



# FARMHOUSE GROCERY

Employee Handbook

Shoshone, Idaho

Revised APRIL 2022

*WELCOME TO FARMHOUSE GROCERY INC. (“FarmerHouse Grocery” or the “Company”). You have joined a successful company where we delight in our customers. With our dedication to innovation, service excellence, and growth, we provide quality products and services at affordable prices that customers can afford.*

**FarmHouse Grocery Slogan:**

**FarmHouse Grocery Mission Statement:**

We are committed to providing quality products and services to our customers in the community. We will provide unparalleled service while enriching the lives of all of our customers. We are a safe and enjoyable work environment for our employees.

**FarmHouse Grocery Core Values:**

- **Teamwork** – We achieve goals through high-performance and collaboration.
- **Community** – We are passionate about the communities we reside and are good citizens in the communities we serve.
- **Service Excellence** – We put the customer first and will continue to deliver on our promises.
- **Integrity** – We uphold the highest standards of integrity in all our actions.
- **History** – We look to the past to help us prepare for the future.

One of our goals is to maintain a productive and positive work environment where teamwork and cooperation abound. We recognize that all employees are vital for the success of FarmHouse Grocery

## **PREFACE**

If you are reading this congratulation, you have been selected to be part of one of the most creative, exciting, and enjoyable teams you will ever be a part of. We are excited you have chosen to join the Farmhouse Grocery Team and help us serve the customers of Shoshone, Idaho and the surrounding communities. It is our hope that you will come to work with an excited attitude ready to hit the ground running and help make this a great place to work.

The information in this employee handbook describes many of the responsibilities as an employee and outlines the programs developed by Farmhouse Grocery to benefit the employees.

The following policies are designed to inform and provide you with information about working conditions and the policies affecting your employment. It does not, however, create a contract of employment. You should read, understand and comply with all requirements.

All employment benefits cease immediately upon termination of employment, unless specifically stated otherwise.

THE INFORMATION LISTED HERE DOES NOT CREATE A CONTRACT OF EMPLOYMENT. EMPLOYMENT AT FARMHOUSE GROCERY IS "AT WILL" AND THERE IS NO SPECIFIED LENGTH OF EMPLOYMENT. AS AN AT-WILL EMPLOYEE, EITHER YOU OR FARMHOUSE GROCERY CAN TERMINATE THE EMPLOYMENT RELATIONSHIP AT WILL, WITH OR WITHOUT CAUSE, WITH OR WITHOUT NOTICE.

No employee policy can anticipate every circumstance or question. FarmHouse Grocery reserves the right to revise, supplement, suspend or rescind any policy from time to time as it deems appropriate, at its sole and absolute discretion. You will receive notice of any such changes, but you may not receive notice in advance of the change.

To the extent that any provision in this handbook conflicts with any provisions of law, they shall be deemed modified, but only to the extent necessary so that they will comply with the applicable provisions of statutes, state or federal, now in affect or passed in the future.

## **OUR COMMITMENT TO EQUAL OPPORTUNITY**

Our company is strongly committed to providing equal employment opportunity for all employees and applicants for employment. All employment decisions at Farmhouse Grocery including those relating to hiring, promotions, transfers, benefits, compensation, placement, and termination – will be made without regard to race, color, religious creed, national origin, citizenship, marital status, sex, gender, pregnancy, age (40 and over), disability, US Veteran, genetic information, gender identity, or any other characteristic protected by law.

All personnel are reminded that each employee is at all times to be treated courteously by fellow employees, so that he or she is free from discrimination, harassment, or interference based on factors such as those mentioned above. Harassment is defined as unwelcomed or unsolicited verbal, physical, or sexual conduct which interferes with an employee's job performance, or which creates an intimidating, hostile work environment. This may include conduct directed while working by non-associate or away from the office or during company sponsored events.

Any employee or applicant who believes that he or she has been subject to discrimination or harassment, or any violation of this policy will be investigated promptly and remedied appropriately.

FarmHouse Grocery will not in any way retaliate, or allow retaliation, against individual who makes a complaint, opposes action in violation of this policy, reports a possible violation of this policy, or participates in any investigation or proceedings related to any such complaint. Any person found to have retaliated against another individual will be subject to discipline, up to, and including termination.

