

“Transforming lives in communities through the power of work”

[2023]

CREWPACKWINGS



WWW

Restaurant

www.crewpackwings.com

[2023]

Crewpackwings Program

CREWPACKWINGS through **The-CREWPACKWINGS** Program provides a supported work setting for individuals with documented disabilities who are unable to obtain and sustain employment in a competitive work environment.

As a program participant you will be supported by a Workforce Development Team who will help you develop some of the skills needed to maintain employment. If you have a problem with performing specific tasks, interacting with coworkers and supervisors, or adjusting to the world of work workforce development will encourage you if you encounter difficulties at work.

To help you work towards your goal of getting and keeping a job in an unsupported work setting crew pack wings provides the following support services and training for programs participants:

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Initial on-the-job training: basic work skills as well as sanitation, safety, Five "S" and sensitivity training

Workforce Development workshop sessions that deal with critical job skills, planning ahead and problem solving, communication, giving and receiving feedback, and customer service

Ongoing hands-on training

Ongoing Workforce Development workshop sessions such as "Making Time for Work and Play",

"Taking Charge of Me, **Myself**, and **!**", and **Money and Me**"

>

Education, job advancement, and job placement assistance

Ongoing counseling, support, and encouragement from Workforce Development

Regular assessment of job readiness and work performance by Workforce Development

The Crew pack wings Program is designed to help you learn new skills and gain confidence in your work abilities with the goals of getting and keeping a job in an unsupported work setting within crew pack wings or in the general business community. For many people the -Crew pack wings Program is the first step toward career development and advancement opportunities.

We encourage you to take advantage of the opportunities available to you through **The-crewpackwings**.Program so that you can achieve your goals and dreams.

Walk-ins Welcome

TWO DAYS IN EVERY MONTH !

Days : 1st Tuesday And 3rd Tuesday

Time: 9:00 am to Noon

**Location: 2150 w Devon street
Chicago, Illinois 60645**

Our crew pack wings Food Service Workers receive:

- Competitive Wages.
- Set Schedule
- Paid Vacation after one year
- Uniform
- Case Management Services Advancement Opportunities
- Health, Dental, Vision & Life Insurance

Crew pack wings Eligibility Requirements

- You must have a documented significant disability
- You must be unable to get and keep a job in competitive employment
- for an extended period because of functional limitations and restrictions
- related to your disability.

To learn more, stop by to talk with a representative or contact crew pack wings -Intake at info@crewpackwings.com.

Walk-ins Welcome

Syed Moin Ahmed, founder and director of **CREWPACKWINGS** spent his early

years in India, his native country. From early on, his polio went unrecognized and untreated, leaving him with a slight walking disability due to a foot and leg deformity.

Though he functions extremely well, he felt ostracized on some levels and made fun of by others his age. But this gave him determination not only to rise above, but help others with physical limitations. Coming to America at age 18, he still pursues this ambition with vigor, for both his native country of India, but for America as well. Through **CREWPACKWINGS** industry provides training employment and Supportive Service for people with disability or disadvantage who seeks greater Independence **CPW** industry is in **AMERICA** , Inc. "Our region is to be a recognized leader in helping people with disabilities and other barriers to employment development, work and life skills find work and successfully performed at work," . says Ahmed. **CREWPACKWINGS** industry provides training employment and supportive service for people with disability or disadvantage who seeks greater independence.

JOB DESCRIPTION

POSITION: Food Service

Worker JOB CODE: 2023

GRADE:CPW

LOCATION REPORTS TO:Food Service Supervisor

SUPERVISES:Non

I. JOB SUMMARY:

————— To perform various responsibilities which include but aren't limited to scullery work, serving meals on food line, cashier, id checker, transporting food from kitchen to serving line, salad bar attendant and maintenance of the kitchen, back dock, rest rooms, dining rooms, hot/cold boxes and meal line.

DUTIES:

A. Essential Job Functions:

1. Prepare CPW to serve meals during designate meal periods.
2. Assist with set up steam tables, desert bars, drink stations, product lines according to daily menus. event
3. Fill hot boxes with food from fryers and ovens.
4. Serve customers expeditiously in a polite, courteous manner.
5. Empty trash receptacles at the end of each meal period or when needed.
6. Scrape, pre-wash, wash, sanitation, Air dry and rack pots, pans and CPW at the end of designed meal period.

JOB DESCRIPTION

7. Thoroughly clean food service equipment, steam tables, desert bars, dining room tables, and serving line areas at the completion of meal period.

8. FSW to assist in the scullery as a scullery runner.

9. Perform other duties as assigned.

B. Marginal Job Functions:

1. Follow all safety procedures and report safety violations to appropriate supervisor.

2. Other duties as assigned

III. MINIMUM QUALIFICATIONS:

A. Core Competencies:

1. Understand and implement oral and written instructions.

2. Operate various pieces of equipment in the performance of job duties.

B. Training and Experience:

1. High School Diploma or equivalent.

2. Minimum one year experience in a food service environment.

C. License of Certificate:

1. No licensing is required for this position.

D. Physical/Sensory Demands: (Range of motion, weight requirements, repetitive use of hands/feet, speech, vision and other requirements)

1. Full range of motion and must be able to stand for long periods of time.

2. Lift up to 25 pounds

revisions: 20203

DOCTORS OPTIONS TO FUTURE EMPLOYEES

2150 w Devon Street,
1st Floor Chicago ,
Illinois 60645

Info@crewpackwings.com

Date: CONFIDENTIAL

Dear, _____ has applied to the Crew pack wings Workforce Development Department for assistance in finding employment and/or job training. In order for us to place this applicant in job training which will match his/her mental and physical capabilities, the WDD staff will need some information from-you. Your prompt reply will be greatly appreciated. Please mail to , info@crewpackwings.com Individual is under your care for—

Do you classify this individual as a person with a disability? Yes or No

Is individual currently an outpatient at your facility? Yes or No

How often is it necessary for you to see/treat individual?

In your professional opinion is the individual employable? Yes or No.

Part Time or Full Time Employment?—

Is this individual able to attend training? Yes or No

Please list any barriers to employment Please circle physical capabilities, Standing

Lifting (lb limit) sitting carrying driving Using Public Transportation

Typing/Keyboard Use

What, if any, jobs or careers have you discussed with this individual?—

Additional Comments:—

I hereby authorize the release of information requested in this letter including that which is related to drugs and alcohol and relevant to the purpose of training and employment.

Applicant Signature:—

Social Security Number:

WDD Counselor:—

Doctor or Counselor Signature:—

CPW

- Relative/Friend
- Walk In
- Newspaper/Radio/IV (Please Specify).
- School/College (Please Specify).
- Special Publication (Please Specify).
- Job Fair (Please Specify)
- Job Service (Please Specify).
- Employment Agency (Please Specify)
- Internet (Please Specify).
- Cpw Job Line

www.crewpackwings.com

Training

TRAINING SCHEDULE

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Off 5/28	Off 5/29	5/28 9.Am – 2.00 Pm Orientation Community Center Remember: -ID & Social Security Card -Wear a white collared Shirt and Black Pants	Off 5/29	Off 6/1	6/2 Off	5/28 9.Am – 2.00 Pm Orientation Community Center Remember: -ID & Social Security Card -Wear a white collared Shirt and Black Pants
Off 5/28	Off 5/29	5/28 9.Am – 2.00 Pm Orientation Community Center Remember: -ID & Social Security Card -Wear a white collared Shirt and Black Pants	Off 5/29	Off 5/29	Off 5/29	5/29 Off 9.Am – 2.00 Pm Orientation Community Center Remember: -ID & Social Security Card -Wear a white collared Shirt and Black Pants

WORKING SCHEDULE BEINGS ON AT GALLEY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

THE GUIDING PRINCIPLES

THE GUIDING PRINCIPLES

#1* RESULTS

#2 *POWER OF THE ALL

#3 *INSPIRED BY PEOPLE

www.crewpackwings.com

Uniform Requirements

Whit Button Up Shirt



Black Pants



Question & Answers about Shoes ?

Q : Where do I get slip resistant shoes?

A : Crewpackwing Supply. You will be Sized for shoes on the day of enrolment and should receive them within approximately one week.



