

# Employee Handbook

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## **POLICIES & PRACTICES**

Welcome to \_\_\_\_\_, we look forward to working with you to provide our customers with excellent service. This handbook will give you the basic information you will need to get started in your new position.

### **BEFORE YOU START**

#### **EQUAL EMPLOYMENT OPPORTUNITIES**

\_\_\_\_\_ is an Equal Employment Opportunity Employer. The company seeks to employ the best qualified individuals from the available labor force and to provide them with opportunity for advancement, in a manner which does not discriminate because of race, color, religion, gender, age, national origin, ancestry, marital status, arrest and court record, disability, sexual orientation, military service, or other grounds protected under applicable state and federal laws, regulations, union affiliation, and/or executive order. Any form of harassment or discrimination of any employee because of protected status is prohibited.

Retaliation against any employee who reports discrimination or harassment (including sexual harassment) to the Company in accordance with this policy, files a charge of discrimination/harassment, or who cooperates with the investigation of a charge, is prohibited. This means that no manager or supervisor will retaliate in any way against any employee because he or she reports discrimination or harassment to the Company in accordance with the policy, files a discrimination charge, or cooperates and provides testimony in the course of an investigation.

Any incident of discrimination or harassment (including sexual harassment) must be immediately reported, in confidence, to the supervisor, manager or owner. Every effort will be made to promptly investigate all allegations of discrimination and/or harassment in as confidential a manner as possible and take appropriate corrective action. Any employee who is determined, after an investigation, to have engaged in discrimination and/or harassment in violation of this policy will be subject to disciplinary action, up to and including discharge.

#### **RECRUITMENT & SELECTION**

We recruit and hire individuals who possess the enthusiasm, commitment, and abilities necessary to provide our guests with the level of service they expect.

We invite you to become a part of our recruitment efforts by referring applicants that you feel would be an asset to our store.

#### **WORK SCHEDULES**

You will be asked to indicate what hours and days you are willing and able to work. Your supervisor will assign and post your working hours based on that schedule. It is your responsibility to know when and where you are scheduled to work. No change to the work schedule may be made without prior approval by your supervisor. If you want to change that schedule, you must give us at least two weeks' notice to make the changes.

You are an integral part of our team. It is important that you are on the job, appropriately attired and ready to work, at the beginning of each shift that you are scheduled to work. If you are unable to work or expect to be late for any reason (including illness or injury), you must notify your supervisor or department head no later than twelve (12) hours before your scheduled starting time. At that time, you must give the reason(s) for your absence and your anticipated date and time of return to work. If your anticipated date and time of return to work is extended, you must notify your supervisor of the change as soon as possible, but no later than one day before the anticipated date of return to work. We will assume that you are ready to return to work if you do not notify us of any change to your anticipated date and time of return to work and may schedule you for work on or after that date. If your absence from work or tardiness is due to illness or injury, you must submit a Certificate of Illness verifying your inability to work and/or your ability to return to work to your supervisor.

If you do not show up for work when scheduled and fail to notify your supervisor in accordance with this notification procedure for two (2) consecutive days, you will be considered to have resigned.

## WORKING ROUTINES

### UNIFORMS

Our uniform consists of a:

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It is your responsibility to have a clean and neat appearance.

### TIME CARDS & TIME SHEETS

All team members are required to sign in and out at the beginning and end of each shift. This must be done to ensure accurate record keeping and compensation for completed work.

Failure to follow sign In/Out procedures will result in the following disciplinary action:

First Infraction	Verbal Warning
Second Infraction	Written Warning
Third Infraction	Written Warning
Fourth Infraction	Suspension
Fifth Infraction	Termination

## PAYROLL AND EMPLOYMENT

### INTRODUCTORY PERIOD

The first three months of your employment provide you and the Company with the opportunity to learn more about each other and to evaluate whether the job for which you were hired is suitable to your skills, personality, and career goals. The company may extend your introductory period for any reason. If you successfully complete this period, you may be given regular status depending on your skills and availability and our needs. However, whether or not your employment continues after the introductory period, **YOUR EMPLOYMENT WITH THE COMPANY IS AT-WILL; THAT IS, YOU RETAIN THE RIGHT TO TERMINATE YOUR EMPLOYMENT WITH THE COMPANY, WITHOUT PRIOR NOTICE OR REASON, AND THE COMPANY RETAINS THE RIGHT TO TERMINATE YOUR EMPLOYMENT AT ANY TIME WITHOUT PRIOR NOTICE OR REASON.**

### PAY PERIODS

The standard work week starts on \_\_\_\_\_ at 12:01 am and ends the following \_\_\_\_\_ at 12:00 midnight. Pay days are \_\_\_\_\_. You may pick up your paycheck from \_\_\_\_\_.