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## **Customer Service**

Employees should treat customers to a pleasant retail experience to ensure that we retain their loyalty. This includes smiling, looking customers in the eye, and saying, “thank you,” after a purchase. Employees are expected to be accurate, polite, enthusiastic, and knowledgeable about the products and services sold in our store. Employees should show respect for customers, colleagues, and management.

## **Hygienic Practices**

All employees must follow hygienic practices. Please follow these procedures:

- Come to work clean and use good hygiene.
- All employees must adhere to guidelines and regulations regarding food preparation and serving as enforced by the state.
- Keep hands away from your face, hair and other contaminated areas while working in the deli and handling food.
- Use the handwashing sink with paper towels while in the serving area.
- Wash hands after using the restroom.
- Keep clothing appropriate for work hours and as clean as possible.
- Do not come to work if you are ill – **STAY HOME**.
- Wear hairnet when working in the deli

## **Dress Code**

Please come to work in clothes you find comfortable to wear. All FarmHouse Grocery employees are expected to wear a FarmHouse Grocery shirt and apron while on duty with the company name tag. Company shirts and aprons are to be laundered by employee and kept neat in appearance. Please keep in mind that as an employee, you are a representative of this company, and an important part of your job is aiding in the development and maintenance of a favorable public attitude toward FarmHouse Grocery.

No open toed shoes are allowed while on the sales floor. Closed toe shoes are required. For individuals that have piercings, please remove all piercings before your scheduled shift except for 1 set in the lower ear lobe. If tattoos are excessive on the arms, they are to be covered up to your best ability. No facial piercings are permitted while clocked in.

Hats are welcome at FarmHouse Grocery, and we would invite you to wear the FarmHouse Grocery hats when available. Make sure that any shorts are at or below knee’s length. Anyone wearing shorts too short will be sent home to change.

## **Threatening, Abusive, or Vulgar Language**

Employees are expected to treat everyone they meet through their jobs with courtesy and respect. Threatening, abusive, or vulgar language has no place in the workplace. It destroys morale and relationships, and it impedes the effective and efficient operation of business. As a result, threatening, abusive, or vulgar language will not be tolerated from employees while they

are on worksite, conducting Company business, or attending company related business or social functions. If you have any questions about this policy, contact Management. Employees who violate this policy will face disciplinary action, up to and including termination.

## **Attendance and Punctuality**

You have a key role at FarmHouse Grocery. Attendance and punctuality are essential. FarmHouse Grocery pays you for the time you work. It is important that you understand your schedule, what is considered work time, and how your work is tracked. Each department head will create and maintain working schedule. We have found that this type of schedule will create a more enjoyable workplace, allowing you the flexibility you need to maintain that family/work lifestyle.

## **Work Hours**

During summer, FarmHouse Grocery is open from 8 a.m. to 9 p.m. Monday through Sunday. During winter, FarmHouse Grocery closes at 8 p.m. every day, Sunday hours will remain the same. You will be informed of the hours you are expected to be at work. Management will also inform you of scheduled breaks, if any. You may take a restroom break at any time. Those individuals that are scheduled nine hours will be required to take a one-hour lunch break; time will be scheduled with your daily schedule.

All full-time employees that have been with FarmHouse Grocery for a year or more will begin to receive paid vacation. Full time employees are those individuals that work 38 hours or more after a full year. If you work 38 hours or more per week, you will receive 30 hours paid vacation per year. If you will be taking three or more days off at a time, we require a one month notice for scheduling purposes. It is the employee's responsibility to track their vacation. If vacation time is not used in the current year it is forfeit.

FarmHouse Grocery will be closed on Christmas Day. On all other holidays employee will be paid regular wage for working. Holidays can be requested off by employees but will not be guaranteed as shifts will need to be covered.

Recording the time for another employee is strictly prohibited. Falsification of time records, which includes changing hours or not reporting all hours worked, is unacceptable conduct and will result in discipline, up to and including termination of employment. Mistakes in time records should be reported promptly to management. FarmHouse Grocery will use a digital timeclock for timecard accuracy.

## **Work Schedule**

As with the different seasons FarmHouse Grocery can be busier or slower depending on the season. FarmHouse Grocery does not guarantee any individual with a certain number of hours. A full-time employee is considered to work between 30-40 hours a week versus a part time

employee who works 10-28 hours a week. Hours can and will be cut dependent upon the season and how busy FarmHouse Grocery is in that current time period.