White Polo Shirt



Dark Denim Jeans



Orientation Uniform

- White Button–up shirt or polo shirt with a collar. You Supply
- Black Slacks - No Jeans, or jogging pants. You supply
- Clean , black shoes – slip resistant, if you have them no opened-toed shoes, sandals or running shoes . You Supply
- Neatly trimmed nails. No fingernail polish, jewelry, facial hair.

On the Job Training Uniform

- Shirt CWP Supplies
- Black Slacks - No Plain Dark Denim Jeans , You Supply. No Jogging pants.
- Clean , black shoes – slip resistant, (Steel toe for pots & plans) (CPW)
- Neatly trimmed nails. No fingernail polish, jewelry, facial hair.

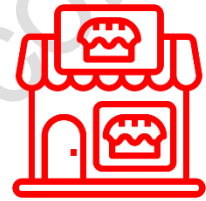
Make the most of your time

Errand list

Start at work and plot a course to run all your errands before you go home. You need to make all the stops listed below, but you can decide the order.

Work – Start Here Bakery Bank Cleaners Drug Store Gas Station

Grocery Store, Library , Pizza , Post Office , Videos Home - **End Here**



Employee Life Fund

CREW PACK WINGS FOUNDATION

Dear Fellow Employee: Crew pack wings started the Employee Life Fund (**ELF**) as a resource for our co-workers who are going through difficult times and need some financial assistance. Because of the generosity of fellow employees, the Fund has been able to help many Crew pack wings employees who have experienced a variety of crisis situations. It's difficult to think about, but things can happen in our lives in an instant - things that we are not prepared to handle financially. For many of us, we spend as much time with our work family each day as we spend with our families at home. Oftentimes, the relationships we have with fellow employees become very important to us as we share our work, hopes, and dreams. We would do anything to help each other out in a time of need. We invite you to donate to ELF as a way to help co-workers who may be going through hard times. **CREW PACK WINGS** believes so strongly in this program that it will match your contribution to the Employee Life Fund dollar for dollar. That means if you give **\$10**, **CREW PACK WINGS** gives **\$10**. You may contribute via payroll deduction or a one-time donation by cash or check, utilizing the Gift Card pledge form. Keep in mind that any amount is valuable, a donation of just \$1 per paycheck can help. As you consider a donation, it is important to know that all **CREW PACK WINGS** employees are eligible to access **ELF**. Donations to the Fund and requests for funds are all kept confidential. **ELF** may provide immediate funding in the form of a pay advance, which the employee would repay over a period of 6 months, a grant (repayment not required) to cover expenses, or payout of **PTO** earned by the employee. If you have any additional questions regarding **ELF**, please refer to the MGT which provides some basic information or contact **SYED MOIN AHMED**, info@crewpackwings.com. Also, if you know of a co-worker who might need **ELF** assistance have them contact their supervisor or crew pack wings Representative. Thank you for your support of this program and helping to make a difference in the lives of your fellow workers. SINCERELY,

SYED MOIN AHMED

DIRECTOR, PRESIDENT, FOUNDER

Mission support center

2150 w Devon ave Chicago ,Illinois 60645

info@crewpackwings.com

Employee Life Fund

Employee Life Fund Frequently Asked Questions Is my donation tax deductible? Because Crew pack wings foundation. is a 501(c)3 tax exempt, your deduction is deductible to the full extent allowed by law. Can I give a one time donation? Yes, one time donations are welcome! Do I need to give in order to receive? No, you do not need to donate in order to receive assistance. All Crew pack wings employees are eligible.. Who decides whether I would receive assistance from **ELF**? The **ELF** fund will be overseen by a trusted group of employees along with an accountant. How soon would I receive the money once I am approved to receive it? Immediately, depending on need. Is my donation and/or request confidential? Yes.

All donations and requests are kept confidential. How do I make a request for assistance? Submit a written "**ELF Request**" form, available Crew pack wings Resources, to the contact person in Accounting. Is there a limit to the number of times an employee can receive assistance from **ELF**? Yes, assistance from **ELF** is limited to once a year per employee or twice in a lifetime. What will happen if the fund runs out of money? Only funds on hand can be distributed.

If there is no money in the fund, the employee requesting assistance will be notified that there are no funds available. Are there basic employee guidelines that need to be met prior to filling out the ELF request form? Yes, a Crew pack wings employee must be in good standing and employed with Crew pack wings for at least six months

Employee Life Fund

Dear Fellow Employee:

Crewpackwings

started the Employee Life Fund as a resource for our coworkers who are going through a crisis situation and are in need of short-term financial assistance. It's tough to think about, but things can happen in our lives in an instant - things that we are not prepared to handle financially. For many of us, we spend as much time with our coworkers each day as we spend with our families and we want to help each other out in times of need.

SHAHEEN stood nearly frozen in panic after learning HER apartment caught on fire from an electrical malfunction. All of HER belongings-furniture, clothing, and appliances-had been destroyed by the fire and nothing could be salvaged.

SHAHEEN IS A SING PARENT and Add little in savings and not much family support. after exhausting all other avenues she turned to the Crewpackwings program for help with crew pack wings help she was able to purchase food beds and basic necessities to get her and her family back on their feet.

Over the years, Crewpackwings has helped numerous employees, like Sha), who are facing various crisis situations. This program truly represents all three of the Guiding Principles - Inspired by People, Power of the Whole, and Results Matter. All Crewpackwings employees in good standing that have been with the organization for more than 6 months are eligible to apply for Crewpackwings and donations and requests are kept confidential.

We invite you to demonstrate your commitment to the guiding principles and support coworkers in need by donating to the Crewpackwings fund dollar for dollar.

That means if you give \$10 crew pack wings gift \$10 you may contribute via payroll deduction or one time donation by cash or check using the crew pack wings pledge card (enclosed). Keep in mind that any amount is valuable and a donation of just one dollar per check can help. If you have additional questions regarding crew pack wings, please refer to the frequently asked questions posted on the Crewpackwings page or connect the group back wings program at info@crewpackwings.com or call (. ___)

If you know a worker whom I need crew pack wings assistance, have them contact their supervisor or manager on duty or any person in charge.


Thank you for your support of this program and helping to make a difference in the lives of your fellow employees

Sincerely,

SYED MOIN AHMED

DIRECTOR, PRESIDENT, FOUNDER

Employee Life Fund



yes, I would like to help out my fellow employees with a donation

payroll deduction* per pay period in the amount of: \$1 \$2 \$5 \$10 or \$_____

*deduction will continue unless you contact payroll to discontinue. Initiate payroll deduction on: _____/_____/_____
month Day year

check/cash** donation in the amount \$_____

**Checks made payable to: Crewpackwings Industries

Name : _____

Home Address : _____

City / State / Zip : _____

Signature : _____

www.crewpackwings.com

EMPLOYEE ASSISTANCE PROGRAM (EAP)

EMPLOYEE ASSISTANCE PROGRAM (EAP) Services include telephonic crisis intervention, up to 6 sessions of in-person counseling, * consultation, and referrals to appropriate resources for a variety of issues, including, but not limited to:

Marital and family problems

Emotional concerns, e.g., anxiety, depression, and stress Substance abuse

Job performance issues

Financial concerns and referral/resources

Dependent care issues for child and elder care resources Also Includes:

Legal Consultation Services: The initial in-person or telephone consultation is free. Subsequent visits or services are available at discounted rates depending on the type of issue. The attorney will listen to your concerns about your situation, explain your

rights under the laws that apply, and discuss your options for dealing with the problem. Examples of legal problems include:

Housing and real estate matters

Estate planning

Family law, such as divorce, child custody and child support

Car accidents and related matters

Financial concerns

Consumer concerns Criminal and government matters

Exclusions include employment issues such as lawsuit against —, personal business or commercial enterprise, second opinions, or third-party advice **PROVIDED BY: CREW PACK WINGS** Behavioral Health: info@crewpackwings.com

Email ✉ are answered by professional, clinicians 4 hours a day

Spanish, Urdu , Hindi , English, speaking, consultant

Program is confidential in accordance with state & federal laws.

*User receives up to 6 sessions per problem, per year

FAMOUS PEOPLE WITH DISABILITIES

FAMOUS PEOPLE WITH DISABILITIES MATCH THE PERSON IN THE FIRST COLUMN WITH HIS/HER DISABILITIES IN THE SECOND COLUMN.

