

EMPLOYEE POLICY AND BENEFIT MANUAL

TABLE OF CONTENTS

Our Mission and Vision
Welcome to (STORE NAME)
Your Road to Success
Courtesy is Contagious
Employee Status
Definitions of Employment Dates
Orientation and Adjustment Period
Your Evaluation and Progress
Benefits
Company Policies
 Smoking
 Drugs and Alcohol
 Dress Code
 Promptness
 Absences
 Time Reporting
 Meal Periods
 Work Week
 Pay Periods – Pay Day
Records and Personnel Information
 Leave of Absence
 Employee Problem Solving
 Personal Conduct, Counseling, and Discipline
 Sexual Harassment
 Safety
 Telephones and Phone Calls
Staff Meetings
Injuries/Workers' Compensation
Wage Attachments (Garnishments)
Confidentiality
Housekeeping
Parking
Scheduling
Check Cashing
Visitors/Fraternization
Shoplifters
Shopping/Purchases
Company Equipment
Email & Computer/Internet Usage
Accidents Involving Possible Customer Injury
Outside Employment
Police Record
Vendor Samples
Music
Termination
Terms of Employment
Conclusion

WELCOME TO (STORE NAME)

Please know that these guidelines were designed to make your job - and ours - easier and to assist us with working together as a team toward common goals. One of the most important of these goals is to create a working environment where trust, mutual respect and joyfulness reign.

We hope that you enjoy being part of the (STORE NAME) team and that you will join us in our mission. As we each do our jobs to the best of our ability, we are providing a valuable service: we are making healthy, wholesome food available to thousands of people in our community as we create an atmosphere where shopping - and working - are enjoyable and fulfilling.

In our effort to provide people with natural foods, we will not carry products containing preservatives, harmful additives, colorings and chemicals. In our produce department, we will offer only organically grown products. We will not compromise this philosophy for added profits. Because we abide by this strict philosophy, our customers gain trust and confidence in (STORE NAME), knowing that the foods they purchase are free of harmful ingredients.

You are going to be our ambassador of good will, and your honesty, caring, friendliness, enthusiasm, helpfulness and patience will project our image to our valued customers, assuring them that their decision to shop at (STORE NAME) was the right one.

By being a part of this philosophy, we hope you will gain a greater personal satisfaction knowing that you are a part of a family that is going to provide thousands of people with healthy, wholesome foods, and an opportunity for a richer, fuller life.

Please keep this manual in your possession and refer to it when you have questions about policy.

OUR MISSION

(STORE NAME) is a natural food, supplement and products market whose culture is characterized by exemplary customer service, education, and high standards of product purity. We are the trusted and preferred source of alternative products in our region. As such:

- We take pride in our friendly and accessible environment.
- We strive to make a healthy and heartfelt difference in the lives of employees and customers alike.
- We empower one another to professionally, thoroughly and compassionately meet the needs of our customers.
- We equate customer service with profitability.
- We have a passion for environmental sustainability. We think globally and act locally through the products we offer.

At (STORE NAME), health is the end product.

OUR VISION

(STORE NAME) is the preeminent natural market in our region. We retain this stature, not only through our exemplary employee and customer-focused culture, but also through:

- An educated and empowered staff;
- Expedient and proactive selection and stocking of merchandise;

- Dedication to established guidelines for exceptional customer service;
- Regular community outreach through education, targeted advertising, philanthropy, and community service;
- Open lines of communication allowing all employees to do their job successfully;
- Regular and appropriate evaluation, revision and enforcement of company policies and procedures.

As an outcome of these and related efforts, we not only assure our continued growth and preeminence; we participate in an environment where good works, good business and profit continue to intersect.

YOUR ROAD TO SUCCESS

You and Your Job

Success in your particular job is very important to (STORE NAME). Your own ability and desire will determine how fast you progress. There are many people around you who are willing and able to help you every step of the way. The first step is to understand your present job; learn how it functions and how it relates to the jobs being performed around you.

The key people in your job growth are the General Manager and Manager. Do not hesitate to ask them questions or to seek advice.

Communication

The primary tool within our business that everyone should use is good, effective communication. Please be sure that the communication you have with customers and employees is understood. Dynamic communication with everyone on the (STORE NAME) team is an essential part of a progressive, expanding, and considerate organization.

Ideas

We want your ideas. We encourage you to offer suggestions, improvements, and innovations to make the company stronger and more successful. You should never hesitate to suggest. Put your ideas in writing and give them to the General Manager or Manager. Your initiative is a stepping stone to increased sales, and, ultimately for you, increased compensation, bonuses, and job satisfaction.