## **Breaks**

We provide all employees who work more than [eight hours] on a given day with a [30 min to an hour] meal break. These breaks are generally unpaid for non-exempt employees.

Our employees can take one paid [10 min] rest break for every four hours worked. Employees may take reasonable toilet breaks, whenever they need to as part of their workday.

We want our employees to feel well and be productive while working. IF you become indisposed or experience another issue, ask your manager for an impromptu break. Ask for sick leave if you do not feel well enough to perform your job duties.

Employees who voluntarily work through their break periods will not be permitted additional compensation.

## **Payroll**

All employees will receive their paycheck on a biweekly schedule. Weeks will begin on a Sunday and end on a Saturday. For example, if you work April 23<sup>rd</sup> – the 6<sup>th</sup> of May you will be paid on the 12<sup>th</sup> of May and then again on the 26<sup>th</sup> of May. Please see management for a payroll schedule.

**\*\*FarmHouse Grocery does NOT offer cash advancements on payroll checks. \*\***

## **Payroll Deductions**

Paychecks reflect total earnings for the pay period, as well as any mandatory or voluntary deductions. Mandatory deductions are deductibles that are legally required by law federal or state. Such deductions include federal income tax, Social Security & Medicare, and any other applicable state taxes.

If an employee terminates employment with FarmHouse Grocery or is let go, the employee will be charged on their last check no less than \$40 and no more than \$100 for employee uniforms and any additional items such as knives, gloves, hats etc. that the employee needed to perform their job.

## **Unscheduled Absences**

If you are unable to report to work at your scheduled time, you must contact management as soon as possible to inform him or her of when you will arrive. FarmHouse Grocery recognizes that there may be times when you are unable to work because of illness or personal emergency. If this happens, you must find a replacement and notify your manager. The



replacement also needs to notify the manager. All parties involved in a shift exchange must fill out the Employee Shift Change form.

Careful record of absences will be kept and will influence performance appraisals to the extent permitted by law. If you are absent for three or more days due to an illness or injury, you may be required to obtain a physician's statement to return to work.

Unscheduled absences place an unfair burden on co-workers and should be avoided. In addition, there may be a time you need a reference from FarmHouse Grocery, and it would be essential to leave a favorable impression.

## **Discipline**

Unscheduled absences, including late arrivals and early departures, will result in discipline, up to and including discharge. Any employee who is absent for two working days without notification is deemed to have resigned voluntarily.

Employees will receive warnings for the first unscheduled absence. The employee and supervisor will discuss the incident(s) and sign a written notice of the warning that will be kept in the personnel files. On the second offense, the employee will be discharged, if no appropriate reason is given. FarmHouse Grocery is willing to work with the employee (s) to continue at our place of work. We want you to exceed in your career path.

### **Oral Warning**

When an infringement of a work rule occurs, a manager may visit with the employee about the incident. An oral warning alerts the employee that the behavior is unacceptable and gives the employee an opportunity to show improvement. Keep in mind that FarmHouse Grocery may consider the infraction to be of such severity that immediate termination of employment will occur.

NOTHING IN THIS POLICY IS INTENDED TO LIMIT IN ANY WAY FARMHOUSE GROCERY OR AN EMPLOYEE'S RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT ADVANCE NOTICE.

## **Alcohol and Drug Use**

Employees are prohibited from reporting to work or operating a company motor vehicle or equipment while under the influence of alcohol, illegal drugs, narcotics, substances or chemicals not medically prescribed. Using, possessing, having in one's bodily system, distributing, selling or being under the influence of controlled substances, unauthorized drugs or narcotics while on FarmHouse Grocery property or during work time will result in disciplinary action, up to and including immediate dismissal.

Employees should use prescribed medication in strict accordance with the physician's prescription. If the prescribed medication causes drowsiness or otherwise impairs the

employee's ability to operate a vehicle or perform assigned duties, the employee must notify his or her supervisor immediately.

## **Selling Alcohol or Tobacco to Minors**

In the interest of FarmHouse Grocery and its employees and customers, we will NOT under any circumstance sell alcohol to minors. All customers that look younger than 30 years of age will be carded. If an employee is found selling alcohol to a minor, they will be terminated on the spot and will be responsible for any monetary charges or fines occurred to the business. All fines will be collected in full from the employee who sold to the minor. Additional punishment will be upheld and in accordance with the Idaho State Law.

## **Company Food**

It is FarmHouse Grocery policy that employees pay for their food, whether the food is consumed at the store or taken home.