- | | |
|----------------------------|--|
| 1. — MICHAEL J. FOX. | A. BIPOLAR DISORDER |
| 2. — MARY TYLER MOORE | B. EPILEPSY |
| 3. — RICHARD PRYOR. | C. OBSSIVE-COMPULSIVE DISORDER |
| 4. — THOMAS EDISON | D. AUTISM |
| 5. — JUDITH DENCH | E. DYSLEXIA, AUTISM |
| 6. — MAIL GIBSON | F. BLIND |
| 7. — ALBERT EINSTEIN | G. VISION IMPAIRMENT |
| 8. — DANY GLOVER | H. DIABETES, DRUG AND ALCHOL ADDICTION |
| 9. — HELEN KELLER | I. ASPERGER'S SYNDROME |
| 10. — STEVIE WONDER | j. MANIC-DEPRESSIVE DISORDER |
| 11. — EDGAR ALLEN POE | K. ALCHOL ADDICTION |
| 12. — LEONARDO DICAPRIO | I. MULTIPLE SCLEROSIS |
| 13. — CATHERINE ZETA JONES | M. PARKINSON'S DISEASE |
| 14. — SYLVESTER STALLONE | N. HEARING IMPAIRMENT (HOH) |
| 15.— DAN AKROYAD | O. BLIND, DEAF |

WAIVER OF MEDICAL BENEFITS

CREWPACKWINGS WAIVER OF MEDICAL BENEFITS In order to waive medical benefits under the Health & Welfare Plan (the Plan), I understand that I can only do so in an Open Enrollment Period, unless I am a new hire. Please note that if you are neither a new hire nor an enrollee in a current Open Enrollment Period, then you are not eligible to waive coverage at this time. This waiver includes your spouse/partner and each of your dependents you are electing not to enroll for health insurance at this time. I, _____, hereby state that I do not want and hereby waive, group health insurance coverage that I have received and reviewed for the plan year 2023 for myself, my spouse/partner and my dependent child(ren). If declining coverage due to other employer-sponsored group coverage, for each family member, please list the name and phone number of the insurance company (or employer if covered through a self-funded plan), as well as the name and SSN of the Primary Insured, and the Policy Number. If a family member currently has no coverage, please write, "no coverage" next to the family member's **NAME OF COVERED FAMILY MEMBERS**

INSURANCE COMPANY NAME (if known) or Employer (if self-funded) _____

Primary insured and SSN _____

POLICY NUMBER (if you know) _____

_____ I understand that this policy must be: Through another current employer; or Through a spouse's employer; or Through a previous employer's retiree or Other plan. I understand that I must provide evidence of current participation in another employersponsored group medical plan in order to waive medical benefits under the present Plan. I understand that "evidence" in this context shall mean a photocopy of both sides of the ID card issued to me as a participant in the other plan. I understand that Medicare, TRICARE (Champs) and an entitlement to VA services do not qualify as "another employer-sponsored group medical plan" and, therefore, do not provide a basis for waiving medical benefits under the Plan. I understand that failure to provide evidence to CREWPACKWINGS within 30 days of completing, signing, and submitting this waiver will nullify this election to waive and will result in my automatic enrollment in the medical benefits under the present

WAIVER OF MEDICAL BENEFITS

Plan. I understand that my election to waive medical coverage under the Plan may result in an allocation of Plan assets to fund another benefit for me in lieu of the Plan's medical coverage.

I understand that these funds will not be released for this purpose until CREWPACKWINGS has received this completed and signed Waiver of Medical Benefits and has validated the evidence submitted in support of my waiver election. I understand that my election to waive medical benefits under the Plan does not affect my participation in other benefits under the Plan that are mandatory. Understanding all of the foregoing, I certify that I have been given the opportunity to apply for group health insurance coverage and decline to enroll as indicated above, on behalf of myself, my spouse/partner, and my dependent child(ren). I understand that by signing this waiver, I, my spouse/partner, and my dependent child(ren) forfeit the right to insurance at this time. I was not pressured, forced, or unfairly induced by my employer, the agent, or Companion Life Insurance Company into waiving or declining group health insurance coverage. If in the future I apply for coverage, I, my spouse/partner, or any of my dependent child(ren) may be treated as a late enrollee and subject to postponement of insurance coverage until I am eligible to apply during the company's Open Enrollment period. I also understand that if I am declining enrollment for myself, my spouse/partner, or my dependent child(ren) because of other health coverage, I may, in the future, be able to enroll myself, my spouse/partner, or my dependent child(ren) in this plan, as required by law, provided that I request enrollment within 30 days after my other health insurance coverage ends or a qualifying event occurs. If I do not request enrollment within 30 days of the above events, I understand that I may not be able to enroll for coverage until the company's Open Enrollment period. I understand that I can obtain information related to my enrollment eligibility from my employer or the insurance company. I hereby release CREWPACKWINGS, its agents, and the Plan from all liabilities which may result from the implementation of this waiver.

DATE _____

Signature _____

Social Security number _____

Date of birth _____

Print Name

Social Security Benefits

Did you know that actions you take now could affect your Social Security benefits at retirement? For Social Security to credit your earnings properly, the information reported by the IRS (through your W-2) must match Social Security records. If the name and number that the IRS has on record does not match the name and number on file at Social Security, then you may not get credit for the wages you have earned. Using a nickname instead of your legal name or making a name change through Crew pack wings Payroll system without making the legal name change with Social Security can potentially affect your future social security entitlements or delay your benefits. The next time you receive or review your paycheck or direct deposit receipt, compare it against what is printed on your Social Security card. If the two do not match, then please notify the CPW WDD and take the appropriate steps to correct the information. Documenting your information correctly on those important forms will ensure you get your full benefit entitlement at retirement, which is what we want for every employee.

Rules For Food

Rules for Food in the Galleys - April 2, 2023 Any food for meals brought into the galleys by **CREWPACKWINGS**, employees must meet the following criteria. Failure to follow all required rules may lead to loss of this privilege.

Food Storage All food brought into the facility by employees must be stored inside an employee locker. All food containers must fit into lockers if stored inside the facility. Locker spaces must be cleaned out after an employee's shift. No large coolers, or other large portable holding containers should be brought into the Facility.

Equipment/Supplies Employees cannot use any CPW equipment for preparing their meal with the exception of the CPW microwave. No food brought in by employees can be stored inside the CPW refrigerated spaces. Employees can use the condiments and napkins supplied on the dining room tables. Other supplies or condiments not on the dining room table are not allowed to be used. Employees cannot use CPW tableware or disposabic ware.

Food Restrictions Employees are allowed full access to the CPW beverage bar. No beverages, except for bottled water, is allowed to be brought in. Employees are authorized to bring in home preparation food only. Food purchased at a restaurant and brought into the CPW the same day is not allowed. Employees are allowed to bring food into the CPW for themselves. No group sharing of food is allowed. CPW employees must prepare their own meals. Using cooks or other CPW staff to prepare food is not allowed.

Additional Details CPW is not responsible for any theft of food brought in or spoilage of those food products during storage. Employees are responsible for cleaning up their eating area and properly disposing of their food and paper waste All meals must be consumed during employee meal periods and inside the dining rooms.

Employee meal periods are:

B L D Mon -FRI Sat and Sun

N/A B L D Mon – SuN

CREW PACK WINGS

Welcome to **CREW PACK WINGS** The information presented in the next several pages will make your first days on the job easier. Please read the information carefully and when you start work ask your food service supervisor or workforce development supervisor any questions that you may have.

Sanitation Training

In food service, it is very important to make sure everything is kept clean: your hands, uniform, equipment, utensils, and work area. People can get very sick from food that is not prepared or served properly. Therefore, the CPW requires all employees to take a sanitation class to make sure the facility is appropriately cleaned and employees understand the need for clean hands and attire. Sanitation training also includes Five "S" and sensitivity training, which are part of CPW commitment to continuous improvement. Sanitation class lasts about five hours. You will take a simple test afterwards. You must attend a sanitation class. The class is part of your orientation and training schedule and is usually held from 9:00 a.m. to 2:00 p.m. on Wednesday. You will have to attend a sanitation training session annually.

Sensitivity Training

Employees at all the CPW FACILITYS work with CPW GUESTS and students. The CPW requires all CPW employees to attend "Sensitivity" training. During this training, you will learn the rules and regulations that CPW employees and CPW personnel must follow. It includes how to speak to the GUESTS and what you may say to them. The training is mandatory. This training is part of the Sanitation Training scheduled on Wednesday. If you do not observe the rules involving CPW GUESTS , your food service supervisor may issue a corrective action, suspend you from work, or even fire you. This is not meant to alarm you, but to show you how serious the CPW is about training its personnel, as well as, CPW employees.