Your Future

Whenever possible, (STORE NAME) promotes from within the organization to higher paying jobs of greater responsibility. Employees who are looking for opportunity and have the desire to work and learn have an excellent base for advancement due to their own merits. Advancement from within and continuity of employment are based on the results of good work and an employee's desire and willingness to work.

If you exhibit the INTELLIGENCE to grasp the problems and reason them out; the IMAGINATION to see the merits of a plan or method and the ABILITY to select the most profitable or practical ways; the COURAGE to introduce or start a plan; and the PERSISTENCE to carry through with a plan, you have opportunities ahead with (STORE NAME).

Equal Opportunity

(STORE NAME) is founded on the philosophy that everyone has equal consideration in all their dealings with the company. All employees are to have the same fair treatment - always as individuals having human dignity. There is to be no discrimination because of race, color, sex, religion, marital status, or sexual orientation.

COURTESY IS CONTAGIOUS

One employee with a magnetic personality, who comes in each day radiating happiness, can make (STORE NAME) an enjoyable place in which to work and can set the tone for the entire day for everyone in the store. Since employees themselves create the atmosphere in which they work, why not create a pleasant one? A good attitude or a display of courtesy is contagious and, on the same note, a bad attitude or a display of discourtesy is also contagious.

Customer service and customer relations are so inextricably interwoven that whatever affects one must affect the other. Customers' reactions to a store are based on their response to their total experience while shopping. The general atmosphere of the store and the attitudes customers experience from every employee they come in contact influences their feelings about the entire shopping experience. **The courtesy, pride and professionalism shown by each employee influences the creation of a good impression as much as the tangible services that are provided.**

Politeness is a hallmark of the gentleman and the gentlewoman. No single other characteristic will so help one to advance, whether in business or society. Competition is keen today. There is so much standardized merchandise and there are so many places where one's wants can be supplied, that the success or failure of a business can depend almost entirely on the ability to please customers or clients. Courtesy - another name for politeness - costs nothing. However, it can gain much, both for an individual and for an organization.

EMPLOYEE STATUS

Part-Time Employee - A part-time employee is one who, on a regular basis, works less than thirty-six (36) hours per week.

Full-Time Employee - A full-time employee without schedule restrictions is one who, on a regular basis, works no less than thirty-six (36) hours per week, is available to work during any hours of operation of (STORE NAME).

Temporary Employee - A temporary employee is one who is hired in a job established for a specific period of time or the duration of a specific assignment(s). Temporary employees are not eligible to participate in company benefits.

EMPLOYMENT DATES

Starting/ Hire Date - The starting/hire date is that date the company will use in computing the orientation and adjustment period and all wage reviews and company benefits.

ORIENTATION

The orientation and adjustment (O & A) period is our opportunity to become acquainted with each other. This period is for your first continuous three (3) months. During this time, you will have an opportunity to learn the company's policies and procedures. If at any time during the three months, the General Manager or Manager feel that you do not meet our standards or will not work out in your position, they may terminate your employment with the company at will. Likewise, you also may resign without prejudice and at will if you feel you are not suited for the work for which you have been employed. You will be given credit for seniority and benefits (where indicated) retroactively to your date of employment after you have completed your O & A period.

If you are promoted, transferred or changed to a different position, you will also serve a continuous three month O & A period. If for any reason you do not successfully complete your O & A period, you may be reinstated to your former position or another position, if a vacancy occurs and management feels such change is in the best interest of the company. If you are in O & A period as a result of change of position, such as transfer or promotion, you will continue to earn all benefits. All employees serve at the will of the employer or may resign at their will.

YOUR EVALUATION AND PROGRESS

Here at (STORE NAME) we feel that everyone deserves to know "where they stand", and that people should be advanced on their demonstrated merit. To insure that this is done, you will be evaluated formally at the end of your three (3) month orientation and adjustment period. Subsequent reviews will be held annually on the employee's anniversary date. Of course, these regular evaluations are not the only time you will be counseled on your progress, as this is an ongoing process. Please remember that the regular evaluations do not automatically mean a wage increase. Increases are granted only if earned by the results of previous work.

BENEFITS

All employees are entitled to take advantage of all of the following company benefits under the conditions stated:

- Employee Purchasing Program - (STORE NAME) is pleased to offer employees and spouses or domestic partners (any person with whom you live in an intimate relationship and share household and financial responsibilities) the opportunity to purchase products either off-the-shelf or by special order at (STORE NAME) *cost* plus 10%.