All food to be paid for before consumed. All employees must have another clerk ring in your purchase, and you must have the receipt in your possession when consuming the food in the store. If a charge account is held by an employee may be paid in full with good standings every month.

## **Terminating Employment**

Should you leave FarmHouse Grocery, you should be aware of the following guidelines to ensure that your separation is as smooth as possible. Although not required, we ask that you give at least two weeks' notice. Your notice should be in writing, indicating the reasons for leaving and the termination date. This process gives us time to begin searching for your replacement and minimizes the workload on your co-workers.

Any employee that terminates employment or is terminated is required to return all company property (clothing, keys, knives, etc.) if all items are not returned there will be a minimum of \$50 deducted from the employee paycheck to cover those expenses.

## **Accidents and Injuries**

We must all work to improve workplace safety and prevent accidents. When an accident does happen, the injured person should be treated as quickly and competently as possible. There are first aid boxes in the building, and you should know where to find the one nearest your work area. If more than first aid is needed, the injured person should be taken to a hospital. Call 911 in the case of severe injuries or unconsciousness. The injured person should not be moved until competent medical advice is obtained. In the case of a minor injury not requiring emergency attention, you may arrange to see a physician at your personal discretion.

Employees must report an injury to their immediate supervisor, preferably in writing, as soon as reasonably possible and in all events within 24 hours of the accident or injury. The supervisor

should obtain all the necessary information for workers' compensation and OSHA records. This information should be given to the human resources representative as soon as possible.

### **Smoke-Free Environment**

Our facility has been designated as a smoke-free building. Smoking, therefore, is prohibited in all areas inside the building. Your assistance in maintaining a smoke-free environment inside the building is appreciated.

Smokers need to use their regular breaks and proceed to an area south of the building in using the appropriate disposal of such products to not litter.

### **Serving Family, Friends, & Loved Ones**

In the interest of maintaining a comfortable environment for our customers as well as professional and fair workplace for all our employees that following rules will be adhered to with no exception:

1. Employees are not allowed to wait on or checkout family members, close friends, or loved ones.
2. While clocked in employees will not be allowed to visit with family members, close friends or loved ones. This includes phone calls, text messaging, etc.
3. Employees should encourage their family, friends, and loved ones to comply with this policy.
4. Employees are not to ring up or invoice their own purchases.

Failure to comply with this policy will result in disciplinary action including loss of hours, docking of pay or termination.

### **Check Cashing Agreement**

1. We will not accept out of area checks. Cashiers will not accept checks written on a bank that is out of our area. (In area means Shoshone and other communities in the Magic Valley). When in doubt, check with store management.
2. All checks must have a physical address and cashier must get I.D. information from the customer and write the information at the top of the check. Cashiers will ask for two forms of I.D. for customers that they do not know. One must be a photo I.D.
3. No 2-party checks or payroll checks will be excepted
4. All checks must be fully written out. If the "Pay to the Oder of" line is blank, cashiers will not accept the check.
5. Checks will not be accepted on new accounts that do not have information printed in the upper left-hand corner.
6. Checks that are accepted will be only for the exact amount of the purchase. Customers may not receive cash back from their check. Cashiers that do so will be responsible for the cash given back.

7. A check cashing agreement will be signed by new employees to signify their understanding of the policy.

## Cash Drawers

1. Open Cash Drawer only when making a transaction.
2. Close Drawer before you package merchandise.
3. Never leave an open drawer unattended.
4. Notify the lead on shift when you build up excess cash in your drawer so it can be moved to a more secure location.
5. Never count cash in front of customers. Always count the contents of the drawer in a secure space.
6. Always lock the cash drawer.
7. Once the store is closed, place the cash drawer in the safe to be locked up for the night.

## Unpacking Merchandise

Company freight is received every Tuesday & Friday for FarmHouse Grocery location. When processing freight please follow these following guidelines:

1. Use long handled snips when cutting metal straps.
2. Never have your blade fully extended when cutting tape from a box.
3. When cutting shrink wrap with a blade, always cut away from you or your co-workers.
4. Visually inspect for sharp object or other hazardous materials.

When stocking shelves remember to face the product brining the old product to the front and placing the new product to the back of the shelf or peg. By doing this it helps with preventing expired product.

Lifting heavy items is one of the leading causes of injury in the workplace. When employees use smart lifting practices, they are less likely to suffer back strain. See OSHA training for more details.