Uniform Policy

CREW PACK WINGS supplies employees with uniforms. It also arranges for cleaning them. Clean uniforms are dropped off and soiled uniforms are picked up every Monday and Thursday.

Employees are responsible for their uniforms. A uniform locker is assigned to each employee. Uniform lockers are for clean uniforms only.

No personal items can be kept in the uniform lockers. Do not take or wear your uniform out of the CREW PACK WINGS FACILITY/ galley. If you lose or misplace the key to your locker, it will cost you \$5.00 to replace it. Plastic aprons are available. Report any changes in sizes or problem with your uniform to the uniform coordinator. Fill out a replacement form located on the soiled uniform bins.

Make sure you wear proper underclothes and socks under your uniforms, the right kind of shoes (black shoes with a closed, hard top; no running shoes, sandals etc.), and dark blue or black slacks. Shoes must be clean and sturdy and slip resistant. Open toed-shoes, sandals, running shoes, high platform, spiked heels, or heels higher than two inches are not approved footwear and cannot be worn. Food service employees are allowed to wear beards or goatees. Mustaches must be trimmed and no longer than ¼" beyond your lower lip. There are various positions, including Pots & Pans workers, which require steel-toed shoes or boots. Shoes must be rubber soled and non-skid.

All employees whose hair reaches their collars must wear a hair net, and everyone must wear the approved Crew pack wings hat. No jewelry is allowed except for a plain wedding band or medical alert bracelet or necklace. Fingernails must be clean and cut short. Nail polish cannot be worn. Employees must have natural colored hair, if they choose to color their hair. Employees who have cuts or abrasions must wear a blue colored band-aid or finger glove.

Parking Areas

Before driving on CREW PACK WINGS FACILITY , you must present appropriate documentation at the FOH Visitor Control This documentation includes: Driver's License Proof of Insurance Vehicle Registration Letter of Permission from the titled owner allowing you to use the vehicle.

This letter must be notarized. Once you have stickers for your vehicle, you may drive on CREW PACK WINGS FACILITY . Be careful where you park. Certain parking areas are off-limits. You will be ticketed or towed if you park in these areas. CREW PACK WINGS will not pay for your tickets or towing charge. Do not park in other nearby lots unless they are marked CPW (CREWPACKWINGS) or galley/ facility parking only. Do not park in any parking space designated for Cpw personnel. Do not park in CPW visitor spots or in spots marked for other buildings.

You may park in a handicapped spot if and only if your license plate is designated "handicapped" or you have the appropriate placard displayed on your rear-view mirror. Do not try to create parking spots by doubling up or parking directly behind other employees' cars so that they cannot leave.

Building CPW

Entering the Building Before you go into the kitchen or behind the serving areas, you must be in uniform with your hairnet and/or hat on. The best place to enter the buildings is through the back dock entrance where there are paper hats, locker areas, and time clocks. After you drop off your belongings and are dressed for work, punch in and get your job assignment.

Punching In and Out You will receive a plastic I.D., which you must wear when you are on the crew pack wings. On the back of the ID. is a bar code that serves as your time card. Your supervisor will show you how to punch in and out. If you do not have an I.D. card, he/she will tell you who will record your time.

Some areas will not have a clock to punch in and out because there are only a few employees. You will be shown how to use a time sheet to punch in and out. If you are hired in one of these areas, it is your responsibility to make sure your time sheets are submitted to the payroll person on a timely basis.

Break Policy

If you are scheduled for at least five consecutive hours, you get one, 15-minute break. If you are scheduled for eight consecutive hours, you are required to take a 30-minute break. When you punch in for your shift, your supervisor can tell you how busy it will be and when you may take your break. During the shift, your supervisor will specifically tell you when you can take a break. When you go on break, punch out, and punch back in when you return. You may sit in a designated area or leave the galley/ facility cpw. Do not stand around in the kitchen area or behind the serving lines while on break. If you work a split shift,

Building CPW

for example, 5:00 a.m. to 9:00 a.m. (breakfast) and then return at 10:30 a.m. for lunch, you need to punch out after your first shift and punch in again for your second shift. You may stay in the designated dining room area between shifts.

Purchasing Meals

All meals must be purchased. You will need to see the cashier on duty and pay before you are allowed to eat. You must pay in cash or use payroll deduction. I.O.U.s are not allowed. Keep your receipt to prove that you purchased your meal.

If the food is ready during your break, you may eat then. Check with your supervisor as to your break time. Your supervisor will explain where you may get the food and where you may eat it.

Returning to the serving line a second time or eating any item after you have taken your tray to the scullery is not allowed.

Refills on beverages are permitted, but no open drinks are allowed outside of the designated break area.

Sharing a meal with another employee is not acceptable. Only one meal per employee is allowed.

You are not allowed take food out of the crew pack wings facility/galley . If you buy food in the galley, you must eat it before leaving.

Taking food without paying may result in corrective action up to and including termination of your employment. The cost of meals will be covered during your training.

CALL IN POLICY

CALL IN POLICY

If you know that you cannot work your assigned shift, you need to call in. When you call in, speak to a supervisor, or leave a voice mail message. State your first and last name, your position, your shift, your telephone number, and why you are not coming to work. Speak slowly and clearly. Even if it is after your scheduled start time, please, call in. For example,

"This is MOIN SYED, I work lunch and dinner today, May 8th. I have a bad cold with a high fever. My phone number is #####." The telephone number is equipped with voice mail so that you can leave a message. If you need a certain day or shift off work, notify your supervisor at least 14 days in advance. Tell your supervisor as soon as possible, if you are planning to attend a special event such as a wedding, even if it is months in advance. You need to complete a simple form so that your supervisor can schedule other workers to cover your position.

info@crewpackwings.com

CALL IN POLICY

Paydays

Crewpackwings sends out paychecks every other Friday, covering the last two weeks of work. Crewpackwings must mail your first paycheck to your home. It is important that Crewpackwings has your correct address. Crewpackings recommends that you sign up for direct deposit. With direct deposit, your paycheck is sent electronically to your bank and a pay stub is mailed to your house. This way your money is always in the bank on payday, and you will not have to worry about a paycheck being lost in the mail or having someone take it from your mailbox. If you change your address, you must complete a change of status form. See your food service supervisor at your **CREWPACKWINGS** for this.

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A WORK FORCE PASSION INDUSTRY

CREW PACK WINGS

A work-force passion industry

Syed Moin Ahmed, founder and director of spent his early years in India, his native country. From early on, his polio went unrecognized and untreated, leaving him with a slight walking disability due to a foot and leg deformity. Though he functions extremely well, he felt ostracized on some levels and made fun of by others his age. But this gave him determination not only to rise above, but help others with physical limitations.

Coming to America at age 18, he still pursues this ambition with vigor, for both his native country of India, but for America as well. Through CREW PACK WINGS , (CPW) industry provides training employment and Supportive Service for people with disability or disadvantage who seeks greater Independence. The original CPW was founded in 2023 in America . SYED MOIN AHMED

MISSION, VALUE & BELIEFS

MISSION, VALUES & BELIEFS

Mission is the purpose of the organization, why it exists.

CREWPACKWINGS provides training, employment and supportive services for people with disabilities or disadvantages who seek greater independence.

CREWPACKWINGS strives to provide services that will:

- Develop employability through education, training, and support services
- Strengthen and maintain independent functioning
- Be responsive to community needs
- Utilize CPW resources effectively
- Affirm both the individual worth of each person served, and the inherent right to respect and self-determination.

Values and Beliefs are the guiding principles of the Crewpackwings- what is important, what we stand for. and what we expect from people.

Respect. We treat one another with dignity and fairness. We appreciate the diversity of our workforce, the special needs of our participants, and the uniqueness of each employee.
Integrity.

We say what we mean, we deliver what we promise, and stand for what is right in our dealings with customers, employees, suppliers and communities.

Trust. We build confidence and collaboration through teamwork, open communications, and alliances with others who share our goals.

MISSION, VALUE & BELEFS

The power of work. We believe in the power of work to transform lives, provide individuals with independence and dignity and improve the quality of life in communities.