The discounts received through these purchases are for personal use and those of immediate family in the same household only. No other relatives or friends may be included in this benefit. No group houses or other such living arrangements qualify for the employee discount. Abuse of store discounts will result in disciplinary action such as discount elimination or even termination of employment.

We hope that as you take advantage of this benefit, you will come to appreciate the tremendous difference that consuming natural foods makes to the health of you and your family.

- Social Security - The Social Security program provides benefits for you at retirement, or earlier if you become disabled. Contributions made by you are matched dollar for dollar by (STORE NAME).
- Workers' Compensation - In the event you experience a work-related injury, this program provides compensatory benefits. (STORE NAME) pays for the entire cost of the insurance program.
- Unemployment Insurance - (STORE NAME) pays the entire cost of this insurance, which is used to create funds to aid you if you become temporarily unemployed. If unemployed, the North Carolina Office of Employment Security will determine your eligibility and the amount you receive.

In addition to the above, all full-time employees are entitled to take advantage of all of the following company benefits under the conditions stated:

- Vacation Leave - Full-time employees begin accruing vacation time on the hire date, and it is available after one continuous year of full time employment. Vacation time is accrued based on the following formula:

| Years worked | Approximate Hours Accrued /Year | Hours Worked for 1 Hour Vacation |
|--------------|------------------------------------|-------------------------------------|
| 1 | 40 | 50 |
| 2 | 60 | 33 |
| 3 | 80 | 24 |
| 4 | 80 | 24 |
| 5 | 80 | 24 |
| 6 | 80 | 24 |
| 7 and over | 100 | 19 |

Absence from work due to illness, accident, or leave of absence need not be counted as part of vacation for which employees are eligible, although it *may* be by request. Vacation leave may be used for holidays on which (STORE NAME) is closed for regular business.

Vacation time is not cumulative from year to year. Vacations earned must be taken within the twelve-month period following the anniversary of the employees' starting date.

Vacation pay is calculated at the regular hourly rate at which the employee is paid at the time of the vacation.

The General Manager or Manager must approve vacation schedules and requires at least two weeks notice. Schedules submitted with less than two weeks advance notice may be denied.

Vacations cannot be scheduled the week before Thanksgiving or the week before Christmas due to heavy store volume. The General Manager may give special exemptions.

Employees resigning with a two-week notice will receive pay in lieu of unused vacation. Employees dismissed for cause forfeit all accumulated vacation benefits.

- Sick Leave - An accumulated total of forty (40) paid sick leave hours per year are available to full-time employees. This time accrues at 3.3 hours per month and is not available until the first sixth month employment anniversary (i.e. after 20 hours have accumulated).

These hours can be used for health issues (e.g. employee illness, doctor's appointments, and family medical needs).

The maximum available sick leave benefit for any 12-month period is 40 hours.

No sick leave benefits will be paid out upon employment termination.

- Holidays - (STORE NAME) observes the following holidays: Thanksgiving Day, Christmas Day, New Year's Day, Easter Sunday. These are not paid holidays.

- Change in Work Status- Full time employees whose work status changes from full time to part time are not eligible to accrue vacation or sick leave.

- Leave of Absence - Occasionally, situations arise which require an employee to be off work for an extended time, and (STORE NAME) provides for such justified absences. A leave is any approved absence, without pay, of more than five (5) consecutively scheduled workdays, and dates from the first day off.

Leaves may be granted for the following reasons: occupational injury, personal illness or injury (including pregnancy), personal business, and military training or duty. Leaves must be used for the purposes requested. Approval is solely at the discretion of the General Manager. The employee must submit requests for such leaves in writing. The maximum leave which can be granted is four (4) weeks. Additional four (4) week extensions will be considered.

Any injury or illness that is serious enough to require a medical leave of absence will require verification from your physician before you return to work to show your ability to perform the work required.

A leave of absence is granted with the understanding that an employee must be willing to return to the available job at that time. (STORE NAME) has no provision for restricted or light duty following leaves. Naturally, no one is permitted to take other work while on leave.

- Maternity Reporting - If you become pregnant, you should report this to the General Manager immediately. The company requires a statement from your doctor giving the expected date of birth and approximate length of time you will be able to perform your regular job.

(STORE NAME) does not provide maternity leave pay.

- Jury Duty - Should you be called for jury duty, it is expected you will fulfill your civic responsibility. If the business situation is such that it would create a hardship on (STORE NAME), the company may assist you in attempting to secure a release from such service; likewise, if serving on the jury will create a hardship on you, the company will assist you in attempting to secure a release.

