

# *Digby's* **MARKET**

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SIMPLE • FRESH • FOOD



# **DIGBY'S PROMISE**

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**We provide quality, simple,  
fresh food at a value to our  
community, with honest  
and sincere service.**

# **DIGBY'S MOTTO**

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**The Friendships of those we serve  
is the foundation of our Progress.**

# **DIGBY'S QUALITY PROMISE**

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**Treat others the way  
you want to be treated.**

**If you would not buy it for your family,  
Please do not sell it to their families.**

# DIGBY'S CORE VALUES

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## **EXCEPTIONAL SERVICE**

Guest Service is an integral part of serving our community and creates value and trust in our Team and Guests. We go the extra mile to walk our guests to the product, greet each guest that enters our doors and provide a fun place for our team to work.

## **VIBRANT WORKPLACE**

Diversity, inclusion, teamwork create a vibrant fun workplace, which we feel is the lifeblood of a good business.

## **QUALITY**

Quality in the products we offer, Knowledge from our team, and exceptional service create Quality in all aspects of what Digby's stands for.

## **COMMUNITY**

Digby's Market a Locally owned and operated Grocery store, and as such we are big supporters of this amazing place we call home. We feel that as a destination for many people, it is our duty to bring in locally produced items and make more people aware of the amazing place we all call home.

# THE DIGBY'S DIFFERENCE

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## **10-4 RULE**

- In general, if a guest is within 10 feet of you, you should greet them within 4 seconds
- This shows our guest that Service is top priority.

## **Swoop and Scoop**

- While walking to and from your tasks, if you see trash or an item on the ground, swoop down and scoop it up.
- This helps keep the store and grounds looking clean and orderly

## **Walk to Item**

- At Digby's, Service is our top priority. When a guest asks where an item is located at, instead of telling them or pointing to the aisle, walk them to the product to show them where it is located. This is also a great opportunity to ask if they are finding everything else alright or strike up a conversation.

## **Please and Thank You**

- "Please" and "Thank You" go a long way when talking to Team Members and Guests. Always start and end the conversation with "Please" and "Thank You", to show others that you sincerely care.

# SAFETY

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## SLIP TRIP AND FALLS

- If you see a spill, please stay by the spill and request another team members help with the cleaning, so a guest doesn't slip while you are getting cleaning supplies.

## SERVICE 89

- If you witness an accident, calmly page over the intercom system, "Service 89" to the location. This will notify Management that there is an emergency without alerting all guests of the emergency.
- Please maintain a neutral stance on how or why the incident occurred.

## WORKPLACE INJURY

Prevention is most important, **always** make sure Safety guards are properly working on equipment and that you are wearing the proper Protective Equipment

If you are injured:

- **Notify your supervisor immediately.** Fill out the injury form completely. Your Supervisor will fill one out as well
- **Seek Medical treatment if necessary.** You will be taken to WorkMed or the ER. **DO NOT DRIVE YOURSELF**, your safety is the most important.
- **Return all paperwork to your Store Director.**

# **DRUG FREE WORKPLACE**

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Keeping our team safe is our Top Priority. Illicit Drug and alcohol use before or during your shift will not be tolerated.

We may implement any of the following Drug/Alcohol testing at any time.

**PRE-EMPLOYMENT**

**POST ACCIDENT**

**RANDOM**

**REASONABLE CAUSE**

If you have concerns that a Team Member, Guest or Vendor may be under the influence of Drugs or Alcohol, please notify the closest supervisor immediately.

Under 18? Print and have your guardian sign the Parental Consent form



# HARASSMENT AND WORKPLACE VIOLENCE

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Digby's Core Value of a "Vibrant Workplace" is very important and we want to celebrate all diversity with inclusivity.

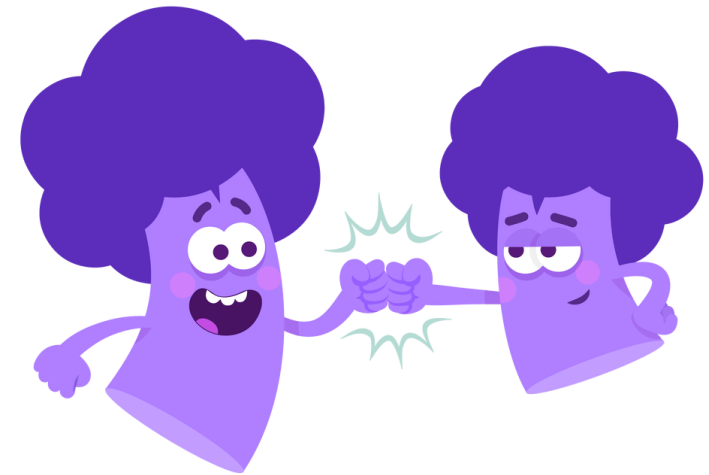
Harassment and Workplace violence will not be tolerated. Our goal is to provide a safe place for Team Members and Guests.

This includes, but not limited to

- Physical injury
- Threatening remarks
- Hostile behavior
- Damaging property
- Weapons

If you witness any Harassment or Violence, contact your Supervisor or Store Director.

This type of conduct will not be tolerated!



# SHOPLIFTING

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Talking to the guests reduces shoplifting.