Operational excellence. We pursue operational excellence though sustained, systematic improvement of all processes by which we deliver value to our customers.

THE Crewpackwings WAY

The Crewpackwings way and the Guiding Principles are tools and a frame work for how we work together.

The Crewpackwings way is how we work, using the Guiding Principles to direct our actions

Our Guiding Principles work with vision and mission to complete the picture.

Our Vision is why we exist:

To transform lives and communities through the power of work.

Our Mission is what we do:

Provide training, employment and supportive services for people with disabilities or disadvantages who seek greater independent.

The Crewpackwings Way is how we work:

Inspired by People

People are at the heart of what we do. We are people serving people, valuing the talents, uniqueness and potential in each of us. We take the time to get to know people, and we embrace a culture where individual can truly be themselves. We think about the impact on others before making decisions.

Power of the Whole:

MISSION, VALUE & BELEFS

Our dreams are big, and together, we will accomplish our goals. From the people we hire, to our community partners, we are at our best when we work with people who share our passion. Working together we can do anything.

Results Matter:

Results drive mission. We run successful business than it's ever been.

It opportunity to work and meet community needs - now and into the future.

Each of us impact our mission and we take pride in operating with Integrity and owning our result. Better every day is a way of life.

Because our Crew pack wings is larger than it's ever been, yet more connected that it's ever been. It requires new ways of working together in order to continue our growth and serve our mission.

While ensuring that we leave Crewpackwings in good hands for the communities we serve well into the future. The Crewpackwings Way will drive decisions. Motivate and encourage and ultimately help define the Crewpackwings Culture.

EQUAL EMPLOYMENT OPPORTUNITY & PAY

EQUAL EMPLOYMENT OPPORTUNITY & PAY TRANSPARENCY

Equal Employment Opportunity Crewpackwings Industries and its affiliated organizations (Crewpackwings"), is committed to ensuring equal employment opportunity for all employees and applicants. This promise guarantees that we will treat all individuals with dignity and respect, and provide a work environment free from harassment and discrimination.

All employment decisions will be based on business needs, individual qualifications and valid job requirements, without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, citizenship, genetics (GINA), physical or mental disability, veteran status, military status or discharge, marital status, pregnancy or childbirth, arrest record, retaliation, or any other status protected by state, federal and local laws.

Additional Protections-America?@, honesty testing, genetic testing and use or nonuse of lawful products off the employer's premises during nonworking hours Additional Protections-Illinois Sexual harassment, citizenship status, language, and coercion/aiding and abetting (helping or forcing a person to commit unlawful discrimination) Crewpackwings equal employment opportunity commitment extends to all terms conditions and policies of employment, including but not limited recruitment, hiring, promotions, wages and Salary compensation, termination, advertising, work environment, benefits, transfer, training, and corrective action.

EQUAL EMPLOYMENT OPPORTUNITY & PAY

Employees and applicants are protected by EEO/AA laws, and will not be subjected to harassment, intimidation, threats, coercion or discrimination because they have filed a complaint, participated in an investigation, opposed unlawful practices or exercised any other rights protected by law. PAY Transparency The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant.

However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

INFORMATION REGARDING YOUR EMPLOYMENT

EXPERIENCE

INFORMATION REGARDING YOUR EMPLOYMENT EXPERIENCE

ORIENTATION

All new Employees working with Crewpackwings are oriented at the time of hire. This orientation provides an overview of the organization's operations, structure, policies, procedures,

expectations, and benefits. Orientation to Crewpackwings may be conducted by Intake, the, Workforce Development Department, or by the immediate supervisor.

A special team of trainers will orient you to your department. You will be given specific information about your department by a crew leader, supervisor or by workforce development personnel. Departmental orientation acquaints new program participants or employees with the department's functions and relationship to the organization as a whole.

ON CREWPACKWINGS ETIQUETTE

Remember we are all CPW ambassadors while on CREWPACKWINGS and must represent CPW in a positive manner at all times. Employees are expected to conduct themselves in a positive manner to preserve CREWPACKWINGS professionalism and good reputation. We must remember we are visitors on-) CPW and it's is a privilege to be here.

Working all crew pack wings there are some requirements that we must follow when coming and going from work.

- 1.Vehicles must stop when Azan are Played.
2. while driving on crew pack wings, customers have the right of way.
- 3.Treat All crewpackwings personnel with respect and address appropriately.

INFORMATION REGARDING YOUR EMPLOYMENT

EXPERIENCE

4. Crewpackwings employees are allowed on crewpackwings only during working hours or for work related appointments and must always show their IDs credentials to get on facility.
5. Crewpackwings employees are not authorized access to any Crewpackwings shopping facilities.
6. The use of cell phones, texting and loud music are prohibited while driving/walking on facility.
7. employees are not allowed to park in any reserved space unless authorized to do so. 8. inappropriate behavior anywhere on CREWPACKWINGS, Will be accessed and proper action taken by CREWPACKWINGS.

www.crewpackwings.com

TRANSFERS / PROMOTIONS

TRANSFERS / PROMOTIONS

Employees are encouraged to pursue transfer or promotional opportunities within CREWPACKWINGS.

Employees may learn of job openings through the Crewpackwings

website: www.crewpackwings.com .

Internal CREWPACKWINGS positions are posted on a bulletin board at all locations where CREWPACKWINGS operates.

Crewpackwings program participant or employee must complete the "Position Consideration Form" and meet the minimum position requirements and job criteria to be considered. Transfer/promotion requests are approved based on agency need and employee qualifications.

Crewpackwings reserves the right to fill positions with external applicants, as well as to initiate transfers or promotions internally for optimum staff utilization.

PERSONAL APPEARANCE Employees are expected to adhere to standards of appropriate dress and appearance, to present a professional image of Crewpackwings.

Full details regarding the requirements of personal appearance will be covered during Orientation and can be found on CREWPACKWINGS on site, and any employee may receive access to or a copy of such policy at any time by asking a manager or supervisor or by contacting a CREWPACKWINGS Resources Representative.

An employee's work attire and general appearance must meet the standards established by the individual department and the Safety Department when safety equipment is required. Be sure general guidelines for personal appearance on-CREWPACKWINGS.

For the full list of approved appearance guidelines and uniforms, please see the manuals located at each CREWPACKWINGS on site. When a standard uniform is issued, program participants and employees must adhere to the proper standards of wearing the uniform which may include the proper shoes as well as hair restraints.

TRANSFERS / PROMOTIONS

These garments are the property of crewpackwings or the rental garment provider.

The employee is responsible for these garments during employment. Plain jeans, either black or blue, may be worn with the uniform.

The jeans cannot be faded, worn, torn or decorated in any way. Certain uniform articles cannot be taken from the premises. Wearing buttons and/or pins, lanyards, pocket protectors, hats (other than Crewpackwings issued) or anything that CREWPACKWINGS did not provide is not authorized.

The supervisor may send employees, who are not in proper uniform, shoes, badge, etc. home without pay. A payroll deduction will be taken for replacement of lost or missing items. A plain wedding band and a medical alert bracelet or pin is the only jewelry allowed to be worn while serving: and artificial nails or fake eyelashes are not authorized.

www.crewpackwings.com

BADGES/ID PASSES

BADGES/ID PASSES

The ID badge, or other Crewpackwings issued credentials, are part of the uniform and very important to gain crewpackwings access. issued badge must be worn and visually displayed on the upper portion of the uniform.

The badge or other CREWPACKWINGS issued credentials are only to be used during your scheduled shift and designated worksite(s) and cannot be used to gain access at any other facility's.

Employees who are barred from the crewpackwings or who cannot obtain access to the crewpackwings are not eligible to continue their employment on CPW. A replacement badge fee will be charged for lost badges through a payroll deduction.

PARKING There are specific locations where employees working for **CREWPACKWINGS** may park personal vehicles. When you start working in your assigned location, contact your supervisor for the specific areas where you may park. Specific Employees are not permitted to park in designated customer parking areas.

CPW will not assume liability for any damage, vandalism, tickets or other mishap connected with an employee's automobile. Parking is at the owner's risk. **CREWPACKWINGS PROGRAM PARTICIPANT RELATIONS** In the course of performing their assigned duties, employees may interact with persons receiving services. At all times, such relationships shall be professional in nature, and the employees, interaction with participants shall be a means to help them in achieving their vocational goals. Employees should have no contact with participants outside of the work context. Any incident of physical, verbal, sexual, or other abuse will be investigated.