The company does not provide jury duty pay.

If you are dismissed early at any time during jury duty, telephone the General Manager or Manager who may request that you report for work.

Benefits and seniority will be continued while on jury duty.

- Continuing Education and Travel Expenses - One of our goals is to develop a skilled and knowledgeable staff. We provide on-the-job training where appropriate and encourage you to learn as much as you can about natural foods.

On occasion, we will pay for and send you to education seminars and trade functions that apply to your particular job. We also have our own staff training programs that are required for our employees from time to time. Pertinent classes, seminars or workshops you might be interested in taking must be requested in advance and approved by the General Manager.

We may offer tuition assistance for a course of study that increases your effectiveness and efficiency in your job. We may pay all or a portion of the cost of tuition.

In order to receive tuition assistance, present a proposal detailing the course specifics, including subject information and tuition costs, to the General Manager prior to registering for the course. The ability to receive tuition assistance is dependent on the availability of funds at the time of your request.

In addition to tuition expenses, (STORE NAME) will reimburse you for travel and per diem expenses, including airfare, airport parking, ground transportation at destination, and meals (up to \$8-Breakfast, up to \$15-Lunch, up to \$25-Supper). For reimbursement of vehicle gas expenses to local or regional training and transportation to and from an airport, the driver should fill up his/her gas tank prior to the trip, and again at the conclusion of the trip, and submit this receipt. Receipts for all travel expenses must be submitted in order to claim reimbursement.

- Advancement Opportunities - We are a growing, progressive company where there is room for advancement for those career-minded employees who demonstrate ability, initiative, imagination and intelligence.

COMPANY POLICIES

- Smoking – Smoking is prohibited in the entire store, including offices, kitchen, restrooms, outside the front of the store and storage areas. Employees who smoke must assure that cigarette odors are not detectable while working.
- Drugs and Alcohol - Using, possessing or storing illegal drugs on company property, or reporting to work or working while under the influence of intoxicants or dangerous drugs, not prescribed by a physician, are strictly prohibited and grounds for immediate dismissal.
- Dress and Appearance Code - We at (STORE NAME) are proud of our store and the image we've achieved over the years as a leader in a growing industry. A large part of (STORE NAME) success is the professional manner in which we approach and service our customers. In keeping with this professional image, we expect our employees to conform to standards of personal grooming and cleanliness that will be a credit to you as an individual and to our company.

Generally, we ask that employees consider the working environment of (STORE NAME) as casual but not extremely so. Our customer base consists of a broad range of ages, sexes, and lifestyles. Clothing/appearance should be appropriate to our community, professional with consideration for modesty and decorum—not so extreme as to cause any one of our customers to be offended or turned off.

There are some dress/clothing absolutely prohibited:

- Sweat pants.
- Tank tops, revealing sleeveless shirts or dresses or strapless tops.
- Bare midriffs (exposed skin between blouses/shirts and pants/skirts).
- Shorts above the knees with the exception of knee-length walking shorts.
- Nose rings or other unusual visibly pierced body parts.
- T-shirts with slogans or graphics that might be considered controversial or offensive.
- Clothing with tears, holes, patches or ragged edges
- Unusual hair styles or colors.
- Flip flops

Some guidelines for appearance and dress include:

- Dresses and skirts should be a reasonable length for the working environment.
- Beards and mustaches should be neatly trimmed; otherwise clean-shaven.
- Collared shirts with tail worn by men must be tucked into pants.
- Jewelry should not be gaudy or heavy.
- All clothes must be clean and wrinkle-free.
- Shoes should be of sturdy construction. Because of the risk of injury when stocking or processing orders, closed-toed shoes are encouraged. Open-toed shoes and sandals are discouraged and worn at the individual's risk.
- Hats or head coverings should not normally be worn inside the store as a routine part of dress.

See the manager in charge for approval on an individual basis.

- Perfumes and other scents should be worn sparingly and should not be overbearing.

If you have any questions about what is appropriate dress/appearance, talk to your Supervisor *before* wearing.

We provide all employees with nametags, which should be worn at all times. We also provide aprons, which may be worn at the employees' discretion. You should check your apron regularly to assure it's cleanliness, and change it if is not.

- Promptness - In the retail environment, we must be open and ready for our customers when our posted hours say we are. In order to promote effective teamwork between you and your co-workers you must be punctual and reliable. As a general rule, you should be at least 5 minutes early for your shift.