If you feel there may be an error in how your paycheck was calculated, please discuss it with your Supervisor.

## **DEDUCTIONS**

The following deductions are made from your gross earnings each pay period:

Federal Income taxes  
Social Security taxes  
State Income taxes (if applicable)

## **OVERTIME**

All overtime must be approved in advance.

Overtime is defined as any work performed over eight (8) hours in a work day or forty (40) hours in a work week. The overtime rate shall be one and one-half times the straight time hourly base rate.

## **RESIGNATION OF EMPLOYMENT**

In the event you decide to discontinue your employment with the Company, we prefer that you give at least two (2) weeks prior notice. This advance notice provides time for the Company to prepare for a replacement, prepare your pay check and for you to return any company property issued to you. On your last day of employment, you must return all property such as name tag, uniform, keys and any other Company property you may have.

## **COMPANY POLICIES**

This section contains information on various company policies that you are required to follow. Failure to adhere to these policies will result in disciplinary action, up to, and including termination.

### **POSITIVE COMMUNICATION**

We are dedicated to a workplace that emphasizes a high level of professionalism, trust, respect, fairness, communication and team work. It is vitally important that you keep channels of communication open to maintain an open and sharing environment.

We also need to be aware of how and what is communicated. If you hear any information that is negative, possibly inaccurate, or harmful to a fellow team member, or a customer, you need to refrain from promoting it. It's up to each of us to keep the Company a positive place to work.

Each of us can come up with some great ideas to help improve our store. Share any suggestions or concerns you may have about a work related matter with your supervisor.

### **LANGUAGE POLICY**

We are accepting of the many different languages that are spoken. However, during work hours, all team members should converse with customers and fellow team members in English, unless a team member does not speak English or unless the customer indicates that he/she prefers not to converse in English to avoid any miscommunication or bad feelings among team members or customers.

## **NO SMOKING POLICY**

The Company wishes to take a leadership role on the issue of smoking in the work place in an effort to provide a healthy and safe working environment for everyone. On January 7, 1993, the Environmental Protection Agency (EPA) announced its latest findings regarding the safety and health hazards of second hand smoke. The EPA declared second hand smoke to be a carcinogen that substantially increases the risk of lung cancer. For these reasons, employees are not permitted to smoke on store property.

## **HARASSMENT-FREE WORKPLACE POLICY**

The Company treats people as our most important asset and expects our employees to observe the highest standards of conduct. In keeping with those values, the Company has been committed to maintaining a work environment that is free of discrimination, including harassment, on the basis of a legally protected status. Accordingly, the Company will not tolerate any form of unlawful harassment against any employee by anyone, including vendors or customers. All employees are expected to avoid any behavior or conduct that could reasonably be interpreted as unlawful harassment. All employees are also expected to make it known promptly, through the avenues identified below, whenever they experience or witness offensive behavior or conduct.

The conduct prohibited by this policy includes all unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, disability, medical condition, marital status, veteran status, sexual orientation, or other protected group status, or upon the protected status of the person's relatives, friends or associates.

Sexual harassment is a problem that deserves special mention. Guidelines promulgated by the Equal Employment Opportunity commission (EEOC) define sexual harassment as including unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature not only when conduct is made as a condition of employment ("quid pro quo" harassment), but when the conduct creates an intimidating, hostile or offensive working environment.

Sexual harassment is not limited to explicit demands for sexual favors. It also may include such actions as (1) sex-orientated verbal kidding, teasing or jokes; (2) repeated offensive sexual flirtations, advances or propositions; (3) continued or repeated verbal abuse of a sexual nature; (4) graphic or degrading comments about an individual or his or her appearance; (5) the display of sexually suggestive objects or pictures; (6) subtle pressure for sexual activity; and (7) physical contact such as patting, hugging, pinching, or brushing against another's body.