All employees are expected to incorporate these professional standards into their daily work performance. Further details and responsibilities regarding Participant Relations can be found on Crewpackwings On site, and any employee may receive access to or a copy of such policies at any time Customers **RELATIONS** All customers should be treated with dignity and respect at all times.

BADGES/ID PASSES

Employees are not allowed to fraternize with customers. Fraternization means associating in a friendly manner with customers. Some examples of fraternization include; offering or accepting candy, gum, cigarettes, photos, etc, or having conversations at a personal nature. Such acts of inappropriate behavior with customers may lead to corrective actions under the corporate Corrective Action policy (which may be found on crewpackwings on site, and any employee may receive access to or a copy of such policy at any time).

HARASSMENT SEXUAL HARASSMENT Crewpackwings prohibits harassment based on race, color, sex, age, religion, national origin ancestry, disability, sexual orientation, marital status, parental status, source of income, military discharge status, or any other protected status. Harassment consists of unwelcome statements or actions that interfere with an employee's work performance or create an intimidating, hostile, or offensive working environment **Crewpackwings** believes that all employees must be allowed to work in an environment free of unsolicited and unwelcome sexual overtones.

Sexual harassment on the part of any program participant or employee is unacceptable. Sexual harassment is defined as unwelcome advances, requests for sexual favors, or any other inappropriate verbal or physical contact. Everyone at **Crewpackwings** is responsible for assuring that our workplace is free of all forms of harassment.

CREWPACKWINGS program participant or employee working for **Crewpackwings** , who has a complaint of harassment by anyone, including superiors, or co-workers should contact his/her immediate supervisor, the **Crewpackwings** Resources Department, or any management personnel. All complaints will be fully investigated, and appropriate action will be taken. All information related to the investigation is kept confidential.

WHISTLEBLOWING

WHISTLEBLOWING

CREWPACKWINGS strictly prohibits any discrimination, retaliation, or harassment against any person who reports incidents of questionable accounting or auditing matters, or the reporting of fraudulent financial information, based on the person's reasonable belief that such misconduct occurred.

Crewpackwings also strictly prohibits any discrimination, retaliation, or harassment against any person who participates in an investigation of complaints about questionable accounting or auditing matters, or of the reporting of fraudulent financial information. More information on this can be found in the Whistleblowing policy located on Crewpackwings on site, and any employee may receive access to or a copy of such policy at any time.

CONFIDENTIALITY Employees may be entrusted with written and/or verbal information that is confidential. All employees must protect the privacy of this information whether it is related to business practice or agency operation and affects program participants, customers, employees and any other individual working at **Crewpackwings**.

A high degree of trust has been placed in all employees to safeguard this information.

RESIGNATIONS/TERMINATIONS Employees who choose to discontinue the program or working relationship are expected to submit written letter of resignation to their immediate supervisor. Employees should give a minimum of two week written notice whenever possible. At the time of resignation or termination; CREWPACKWINGS property must be returned to the supervisor.

The cost of property not returned may be collected through a payroll deduction on your last paycheck. **PERSONAL INFORMATION CHANGES** Employees should immediately notify their supervisor or the Crewpackwings Resources Department of any changes in their name, address, telephone number, marital status, dependents, beneficiaries, educational advances, and training achievements. Absence of current information can cause inconvenience to the employee. In addition, employees are responsible for providing emergency contact information.

WHISTLEBLOWING

All personal information is considered confidential and is protected as such.

PERSONAL PROPERTY CREWPACKWINGS does not encourage you to bring, and is not responsible for, any personal property on the premises.

COMPANY PROPERTY In the course of carrying out job responsibilities, employees may use the property of the **Crewpackwings**. Employees are expected to use this property for work related purposes only and personal use is prohibited.

Supplies should be conserved and recycled when possible. Manufacturer's instructions for use of equipment should be followed adhering to safety regulations.

www.crewpackwings.com

LOCKERS

LOCKERS

Personal lockers may be available for use during your shift to store personal items such as coats, purses, etc. It is the responsibility of the employees to provide a lock and remove it at the end of the shift.

If a lock is not removed, **Crewpackwings** reserves the right to remove the lock and contents of the locker. Lockers and desks are the property of **Crewpackwings** and may be inspected at any time.

Separate lockers will be provided for rental uniforms. No other items are allowed to be placed in these lockers. **CREWPACKWINGS** reserves the right to enter or inspect any of these lockers and to remove any non-uniform items found.

CREWPACKWINGS is not responsible for any non uniform items. **CELLPHONES** Excessive personal calls during the work day, regardless of the phone used, can interfere with employee productivity and be distracting to others.

Employees are asked to make personal calls on non-work time and to ensure that friends and family members are aware of the company's policy. Flexibility will be provided in circumstances demanding immediate attention.

CREWPACKWINGS employees are strictly prohibited from using digital camera phones for the purposes of taking pictures. In addition, many cell phones or cell providers offer a host of additional functions and/or services it is not possible to list all of the services that are now, or may become, a (available).

LOCKERS

Employees are strictly prohibited from using any functions and/or services that can be distraction to others or interfere with employee productivity while at work. Any use of a personal cell phone or electronic device for inappropriate activities may result in corrective action as detailed in the corrective action policy, located on **CREWPACKWINGS** on site, and any employee may receive access to or a copy of such policy at any time.

SALES/SOLICITATION Employees shall not solicit for any contribution, organization, or other purpose; or sell products (some examples include, but aren't limited to: tickets, jewelry, cosmetics, CD's, DVD's, food, fundraisers, etc.) on CREWPACKWINGS property, or in any customer's facility occupied by **CREWPACKWINGS**.

Employees shall not post notices, circulars, displays, or signs at any time on the premises occupied by employees working for **Crewpackwings** . Non-employees are not allowed to solicit or distribute literature on **CREWPACKWINGS** property at any time.

www.crewpackwings.com

GIFTS / GRATUITIES

GIFTS/GRATUITIES

Employees may not accept gifts or gratuities from any customer, supplier, company, or others, which could be construed as influencing or rewarding a particular business decision. Employees may not accept free or discounted services performed for themselves or their households or free/discounted vacations, facilities, or any kind of equipment.

Further information on this can be found in the corporate policy located on CREWPACKWINGS on site, and any employee may receive access to or a copy of such policy at any time.

EMPLOYEE SHOPPING

Employees working for **crewpackwings** are encouraged to shop in our retail stores. A 5% discount is received on all items purchased upon presentation of a current **crewpackwings** "shopping" identification card.

The discount card is solely for the use of **Crewpackwings** employees, not to be given to a family member or friends. Employees working for **Crewpackwings** and their families, however, are not eligible for promotional drawings or **CREWPACKWINGS** giveaways. Inappropriate behavior in our retail stores or any other **CREWPACKWINGS** location is prohibited.

SMOKING

While the decision to smoke or not to smoke is made individually, **Crewpackwings** is committed to the promotion of health and quality of life. **CREWPACKWINGS** is located on a cloud facility; therefore we must follow their smoking building regulations and abide by their guidelines, including smoking in designated areas only.

Employees are not permitted to smoke While walking to/from the buildings, or at the bus stops. It is the responsibility of each supervisor and employee working for **Crewpackwings** to support and enforce the policy. Violators of the smoking policy are subject to corrective action.

GIFTS / GRATUITIES

FOOD

Employees are allowed to bring food for meals into the facility but must meet certain criteria. The criteria can be found posted within each facility.

CREWPACKWINGS is not responsible for any theft of food brought in or spoilage of those food products during storage. Employees are responsible for cleaning up their eating area and properly disposing of their food and paper waste.

All meals must be consumed during employee meal periods and inside the dining rooms. Employees that work in various areas of the facility may come in contact with food during preparation, serving, and disposal.

This food is not to be eaten by any employee. Cooks are required to use the (2) spoon method when taste testing a product. Violations of these practices are subject corrective action, up to and including termination

GRIEVANCE PROCESS

GRIEVANCE PROCESS

There may be times when employees who work for **Crewpackwings** feel that they have not been treated fairly with respect to interpretation or application of **Crewpackwings** rules, policies, procedures, or practices.

In these situations, employees may discuss concerns first with their supervisor, manager, assistant director, or the **Crewpackwings** Resources department. Additionally, employees may use the formal grievance procedure.