You are expected to give yourself adequate time to arrive before your shift begins and also before your lunch break ends, so you can be at your station when your schedule says you should be.

If you are late more than 10 minutes or more three times in two pay periods, you may receive a disciplinary warning. Excessive tardiness (tardiness in excess of six times) in two pay periods may result in termination.

- Absence – (STORE NAME) management recognizes that illness or personal business requires an occasional absence. However, excessive absence or tardiness cannot be tolerated.

Reporting Absences - In case of unavoidable and unforeseen absence, contact the Supervisor on duty at the store or at home, giving your reason for absence and anticipated date of your return. To the extent possible, reporting of absence should be done prior to the beginning of your shift, but in no event later than one hour before your scheduled starting time. “Contact” means actually speaking with the supervisor. Leaving messages on answering machines, voice mail, or e-mail do not constitute contact.

If someone phones in for you to notify management of your absence, as soon as possible thereafter, it is your responsibility to personally contact the General Manager or Manager. If you are uncertain as to the date of your return, you must call in daily, or as may be otherwise requested of you, informing General Manager or Manager as to your progress.

Abandonment - Management will assume that you have abandoned your position if after three (3) days the company has not heard from you.

Unexcused Absence - Those absences where previous approval has not been given must result in disciplinary action.

- Time Reporting - It is required that each employee record his/her own time via the Catapult POS system when reporting for duty, when leaving and returning from lunch periods and at the end of his/her work shift. You are expected to clock in only when you are ready to start your work (meaning after you hang your coat, comb your hair, etc.) and to clock out when you are finished with your work (before you make your lunch, get your coat, etc.). You are expected to complete shopping and any other personal business on your time (i.e. before you clock in or after you clock out).

The entries on the computer time system determine pay and must be completed accurately, reflecting the true hours you have worked. *If you forget to log in/out it is your responsibility to notify the Manager in writing using the forms provided.* If you do not notify management, your time will be recorded according to the schedule for that day. For example, if you arrived for work at 8:50 a.m., but forgot to clock in and did not notify management, you would be credited for the time you should have clocked in—8:55 a.m.

No employee is allowed to exchange work shifts or days off with another employee without approval of the General Manager or Manager.

It is necessary to clock “out” or “in” at mealtime. If you leave the company premises for any reason other than company business insurance regulations require that you clock out.

- Meal Periods and Breaks - The scheduled meal period is not considered working time. Every employee is allowed a one (1) hour break when working over 7 hours. If your workday is less than 7 hours, you are allowed a half hour meal break. The meal period may vary due to work requirements. You are requested to be prompt in returning to work within the allotted time, as other employees are dependent upon you.

The company does not provide paid breaks during the normal workday. Non-paid breaks may be taken for unplanned personal business with the approval of the employees’ immediate supervisor.

- Pay Periods - Pay Day - Pay periods run every two weeks, starting on Thursday and ending on Wednesday. Paychecks are distributed at 2 p.m. on the first Friday following the Wednesday ending deadline.
- Records and Personnel Information - Since your personnel data is the basis of many important personnel functions, it is vital that the company be informed whenever a change is made. Therefore, all employees are required to provide up-to-date personal information. Any change in name, address, phone number, dependents, marital status, emergency contact number, etc., should be conveyed to management in writing. Updated information is particularly important for paychecks, medical insurance and other benefits.
- Employee Problem Solving - Personal problems, questions, complaints, or disagreements will arise from time to time in any organization. Solutions to problems can only be found when those who are in a position to solve them are aware that a problem exists. For this reason, we suggest you take your problem to someone in a position to help you, that is the General Manager or Manager.
- Personal Conduct, Counseling, and Discipline – Each employee is expected to accept responsibility, uphold sound business principles, and exhibit a high degree of integrity. Everyone is entitled to individual consideration and, in the event discipline is indicated, it will come after careful weighing of the facts concerning a particular case. However, the safety and protection of the company and all its employees and the efficient daily operation of the business are so dependent on observance of some basic rules that violation of any of them may subject an employee to immediate discharge. Some of these violations are:
 - Violating (STORE NAME) policies
 - Theft or other dishonest act
 - Unauthorized absences or tardiness from work
 - Gross or repeated disregard of duty or safe working practices
 - Use at work or reporting for work under the influence of non-prescription drugs or alcohol
 - Possession or sale of controlled substances or alcohol on store premises
 - Rude or offensive behavior toward customers or employees
 - Employee harassment
 - Possession at work of a weapon or firearm
 - Insubordination
 - Disregarding safety or security regulations
 - Dishonesty
 - Selling beer or wine to minors
 - Negligence in carrying out responsibilities
 - Improper use of time clock (i.e. clocking in or out for anyone other than yourself)
 - Personal use of computers on company time

These rules are intended to cover matters of fact rather than matters of judgment where an employee might make an honest mistake. We consider none to be unfair. To permit their violation

would, in fact, be an injustice to all employees of the company because these rules are clearly for the protection of all of us.