If you experience or witness any conduct that you feel may be inconsistent with this policy, the Company encourages and expects you to notify immediately your supervisor and/or Owner. All reports that you make will be fully investigated and, if found to have merit, will result in whatever disciplinary action against the offender that may be warranted, up to and including dismissal from employment.

Any employee who reports unlawful harassment or cooperates in the investigation of a complaint will be protected from retaliatory action. The Company will preserve confidentiality to the extent the needs of the investigation permit.

## **ZERO TOLERANCE WORKPLACE VIOLENCE POLICY**

Nothing is more important to the Company than the Safety & Security of its customers and employees. Threats (verbal or physical), threatening behavior of any sort, or acts of violence against employees or customers will not be tolerated. Violations of this policy will lead to disciplinary action which may include dismissal, arrest, and prosecution.

Any person who makes substantial threats, exhibits threatening behavior, or engages in violent acts on the Company property shall be removed from the premises as quickly as safety permits, and shall remain off the Company premises pending the outcome of an investigation. The Company will initiate an appropriate response. This response may include, but is not limited to, suspension and/or termination of employment, and/or criminal prosecution of the person or persons involved.

## **OUR DRUG-FREE WORKPLACE**

The Company is committed to maintaining a drug-free workplace and a work environment that is safe for our team members, our customers and other persons doing business with us. The use of illegal drugs and alcoholic beverages are a critical threat to our safety program and overall working environment.

You must not be involved in the use, sale, manufacture, transfer or possession or be under the influence of alcohol, other intoxicants or illegal drugs while on duty on the Company premises.

## **PHONE CALLS, ELECTRONIC DEVICES**

Team members are not allowed to receive personal telephone calls while on duty unless under emergency situations.

Team members are not allowed to carry or wear electronic entertainment devices during business hours. These items may include, but are not limited to, bluetooth, I-pods, radios, and video games/toys. Failure to adhere to the policy on personal phone calls and/or electronic entertainment devices will result in disciplinary action, up to and including termination.

## **WORKPLACE MONITORING**

Computers are the property of the Company. As such, computer usage and files may be monitored or accessed.

Workplace monitoring may be conducted by the Company to ensure quality control, employee safety, security and customer satisfaction. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct and discourage or prevent acts of harassment and workplace violence.

## **ATTENDANCE STANDARDS**

Your presence at work is very important. When you do not report to work or are late, it places an extra burden on fellow team members.

If you cannot come to work or are unable to report on time, you need to notify your supervisor at least twelve (12) hours ahead of time to allow for a replacement. If you are absent from work for two (2) consecutive work days without proper notice, you will be considered to have voluntarily resigned. If you are tardy or absent excessively, you may be subject to disciplinary action and at risk for dismissal. There may be occasions when an employee may have special or mitigating circumstances that would justify management making an exception to the disciplinary procedures outlined. However, any such exception shall not be interpreted as a change in the policy.

## **PERFORMANCE STANDARDS**

### **DRESS CODE STANDARDS**

The first impression that our customers and business associates have of our Company is of our team members' appearance and work environment. Your appearance and that of your workplace is very important to the Company and to its success.

CLEANLINESS is always important. Bath or shower daily, and maintain good standards of personal hygiene. The use of deodorant or antiperspirant is required.

Tattoos must not be visible.

Sunglasses or other tinted lenses which prevent or hinder a person from seeing the team member's eyes are not acceptable unless required for medical or safety reasons.

The use of perfumes/colognes must not be excessive.

Clothes must be well-maintained, NEAT and CLEAN, and must FIT properly.

The Company does not assume any responsibility for the loss or damage of any personal wearing apparel, money, jewelry or other personal property that is worn on the premises.

Visible nose rings and/or visible body piercing are not acceptable.

Nails should be neatly trimmed at all times.

All employees should wear non-slippery closed toe shoes on duty.

Mustaches, Beards and Goatees should be neatly trimmed at all times.

Guys and/or girls with shoulder length or longer hair must have it pulled back away from their face in a ponytail.

No gum chewing allowed while clocked in.