The procedure details can be found on the **CREWPACKWINGS** On site and any employee may receive access to or a copy of such policy at any time, or by contacting a Crewpackwings Representative.

The grievance procedure is intended to fulfill **Crewpackwings** mission by providing employees with an accessible and fair means of being heard, by alerting management to the reason for individual dissatisfaction, and by providing a formal mechanism to ensure a prompt and equitable response.

RE-ENTRY/RE-EMPLOYMENT CREWPACKWINGS program participants, terminated by Crewpackwings may reapply for re-entrance into the Crewpackwings program after six (6) months.

The participant must go back to their referring agency and begin the hiring process. This does not guarantee employment. Employees, other than Crewpackwings program participants, terminated from Crewpackwings re-apply after (1) year.

An application must be completed position on our website www.crewpackwings.com .

This does not guarantee employment.

SECURITY SAFETY AND HEALTH EMERGENCY SHUTDOWN

In the event that an emergency requires a specific location to shut down, employees will not be paid for time not worked.

CREWPACKWINGS will make every attempt to give employees advance notice of shutdown due to emergencies, EMERGENCY PLAN CREWPACKWINGS has plans in place for us in the event of emergencies (fire, severe weather, power Failure , bomb threat, etc.).

Each employee is expected to know how to respond in an emergency. Emergency plans are discussed it orientation and in employee meetings.

Questions related to emergency plans should be directed to the employee's immediate supervisor before an emergency arises.

The plan of action for each emergency should be followed exactly because fulture to respond appropriately could result in employee or customer injury. SECURITY All employees are responsible for maintaining and following Crewpackwings security Procedures.

you are required to report any incident breaching this security to your supervisor or another member of management. SAFETY Safety is everyone's responsibility.

Everyone is expected to maintain safe working conditions and fillow safe practices in the work place.

By following basic safety rules, you can help make CREWPACKWINGS an accident-free facility:

- 1.Report all work injuries and illnesses immediately.
- 2.Report all unsafe acts or unsafe conditions to your supervisor or a member of the safety team
- 3.Use seat belts when on company business in any vehicle.
- 4.Firearms, weapons , or explosives are not permitted on CREWPACKWINGS property or any CREWPACKWINGS location:

5. Use, possession sale or being under the influence of illegal drugs, misuse of prescription drugs and/or alcohol are not permitted on **CREWPACKWINGS** or CREWPACKWINGS property.

6. Only authorized and trained employees may repair or adjust machinery and equipment. Tag-out procedures must be followed before removing any machine guards or working on powered machinery and equipment. Replace all guards when the job is completed.

7. Only qualified and trained employees may work on or near exposed energized electrical parts or electrical equipment. Follows electrical safety rules when working with electrically powered Machinery and equipment.

8. Only authorized and trained personnel may enter a posted "confined space". All confined spaces will be posted "Confined Space--Permit Required".

9. Only authorized and trained personnel may dispense or use chemicals. It is your responsibility to know where Material Safety Data Sheets (MSDS) are located and available for your use and review.

10. Only certified personnel may operate forklifts.

11. Keep work areas clean and aisles clear. Do not block emergency exits.

12. Wear and use the prescribed personal protective safety equipment. This includes foot protection, head protection, gloves, etc.

13. Smoking is permitted only in the designated smoking areas. Failure to follow the above rules may cause serious injury and/or illness. Corrective action may be used to assure rule compliance. Please use common sense and think before you act.

If you are not sure how to complete a job or task safely or have any questions, ask your supervisor.

CPW

INDUSTRIAL INJURIES/ACCIDENTS

All work related injuries or illnesses must be reported to your supervisor immediately. If necessary, the injured or ill employee should seek medical attention. The immediate supervisor is responsible for helping the employee coordinate necessary medical care, and completing an Incident Report. Any employee who sustains a work-related recordable injury must submit to alcohol and drug testing as soon as possible after the occurrence. Details on the policies related to workplace accidents or injuries can be found on CREWPACKWINGS on site and any employee may receive access to or a copy of such policy at any time...

TRANSITIONAL WORK PROGRAM

It is CREWPACKWINGS practice that injured personnel return to work as soon as it is physically and safely possible after an injury. The Transitional Work Program assists employees with work-related injuries or illnesses to return to work early under prescribed medical restrictions during the recovery period if at all possible. Employees are required to carry a copy of their restrictions while at work. The Safety Manager, supervisor and the injured employee's physician coordinate the program.

HAZARD COMMUNICATION PROGRAM

All employees have a right to know what chemicals are being used in their work area and will receive training if there is the potential for exposure. A Material Safety Data Sheet (MSDS) is maintained on the premises for all chemicals used at odd. The MSDS defines how the chemical should be used, what types of protective clothing or equipment is needed for use, and first aid and medical treatment procedures. Employees may ask to review a MSDS prior to working with a chemical, In addition, each chemical container will have a label that identifies the chemical by name and lists any specific safety warnings. Personnel with any questions regarding a chemical or the proper way to handle a chemical should ask their supervisor.

CPW

EMERGENCY NUMBER In the event of an accident or immediate threat contact the nearest management personnel or dial 911 to get, 911 on line.

BLOOD BORNE PATHOGENS

It is the goal of **Crewpackwings** to provide and maintain a safe and healthy work environment by minimizing exposure to and risks of acquiring a communicable disease. A communicable disease is an illness that can be transmitted from one source to another. Methods of spreading communicable diseases include respiratory transmission, intestinal transmission, indirect contact, direct contact, and through blood and other body fluids.

CREWPACKWINGS operates in compliance with the standard on blood-borne pathogens issued by the Occupational Safety and Health Administration (OSHA).

This standard requires that the employer and employee work together to limit occupational exposure to blood and other potentially infectious materials (OPIM), since any exposure could result in disease transmission. All employees who could be reasonably anticipated to come in contact with blood and other potentially infectious materials as the result of their job duties are required to undergo in-depth training on blood-borne pathogens within ten (10) working days of assignment.

In addition to training, Crewpackwings employee a number of methods to control the spread of communicable disease Universal precautions:

It is Crewpackwings policy that everyone coming in contact with blood and other potentially infectious materials follow Universal Precautions. Universal Precautions refers to a system of infectious disease control that assumes that every direct contact with blood or other potentially infectious material is infectious. Any time there is the risk of exposure, protective equipment, such as gloves and possibly gowns, masks, and goggles should be used. Work practice controls:

CPW

These are specific procedures that reduce exposure to blood-borne pathogens or infectious materials. Some examples are hand washing and defined procedures for handling sharp materials like needles.

Engineering controls:

These are physical or mechanical systems that eliminate hazards at their source. Some examples are Sharps containers and specially marked bags for contaminated first aid materials.

Personal protective equipment: This is equipment that protects the employee from contact with potentially infectious materials.

The type of protective equipment appropriate for a given task may include gloves, masks, gowns, protective eyewear, resuscitation bags or other ventilation devices and depends on the anticipated degree of exposure.

- Sanitation: **Crewpackwings** Environmental Services team will instruct the appropriate personnel on specific sanitation procedures.

Immunization: Any personnel who may reasonably expect to be exposed to Hepatitis B virus may choose to receive the Hepatitis B vaccination at no cost. The vaccination is made available to any personnel within 10 working days of assignment. For further information, please contact the corporate medical department on "Communicable Diseases and Infection Control."

CPW

Checks are distributed through direct deposit or by mail. There is a waiting period of up to 10 working days when a check is lost in the mail. If a payday falls on a federal holiday, payroll checks are deposited or mailed on the preceding day of work. Final payments of wages to discharged or resigned employees are made in full no later than the next scheduled pay period.

DIRECT DEPOSIT

Direct Deposit payroll service is available to all employees. Participation in Direct Deposit is encouraged for employee's convenience and safety. Paychecks will be deposited to the financial institution of your choice. If you do not have an account with an established financial institution, you have the option of participating in a Pre-paid Debit Card Program.

PAYROLL DEDUCTIONS

As required by law, payroll withholdings for FICA (Social Security), federal and state taxes, are deducted. The amount, of these deductions, is based on each employee's completed W-4 Form and will be summarized on the statement included with the paycheck.