While the above-mentioned behavior is cause for immediate termination without warning, other problems may be handled with counseling and forewarning. This gives each employee the opportunity to correct a problem or improve on job-related deficiencies.

Although counseling should be sufficient to correct any problem, disciplinary action may be taken if counseling fails. These steps may be followed in the disciplinary procedure:

1. An oral warning may be issued. If there is no improvement within a period of time specified by the General Manager or Manager, then . . .
2. A written warning may be given. If this warning results in no improvement within a specified period of time, then . . .
3. You may be terminated.

Depending on the severity of the problem and the nature of the situation, any of the steps indicated above may be skipped going directly to a written warning, suspension, or termination.

- Sexual Harassment - Sexual harassment is a type of conduct (STORE NAME) will not tolerate. No employee shall be subjected to unwelcome verbal or physical advances, or any other on-the-job conduct that could be interpreted as sexual harassment.

All employees are expected to work actively to maintain a work place free of harassment in all categories and at all levels of employee relations.

In the event that you believe you are being sexual harassed verbally or physically by a customer, immediately excuse yourself from the situation and discreetly report this to a manager (preferably the general manager). That manager is expected to immediately invite the customer to shop somewhere else.

An employee who feels he or she has been discriminated against or harassed by another employee should immediately contact the General Manager or Manager.

- Safety - Safety is everyone's business. We ask that our employees keep in mind at all times their own safety as well as the safety of their fellow employees and customers. Common sense will dictate what to do or not to do in most instances. Any employee who discovers an unsafe working condition or practice should bring it to the attention of management. Any injury to an employee or customer, however slight, should be reported at once to management. Each employees' dress should reflect attention to safety and injury prevention (e.g. open-toed shoes).

Employees are covered by Workers Compensation Insurance which, in most cases of industrial injury, provides compensation for medical and hospital expenses, time lost from work in excess of three (3) days, partial or total disability, and death. The company pays the total cost of this insurance.

- Telephones and Phone Calls - Due to the heavy demand on our telephone system, employees are requested to use telephones sparingly, and only during lunch or breaks (except for emergencies) for placing personal calls.

Incoming personal calls while an employee is on the time clock may be taken if time permits. Such calls will be kept to an absolute minimum but under no circumstances will they last more than three (3) minutes. Phone calls should not be taken on the sales floor if possible.

Long distance phone calls should not be made in the store. When unavoidable, these calls should be charged to your home phone. If this is not possible, let the supervisor know the phone number, time, and date of the call. Employees will be expected to reimburse (STORE NAME) for direct dial long distance calls.

Employee cell phones should not be carried while working and use of these devices while working is prohibited. Smart phones used for (STORE NAME) business may be carried with prior approval from management.

(STORE NAME) prohibits employees from accepting calls from creditors or collection agencies regarding their personal financial affairs during work hours and using company telephones. If you are contacted during work hours by such persons or agencies, you *must* tell the caller that based on company policy, such calls are a violation of the Fair Credit Collection Practices Act and that any further calls will be reported to the Federal Trade Commission. It is the employees' responsibility to report all such calls to management immediately.

- Staff Meetings – Staff meetings are an important way for the exchange of information to occur within the company. Staff meetings are mandatory unless noted otherwise. An employee may be excused from attendance prior to the meeting by the General Manager or Manager. An employee who misses a mandatory meeting without prior approval from the General Manager or Manager may be verbally warned or may receive a written counseling notice. Failure to attend more than one mandatory meeting without the approval from the General Manager or Manager may result in termination. Employees will be paid their regular hourly wage for time spent at mandatory meetings.

- Injuries/Workers' Compensation - If you are injured during the course of your employment, you are provided with compensation insurance coverage under the laws of the Workers' Compensation Act. The company makes all contributions toward this insurance for your benefit.

All injuries, no matter how slight, must be reported as soon as possible to management so that a Workers' Compensation report may be prepared.