- With a smile, greet each guest with “Hello, What can I help you find?”

If you notice someone shoplifting, please notify the closest Supervisor immediately and they will handle the situation from there.

With any situation like Shoplifting, Robbery, or Violence, **Your Safety is our top priority!**

Everything in the store is insured and replaceable except YOU.

Stay safe during any situation.

# GUEST SERVICE

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**Service is king!** This is what sets us apart from all other competition

While interacting with Team Members, Guests, or Vendors, keep in mind that you never know what is happening in someone else's life, so your interaction can play a huge role in how someone responds.

Quick Tips:

- Listen
- Empathize
- Acknowledge
- Actions speak louder than words
- Always use "Please" and "Thank You"

# TEAM UNIFORM

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Tan Polo will be issued upon hire. Extras can be purchased at the Service Desk.

Blue Jeans should be free of rips, tears, and excess pockets

It is your responsibility to launder and keep your uniform clean and neat.

If Aprons start to look worn, please replace with a new one in the Break Room.

Nametag is to be worn at all times

Closed Toed Shoes

Jewelry, Piercing, and Tattoos should be free of offensive or obscene images or gestures



# PAY DAY

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Direct deposit is the fastest way to get paid! If you elect not to use Direct Deposit, your paycheck will be mailed to the address on file.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3 <i>Payday</i>	4	5
6 <small>BEGINNING OF WORK WEEK</small> <i>Sunday</i>	7	8	9	10	11	12 <small>END OF WORK WEEK</small> <i>Saturday</i>
13	14	15	16	17 <i>Payday</i>	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Pay stubs will be available to view at [Digbysmarket.com](http://Digbysmarket.com) - Team Member portal

# **BREAKS AND LUNCHESES**

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Digby's Market provides both Part and Full Time Team Members Rest and Lunch Breaks

4 HOUR SHIFT = 10 MINUTE PAID BREAK

6 HOUR SHIFT = 30 MINUTE UNPAID BREAK

Please schedule these breaks with your supervisor.

# **TEAM PURCHASES**

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Always buy the product before you eat it. Keep or tape your receipt so there is no question as to whether it was purchased or not.

Damaged or out of date product is not to be consumed or taken home. It will be handled at managements discretion.

# FULL TIME VS PART TIME

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Part time is less than 30 hours per week

Full time is more than 30 hours per week





# VACATION PAY

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Part Time and Full Time Vacation

Vacation hours are accrued and can be used after 1 year of your date of Hire

View the Team Handbook for breakout.

Please fill out a Vacation request form at the Service Desk to use your Vacation Pay



# HOLIDAY PAY

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Digby's believes family time is very important.

Full Time Team Members will receive Holidays off after 90 days of employment.

**New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.**

All hourly Team Members will be paid Time and a Half if they are scheduled and work on any of these Holidays.

Digby's has chosen to be Closed on Sundays, Thanksgiving Day, and Christmas Day so you can be with your Family.

# PERSONAL LEAVE

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Full Time Team Members will receive 3 Days paid Time off (based on average hours worked weekly) each year.

Available to use after the first 90 Days of Full-time employment



# SICK PAY

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Full Time Team Members will begin accruing after 90 days

Team Members will accrue approximately 4 hours per month with a maximum of 240 hours

To request to use Sick Pay, please fill out the form at the service desk .



# **BEREAVEMENT PAY**

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Digby's knows loss can be hard.

In case of death to an immediate family member, we offer bereavement pay to full time team members.

Please fill out form at the Service Desk to receive Bereavement Pay

Part time can receive unpaid time off as needed. See Handbook for breakdowns.

# MEDICAL, DENTAL & VISION

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Full Time Team Members are Eligible for a comprehensive Benefits Package, available the first of the month after Hire.

If you qualify, a packet will be given to you with plan documents.

If you choose not to sign up for Benefits through Digby's we will have you fill out a form to opt out.



# 401K RETIREMENT PLAN

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Must have worked 12 consecutive months at Digby's Market

21 one years old

20 + hours per week

Digby's will match .5% for every 1% up to 3%

# **FAMILY MEDICAL LEAVE ACT (FMLA)**

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Digby's Market Family Medical Leave Policy allows eligible Team Members to take off up to 12 weeks of unpaid leave for Various Reasons.

Leave is unpaid and usually for these reasons

- Birth or adoption of a child
- Serious illness or injury
- If your spouse, parent, or child is seriously ill
- For special requests
- Military assignments

In order to Qualify for FMLA

- Must have continuous employment for 12 months and 1250 hours in that year
- Must complete paperwork 15-30 days in advance of leave, if possible



# **POLICIES AND PROCEDURES**

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**Cell phone policy** - please do not use unless for work purposes or on break

**Tips/gifts** - not expected, but if offered you may take.

**Please enter and exit the store** through the front entrance during hours of operation.

**Computer policy** - work purposes only

**Team Parking** – Southwest corner of the parking lot

**Mileage** – Fill out form for Time Travelled and Mileage

**Proper 2-week notices** – Will result in you being able to be rehired and with vacation pay payout.

# WELCOME TO THE TEAM

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We are so Excited to have you be a part of the Digby's Team!