## COMPANY RULES & REGULATIONS CAUSES FOR DISCIPLINARY ACTION

1. Improper use of the Company property, materials or facilities.
2. Failure of employee to notify his/her supervisor in advance in the event it is necessary to be absent from work.
3. Failure to report accidents or injury to person or property, and failure to report breakage or damage to machinery.
4. Use of the Company phones for personal calls.
5. Working when unauthorized, including unauthorized overtime.
6. Failure to report to work in proper dress or uniform.
7. Failure to be personally clean and properly and appropriately dressed and groomed.
8. Smoking on property **NOT** allowed.
9. Being discourteous or undignified toward fellow team members, customers, or any others
10. Use of profane or abusive language or gestures toward or in the presence of team members, customers, or any others.
11. Failure to cooperate with other employees.
12. Creating or contributing to unsanitary conditions.
13. Bringing unauthorized persons on the property.
14. Improper Customer Relations
15. Giving friends or taking for yourself any merchandise from the store
16. Incompetency.
17. Posting or distributing any notice, letter, etc. on Company premises without advance approval from the Company.
18. Any misuse of Company time. This includes but is not limited to taking unauthorized Breaks and working at an unusually slow pace.
19. Excessive or continuous cash shortages, failure to maintain accurate and appropriate accountability and control of inventory of supplies provided to you and cash banks

20. Failure to comply with departmental rules and procedures.
21. Failure to follow proper signing in/out procedures.

#### **CAUSES FOR DISMISSAL**

1. Fighting, physical aggression or attempting bodily injury to another, inciting a fight or participation in such on the Company premises.
2. Carrying firearms or other concealed weapons or explosives of any kind on Company premises.
3. Theft, attempting theft, or removal from the property (without proper authorization) any food, beverage, equipment, tools or any property of the Company, another team member or customer; or item(s) not deemed to be solely and unequivocally "yours".
4. Dishonesty in any form.
5. Making fraudulent records and statements pertaining to application for employment or physical condition, accident reports and investigation, time records, and any other official documents.
6. Malicious, negligent or careless mischief or horseplay resulting in the loss, waste or destruction of property belonging to other team members or customers or resulting in injury to other team members, customers or any others.
7. Negligence or carelessness resulting in damage to the Company or customer property, or that of another team member.
8. Conduct which violates common decency or morality.
9. Violation of the Company policy prohibiting any form of harassment, including sexual harassment.
10. Violation of the Company policy on Zero Tolerance for Workplace Violence.
11. Threatening, intimidating, coercing or interfering with other employees and/or customers on Company property at any time.
12. Evidence of the consumption or possession of alcohol or illegal drugs, being under the influence of alcohol or illegal drugs or the lingering effects thereof during assigned work hours or on Company premises during, before, or after assigned work hours, or use of prescription drugs that may affect or impair one's ability to do their job .
13. Insubordination or refusal or intentional failure to perform work assigned.
14. Jeopardizing, through negligence or carelessness, the safety of any other person.
15. Concealing a disease or condition which may endanger customers, fellow employees or others.
16. Signing in or out for another employee.
17. Sleeping, dozing, or giving the impression of sleeping on the job.

18. Failure to keep as confidential any information that may benefit a competitor or any other outside agency of any kind to the disadvantage of the Company. Failure to keep as confidential information of a confidential nature from other employees of the Company to prevent possible misinterpretation and thoughtless dissemination to outside agencies.
19. Failure to return from an approved vacation or leave when scheduled.
20. Violation of No Solicitation & No Distribution Policy
21. Misplacement, loss, careless handling or unauthorized use of keys.

## **BENEFITS**

### **MEAL PERIODS**

Team members who work more than five (5) hours are provided a thirty (30) minute non-paid (off the clock) meal break. If the total work period per day of employee is no more than six hours, the meal periods may be waived by mutual consent of both the employer and employee.

### **REST PERIODS**

Employees are provided ten (10) minutes rest periods for each four-hour work period. The rest periods should be scheduled with all other team members and manager on duty.

### **WORKERS' COMPENSATION**

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## Handbook Receipt

\_\_\_\_\_, the undersigned, acknowledge a receipt of the  
Employee Name

\_\_\_\_\_  
Store Name Employee Handbook. I agree to abide by these  
policies.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager's Signature \_\_\_\_\_

Date \_\_\_\_\_