- Wage Attachments (Garnishments) - In the event that the company is served with a notice of lawful attachment of your earnings, you will be informed immediately so that you may attempt to gain a release of the attachment. Because of the expense and inconvenience to all concerned, if you are repeatedly served with attachments or garnishments of wages, you may be subject to disciplinary action.

- Confidentiality - It will be the responsibility of each member of the company to insure that personnel and confidential information is properly handled. Should a prospective employer call for a personnel reference regarding a previous employee, that call should be directed to the General Manager or Manager. Absolutely no employment information will be given by anyone other than management, including confirmation of employment status and dates worked. Confidential company information, such as payroll information, mailing lists, vendor information, or customers' names are the property of the company and this information should not be shared with any outside sources.

- Housekeeping - From the standpoint of both health and safety, you share with others in the store the responsibility for housekeeping. Your consideration and cooperation in keeping your work area clean and orderly are most important.

If you eat lunch on company premises, you are expected to clean your dishes and dispose of all waste paper, rubbish, food, etc., in the proper containers immediately after their use.

- Parking - Parking is permitted behind the store. For the convenience of our customers, employees may not park in the front of the store unless work-related loading and unloading or parking behind the store is unavailable. Parking in front of the store should be restricted to as far away from (STORE NAME) and the other businesses in the parking lot as possible (i.e near the street and not in the first row in front of the store). It should be noted, that, although (STORE NAME) is surrounded by community or public parking areas, areas in front of other companies should be respected for their customers as well.

- Scheduling – Every effort is made to arrange long-term schedules for all employees considering both (STORE NAME) staffing needs and the employees' availability. Schedules are posted as far in advance as possible, and must be acknowledged with initials in the space provided as soon as possible after posting.

If, for some reason you find that you cannot work a shift for which you are scheduled, you must find a replacement from your department who is knowledgeable of your duties and responsibilities. You must notify the general manager or manager, in writing, of the circumstances as soon as possible, and inform him/her that you have a replacement from your department who is willing to work your shift for you.

Management will either approve or disapprove the request based upon the company's needs.

To assure smooth store operations, all requests for personal leave *must* be submitted in writing to the General Manager or Manager, at least two (2) weeks in advance.

If you fail to show up for a shift and you have not made the above-mentioned arrangements, we will take the following action:

| | |
|--------------|---------------------|
| First time: | A verbal warning |
| Second time: | Cause for dismissal |

- Check Cashing - (STORE NAME) does cash payroll checks or second party checks (made out to the employees only) as the cash situation allows and with prior approval. We will cash your own personal checks for up to \$50.00 over purchase.

There will be no advances in pay and no borrowing of any kind from petty cash or any other company funds, including the cash register. Suspended sales for purchases become pay advances if left on the register longer than three days and are prohibited.

- Visitors/Fraternization - Personal friends in the store are to be treated as customers only. Employees should not visit with friends and friends should not be allowed to loiter in the store. This may be difficult at times, *but it is the employee's responsibility to make this clear to his/her friends.*

Employees should keep the in-store interaction of family members (significant others, spouses, children) to a minimum during work hours, excluding lunch periods.

- Shoplifters - Our policy is to prevent, discourage and prosecute shoplifting as much as possible, while avoiding lawsuits, bad public relations, and bodily harm to employees. Aware employees are the best deterrent, since they make it hard for shoplifters. If you suspect a shoplifter, quietly contact the General Manager or Manager while keeping the suspect under surveillance. Watch out for the suspect getting rid of stolen merchandise. However, do not attempt to detain a suspected shoplifter.
- Shopping/Purchases - Shopping should only be done before your shift begins, after it ends, or during a break (i.e off the clock). All products should be paid for at the time of receipt and rung into the cash register by another employee. Employees should be prepared to pay for special orders when they are received in the store.

(STORE NAME) POS system allows sales to be suspended. Employees may use this function once per pay period and the suspended sale may be left on the system for a maximum of three days from the date the sale is suspended. Each suspended sale must contain the name of the person ringing the employee up, the name of the person suspending the sale, and the date the sale has been suspended.

Suspended sales are a privilege offered to employees. Abuse of this privilege (e.g. more than one sale in a pay period, not clearing a suspended sale in three days time) will result in the immediate revocation of this privilege.

- Company Equipment - Company equipment is to be respected at all times. Any abuse of equipment will warrant a reprimand. Any defective equipment must be reported immediately to your management. Company equipment will not be taken for personal use.
- E-mail and Computer/Internet Usage - The Company may provide you with access to an e-mail account. All e-mail messages are company records. These systems may be subject to periodic unannounced inspections, and should be treated like other shared filing systems. The contents of e-mail may be disclosed within the company without your permission. Therefore, you should not assume that messages are confidential. Backup copies of e-mail may be maintained and referenced for business and legal reasons.