Some deductions are voluntary and require your authorization (for example: transportation if eligible). Some deductions such as wage garnishments are court ordered and do not need your authorization. Changes in deductions are arranged through an Administrative Supervisor and CREWPACKWINGS Resources department

BEHAVIOR STANDARDS ATTENDANCE EXPECTATIONS

BEHAVIOR STANDARDS ATTENDANCE EXPECTATIONS

Employees are expected to work their schedule. In case of absence call your supervisor before start of your shift. failure to call in for three consecutive days of work will be considered job abandonment and a volunteer termination of employment. attendance is tracked on a rolling 12 month calendar. three no calls, no show, weather consecutive or not, within a rolling 12 month period will result in termination.

OCCURRENCE EXAMPLES Tardiness (late) ½ occurrence Sick or Call In 1 occurrence Sick 2+ days in a row 1 occurrence * Sick 3 or more days requires a Doctor's excuse and release No call, no show (NCNS) 2 occurrences **PROGRESSIVE CORRECTIVE ACTION FOR ATTENDANCE** 5 Occurrences = 1st Written Notice 9 Occurrences = 2nd Witten Notice 12 Occurrences - Decision Day 15 Occurrences = Termination

PERFORMANCE EXPECTATIONS Employees are expected to perform their duties in accordance with their job descriptions, and the directions of their Supervisors and Managers. Behaviors that are contrary to good order of the parations, to do the policy and procedures in place at **Crewpackwings**, and do the service to our customers will not be tolerated, and may result in corrective action, including termination.

EXAMPLES OF POOR PERFORMANCE

1. Receiving or soliciting money, tips, favors, or gifts from participants or any other person.
2. Failure to perform duties properly and/or unsatisfactory job performance.
3. Failure to immediately report an injury or incident.
4. Failure to remain in assigned work area.
5. Eating without first paying.
6. Using rude, mean language or cursing
7. Insubordination or intentional refusal to follow supervisor's direction can result in immediate discharge.

*note this list is not a full listing of performance issues and is provided for example only

CORRECTIVE ACTION

CORRECTIVE ACTION Corrective Actions address behavior, performance and/or attendance issues. The Corrective Action process provides fair treatment to help guide employees to be successful at CREWPACKWINGS .

Corrective Actions are usually (but not always) progressive. Progressive Steps 1st written 2nd written Decision Day Termination *Notes: Attendance is tracked separately from behavior/performance, and you cannot be on 2 decision days within 12 months. This will result in termination.

**Also note that a full copy of the Corrective Action Policy can be found on CREWPACKWINGS on site and any employee may receive access to or a copy of such policy at any time, or any employee can ask CREWPACKWINGS Resources for a fall copy

www.crewpackwings.com

OPERATIONS EVALUATION REPORT

OPERATIONS EVALUATION REPORT 2023

Store # :	Date:	Time	Evaluator Name			
Store Manager	Manager in charge.		Franchisee/DCO:			
FOOD SAFETY	Score:	18 points possible	Maximum points		score	Comments
	Refrigeration and proper temperatures maintained		3	Y	N	
	All Products within shelf life		3	Y	N	
	Proper Cooking temperatures 165 Degree Fahrenheit (end-bake)		3	Y	N	
	Proper hand washing		3	Y	N	
	Sanitation procedures followed		3	Y	N	
	Monthly pest control service in place (performed by CPCO)		3	Y	N	
Product	Score:	32 Points Possible	Maximum Points		Score	Comments
	Great/Remake pizzas(calculate p.2) dough properly managed		20	Y	N	
	Oven baked sandwiched, pasta and chicken prepared properly		5	Y	N	
	Approved product procedures		2	Y	N	
	All Sides properly Prepared		2	Y	N	
	Adequate PRP to handle expected sales volume		1	Y	N	
	Scales and portion job aids		1	Y	N	
Service	Score:	25 Points Possible	Maximum Points		Score	Comments
	Average Delivery time (Calcu.)	25 min/ or less = loss >30 minuts = 0 points				
	% of orders in Singles	> 75 % = 5 points 70.00 % =4 points 50.00 % = 3 Points < 50 % = 0 points				
	% of Extreme Deliveries (ADT (Calc.) greater than 45 mints)	< 15 = 5 points 20.00 = 4 points 25.00 = 3 points 30.00 = 2 points > 50 = 0 points				
Evidence of inaccurate data will result in a zero score for ADT (Calc.) Singles %, and Extreme Deliveries.						
IMAGE	Score:	25 Points Possible	Maximum Points		Score	Comments
	Team Members in proper uniform attire		3	Y	N	
	Store interior clean and in good repair		3	Y	N	
	Customer are and view clean and in good repair		3	Y	N	
	Outside entry area clean		2	Y	N	
	Baking equipment clean and in good repair		2	Y	N	
	Hot bags clean, functioning , in god repair		2	Y	N	
	Grooming standards maintained		1	Y	N	
	Signage and printed materials		1	Y	N	
	Walk - in clean and working properly		1	Y	N	
	Makeline clean and working properly		1	Y	N	
Delivary vehicle represent positive brand image		1	Y	N		

OPERATIONS EVALUATION REPORT

OPERATIONS EVALUATION REPORT							
SAFETY/LOSS PREVENTION	Score	5 Points Possible	Maximum Points			Score	Comments
	Drivers making drops and carrying less than \$20	1	Y	N			
	Callers ID and Security Callbacks	1	Y	N			
	Safe Utilized , secured and working	1	Y	N			
	No more than \$150 in front till \$75 Team USA)	1	Y	N			
	Safety belts/equipment un use and driving safely	1	Y	N			

EXTREME VIOLATIONS

Dough, sheeted in use/extremely under proofed	Extremely dirty store/store in extreme disrepair
Multiple expired products (non-dough)	Extreme grooming /uniforms issues
Make line/walk-in/product Temps + 50 Degree Fahrenheit	EXTREME VIOLATIONS REDUCTION:
Other Extreme violations	

Total Points

OPERATIONS EVALUATIONS SCORE:	TOTAL SCORE:	FOOD SAFETY	Score:
STAR RATING (100 POINTS POSSIBLE) 5 STAR = 90 + 4 STAR = 80-89 3 STAR = 70-79 2 STAR = 60-69 1 STAR = 50-59		PRODUCT	Score:
		SERVICE	Score:
		IMAGE	Score:
		SAFETY & LOSS PREVENTION	Score:
		EXTREME VIOLATIONS	Score:

OPERATIONS EVALUATION REPORT

GREAT/REMAKE CALCULATION (GREAT = 4, REMAKE = 0)			
	Great	Remake	Comments
Pizza #1			
Pizza #2			
Pizza #3			
Pizza #4			
Pizza #5			
Total Score			

GREAT/REMAKE CRITERIA
Rim: Correct crust, Hand Tossed nm width and height 3/4th (1/2-1") (2 slices, Pan width - no visible Tim {} slice)
Size: Cannot be >3/4" smaller or bigger than inside of the box Pan consistent center rise 1/2 " minimum(3/8" variance [1 slice])
Portion: Correct topping, including garlic oil(Hand Tossed) ,proper portioning of slice, cheese, toppings and garlic oil.
Placement: Sauce, cheese, topping and garlic oil (Hand Tossed evenly distributed (< 25%), correct sauce border: (<25%), Hand Tossed 3/4th (1/2-1"), Pan:1/8 " (edge 1/4"), Thin Crust 1/8" (edge 1/4th"), toppings cut to the edge (wall of pan) and not dislodged after cut (<25%), butter flavored will in pans distributed evenly/correctly(<25%)
Bake: Buddies smaller than 1/2 golf ball, golden brown bottom bake (2 slices), Pan Pizza golden brown bottom bake with light spots less than 1/3 of pizza, no gel layer no

OPERATIONS EVALUATION REPORT

OPERATIONS EVALUATIONS REPORT 2023					
ADT(CALX.) SCORE			SERVICE INACCURACY SCORE		
SERVICE	MINUTES	POINTS(Circle)	SERVICE INACCURACIES	%	Points Deducted
	25 or Less	15	Negative Wait Times		
	26	10	Loads		
	27	8	Out the Door		
	28	6	Run Time		
	30	4	Order Take Time		
	>30	0	% Reassigned		

COMMENTS

Large empty box for handwritten or typed comments.

FOCUS ON PROFITABILITY COACHING OPPORTUNITY OF MINIMUM OF ONE OF THE FOLLOWING

Portioning	Service
Food Ordering	Other

Large empty box for additional notes or observations.

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