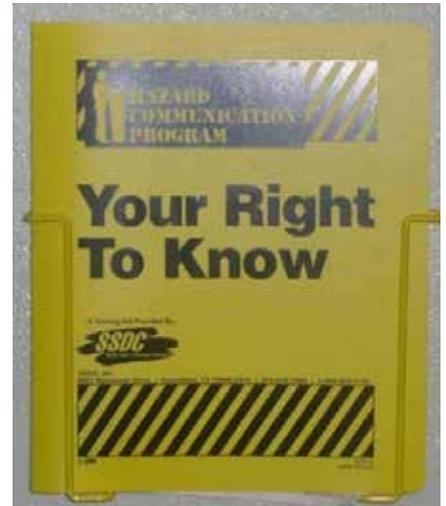
CHEMICAL PROGRAM

Every store is equipped with a chemical program from PFS. They supply all of our cleaning supplies. Always store chemicals in the proper areas and NEVER above food.

NEVER mix chemicals together. Mixing chemicals can produce toxic fumes. If you are using a chemical concentrate make sure you follow the correct dilution directions. Especially bleach and ammonia products.

ALWAYS label chemical bottles. Unlabeled / mislabeled chemicals are dangerous and can be up to a \$1,000 fine / bottle on an OSHA inspection.

If you ever have any questions regarding chemicals, refer to the Material Safety Data Sheet (MSDS) book. This book is yellow and contains handling guidelines and first aid information for every chemical in the store.



CHEMICAL SAFETY

We use a variety of chemicals in the store. Improper use of chemicals is dangerous and could contaminate food and work surfaces, equipment, utensils and the air you breathe.

PREVENT CHEMICAL CONTAMINATION:

- Keep chemical dispensers calibrated
- Use Chemical Test Strips
- Proper storage and labeling
- Proper sanitation of all surfaces

ACCIDENT REPORTING

All accident and injuries must be reported immediately. Your Workmen's Compensation Carrier will supply "First Report of Injury" forms that meet State requirements.

Use the Toppers Pizza Incident Report to record details, witness statements and corrective actions.

SAFETY AWARENESS

FIRE SAFETY:

- Make sure all Exit Signs are working and lit
- Keep all exits and work areas free of clutter
- Know the location of fire extinguishers
- Know how to manually activate your Fire Suppression System
- Do not store boxes, mops, brooms, chemicals, or towels near water heaters
- Never block pilots or venting

IF A FIRE GETS OUT OF CONTROL:

- If safe, turn off the gas
- Get all Customers & Team Members out
- Call 911
- Meet outside in predetermined location
- Notify other businesses
- Keep everyone away
- Assist the Fire Department if needed



LIFTING SAFELY:

- Know what you are lifting and where you are going
- Spread your feet to make a solid base
- Keep you back straight
- Tighten your stomach muscles
- Bend at the knees—not at the waist
- Don't twist or turn while lifting
- Move with slow and controlled motions
- Keep loads close to your body

SAFETY ATTITUDE:

- Use safety lingo: Door, behind you, Corner,
- Coming through
- Lift with your legs—not your back
- Keep the back door locked
- No horseplay
- No silent approval—If you see it, say it
- Think safe and be safe

NOTE: Store heavy items on shelves in the middle level of the cooler, freezer and dry storage areas. They'll be easier to lift!

WINTER SAFETY

The rush is on. Customers call us when the roads are getting bad. Follow National Weather Service directions:

- Clear snow and ice often
- Salt Frequently
- Keep lobby and driver entrance clean and dry
- Have wet floor signs ready
- Check downspouts for water run off
- Watch the weather and stay prepared
- Call in extra team members before the storm
- Limit your delivery area based on road conditions and delivery times
- Quote honest delivery times to customers
- Tell drivers to slow down and be safe
- If drivers are having trouble, have a manager hit the road to assess
- Do not close unless absolutely necessary

SLIPS & FALLS

FLOOR CARE:

- Always use wet floor signs
- Team mop wet mop / dry mop
- Keep floor mopped during storms
- Wear proper footwear with good tread
- Boots when appropriate

CUTS

One of the things that makes us unique is our insistence on using fresh ingredients in our recipes. A trio of common sense reminders will keep you safe when prepping these fresh foods:

- Use a cutting glove
- Never place knives in the sink
- Always store clean knives in the knife rack

BURNS

Toppers Nation expects their orders to be provided hot and quick. Burns can happen if you are not careful.