E-mail is to be used for business purposes only. Company e-mail addresses should not be given out to friends, family, or other individuals whose electronic correspondence is not business related. All passwords must be provided to your supervisor at all times.

Messages from personal e-mail addresses may not be retrieved or sent from company computers while on the clock.

This company respects the privacy of its employees. However, employee privacy does not extend to the employee's work-related conduct or to the use of company provided equipment or supplies.

As a condition of providing Internet access to its employees, this company places certain restrictions on workplace use of the Internet. The Internet may be used to acquire information related to the performance of regular assigned duties or to facilitate performance of any task or project in a manner approved by an employee's Manager. You are expressly prohibited from using the Internet for the following:

- Pornography
- Game playing

- Gambling
- Shopping
- Distribution of destructive programs such as viruses
- Hateful, harassing, or other antisocial behavior
- Solicitation
- Disseminating proprietary data or trade secrets
- Doing research for homework
- Looking for other employment

It is your right to do any of these you wish at your home, on your computer, on your time. They are not acceptable at work. If you have any questions, see your immediate supervisor.

- Accidents Involving Possible Customer Injury - Accidents involving possible customer injury must be reported to the manager on duty in the store at that time. This will be done IMMEDIATELY upon discovering the accident, while the customer is still in the store.

- Outside Employment - All personnel must advise management of any outside employment. Under no circumstances will an employee work for a competitor nor reveal any company records or procedures to another employer.

(STORE NAME) will be considered your first employer in any dispute over working hours, for all full-time employees.

- Police Record - Any conviction of a crime must be revealed at the time of initial employment or at the time it happens if already employed.

This information will be kept in strictest confidence by management. Failure to divulge this information will be considered cause for immediate dismissal.

- Vendor Samples - Samples are provided by vendors from time to time. All such samples are the property of the store and are to be given to the respective department manager. At no time will samples be removed from the store without prior approval.

- Music - The music system in the store exists for the benefit of customers — it creates a relaxed atmosphere within which to shop and provides 'sound camouflage' for customers' and employees' personal conversations. Management or their designee are the only person(s) allowed to adjust volume and change music channels.

The use of radios, MP3 Players, Ipods and in-ear devices is prohibited.

- Termination - Employees who voluntarily leave the service of (STORE NAME) are requested to give at least two (2) weeks notice *in writing* prior to terminating. Managers and department managers are requested to give at least four (4) weeks notice in writing. All keys, aprons, manuals, name tags or any other company property must be turned in *and all suspended sales must be paid for* prior to receiving your final paycheck and all accrued benefits.

- Terms of Employment - Employment with this organization is not for any set period of time. This means you are not working under a job contract. As circumstances dictate, your employment and

compensation may be terminated by you, or (STORE NAME), at your own free will or at the will of the (STORE NAME) at any time, with or without cause. This at will termination policy cannot be changed except in writing and then only when signed by an officer of the organization.

- Conclusion - If you have any further questions regarding these policies, please ask the General Manager.

Benefits may be changed or added from time to time so that (STORE NAME) can continue to provide employees with a comprehensive benefit package. Any changes in benefits or policies will be communicated to you by Management.

Now that you have read this handbook, we ask that you take responsibility for understanding its contents.

After having read this handbook for the first time, some people might find the amount of information overwhelming.

Please know that these guidelines were designed to make your job—and ours—easier and to assist us with working together as a team toward common goals. One of the most important of these goals is to create a working environment where trust, mutual respect and joyfulness reign.

We hope that you enjoy being part of the (STORE NAME) team and that you take pride in what we accomplish together. As we each do our jobs to the best of our ability, we are providing a valuable service: we are making healthy, wholesome foods available to thousands of people in our community as we create an atmosphere where shopping - and working - are enjoyable and fulfilling.

Welcome to (STORE NAME)

7-4-13

I acknowledge receipt of my personal copy of the (STORE NAME) Employee Handbook, which supersedes all previously issued personnel policy documents. I am aware that the Handbook summarizes the employee relations policies and practices currently in force.

I understand and agree to abide by the policies of (STORE NAME) as stated in this Handbook. I understand policy and procedure changes may be made from time to time. I am aware that I will be notified by Management of such changes at that time.

Signature of Employee

Date

Please sign and date this form and return to (STORE NAME).