Remember:

- The oven is HOT
- So is everything that comes OUT of it
- To reduce the risk of serious burns:
 - Keep the cut table organized
 - If you aren't the Oventender—stay away
 - Don't grab pans and screens without the Oventenders "Okay"

YOU...A TOPPERS PIZZA FRANCHISE OWNER?

Toppers Pizza can offer you more than just a job— you could be a Rockstar. Did you know that many of our store owners started with Toppers right where you are today? It's true, many of our Franchisees started as delivery drivers or pizza makers. And now they own their own Stores! How did they do it? They worked their asses off in a store. They learned the ropes of our business by "Bringing It With Passion" each and every day. Think you've got the right stuff to "be the man" someday? Show us you've got what it takes by working your butt off in a store and we'll show you how to turn your dreams into reality.



WHY FRANCHISE WITH US?

Well, because we know what we are doing. Our business model is proven—it just plain works. Why? We don't cut corners. The ingredients in our pizza are top notch. Most of our food is made from scratch. One thing we've learned is that our products, like Topperstix have made us who we are. They've created Toppers Nation and as a Franchisee, you'll quickly fall in love with 'em too.

Much of our success has come from doing things differently. For instance, we actually listen to the suggestions of our Team Members and Franchisees. That's not always the case with the big chains. Plus, we have plenty of great locations still available to open up shop. It's like the 13 Original Colonies are settled, but the rest of America is ready and waiting.

**WE HAVEN'T CREATED A MONSTER.
WE'VE CREATED A PIZZA-CRAZED NATION. TOPPERS NATION.**

“When we opened our first store in La Crosse, we set the sales record for a new store. That was when I really understood what the Toppers formula was capable of. Before we even opened, the town was buzzing about “Toppers coming to La Crosse!”. Frankly, we opened up so big, we were afraid that we would not be able to increase our sales, but our sales have steadily increased ever since.” - Phil Downing

“The relationship I have with Scott and the Toppers family is very important. I met my husband and many of best friends at Toppers. I believe in what we are doing together. The pizza business has been a blast!” - Denise Downing



So you wanna open a Toppers of your very own?

1. Kick butt in your store! Learn all you can from your team!
2. Live the Core Values—everyday
3. Fill out the request for more info and receive a packet in the mail
4. Complete the Pre-qualification Questionnaire
5. Meet with us in Whitewater, WI to learn more
6. We decide if it's a good fit and you get a franchise
7. Sign the contract and build a store
8. Train. Train. Train.
9. Open the store in the only fashion we know—Throw a party!

Of course, it's not all rainbows, puppy dogs and unicorns. One of our competitive advantages is keeping long hours. We open at 10:30 am and don't close until 3 or 3:30 in the morning. It's great for business, but tough on Franchisees. It's why we single out Franchisees that are passionate about what they do. Being a Toppers Pizza Franchisee is tough work, but incredibly rewarding. You heard it here, from them, in their own words!

IMPORTANT INFO TO KNOW

Store Address: _____

Store Phone Number: _____

Manager: _____

Manager's Email: _____

Manager's Phone Number: _____

Area Supervisor: _____

Area Supervisor's Phone Number: _____

Area Supervisor's Email: _____

Assistant Manager: _____

Assistant Manager's Phone Number: _____

Assistant Manager: _____

Assistant Manager's Phone Number: _____

Scott Gittrich's Phone Number: 1-262-473-6666 _____

Scott Gittrich's Email: scott@toppers.com _____

CONFIDENTIALITY POLICY

During your employment at Toppers Pizza you may have access to confidential and proprietary information. All recipes and other trade secrets are the sole property of Toppers Pizza and must be kept confidential during and after your employment.

Throughout the course of employment with Toppers Pizza, employees will be exposed to vast amounts of confidential information. Confidential information can include, but is not limited to: personnel information, corporate and franchise sales figures, marketing objectives, operations recipes, and computerized information. The use of this information by the employee is only for the benefit of Toppers Pizza.

Any breach of confidentiality is grounds for termination.

The responsibility to hold such information confidential continues during and indefinitely after termination with Toppers Pizza. Documents may not be copied and/or distributed unless it is strictly for the benefit of Toppers Pizza. Upon termination with Toppers Pizza, all documents drafted, copied or computerized must be returned immediately.