## Cell Phone Policy

Cell Phones **are not** allowed on the sales floor. Employees are required to leave their cellular devices in their vehicles or back locker. If you are found with your phone while on the clock you will be given two verbal warnings, then a written warning, and finally a dismissal. This is to ensure the best customer service for the customers of FarmHouse Grocery and that the employee is not distracted. If a cell phone must be kept with the employee, please receive the proper permissions to stay in accordance.

## Employee Theft

FarmHouse Grocery will not tolerate monetary or property theft of any type. We consider property theft to include the unauthorized use of company services, or its facilities as well as the taking of any unauthorized property for personal use. No item purchases or supplied by the company should ever be removed from the company premises without the expressed

authorization of Jason. Employees that violate this policy will be subject to discipline up to and including termination and prosecution.

## **Confidentiality & Trade Secrets**

FarmHouse Grocery success is based on unique products and services. Product ingredients, company strategies and programs, and franchise information are considered strictly confidential. While employed by the company, all patents, copyrights, inventions, or other intellectual property that have been created by an employee will be the property of FarmHouse Grocery.

Information is part of what makes the company competitive. During employment at FarmHouse Grocery, employees will periodically learn sensitive information. It is important for the health of the business and for the well-being of the employee, who depends on this business for their livelihood, that all information remains confidential. Employees who improperly disclose sensitive information, confidential information, proprietary information, or trade secret information to anyone outside of FarmHouse Grocery will face disciplinary action, up to and including termination. Therefore, FarmHouse Grocery encourages employees contact their manager with any questions concerning this policy. After an employee leaves the company whether on their own free will or termination, they are still legally prohibited from disclosing sensitive, proprietary, trade secret, or confidential information. Such disclosure from an employee could be subject to legal ramifications.

## **Use of Personal Vehicle**

From time to time, it may be necessary for you to utilize your vehicle for pre-authorized company business. Mileage will be reimbursed at the rate which is set by the Internal Revenue Service. Any associate who routinely drives or occasionally operates a company owned vehicle or personal vehicle will be required to show evidence of qualification to operate such vehicle or vehicles, including possession of a valid and legal driver's license.

## **Use of Company Vehicle**

FarmHouse Grocery has invested in company vehicles so employees can use them during business hours in place of their own vehicles. This will allow the employee to save wear and tear on personal vehicles and eliminate mileage tracking. Please keep them clean and remove any trash or personal items when finished using the vehicle. Please immediately report any accidents, mechanical problems, or other problems to the owners. Only authorized individuals are allowed to use company vehicles. Cell phone use is prohibited while driving company vehicle. If employee is found using cellular device, they will be fined up to \$50 for the first offense. A second offense will lead up to dismissal from using vehicles. Employees that expect to use company vehicle are required to have a valid driver's license. Company vehicle may not be operated while under the influence of drugs or alcohol. Smoking is prohibited while driving company vehicle. Violating this policy in any way may result in a disciplinary action, up to and including termination.

## **Expense Reimbursement Policy**

In the course of your duties as an employee of FarmHouse Grocery, you may be required to pay for goods/services that allow you to do your job. Any eligible expenses that you incur on behalf of FarmHouse Grocery will be reimbursed in full.

#### 1. Qualifying Expenses

FarmHouse Grocery will reimburse all part and full-time employees for all qualifying expenses, including:

- Travel for business purposes.
- Conference fees.
- Accommodations while attending meetings, conferences, etc.
- Office supplies.
- Software required for work.
- Professional certification/membership fees.

Employees should always get approval for reimbursement from their supervisors before incurring a work expense.

#### 2. Non-Qualifying Expenses

There are certain expenses that FarmHouse Grocery will not be held responsible for, including:

- Lost personal property.
- Unauthorized meals/entertainment.
- Fines incurred while operating a company vehicle.
- Unauthorized flight upgrades, accommodations, etc.
- Expenses for spouses who accompany employees on business trips.

#### 3. Procedure

In order to ensure that you are reimbursed for work-related expenses, follow these steps:

- Always keep receipts and submit them within 3 business days.
- Affix all applicable receipts to the expense reimbursement form.
- Submit the form to company owners.

The Rate for personal vehicle use is \$0.40 a mile. To be distributed by either the Store Manager or the Owners. This rate is in conjunction with Federal and state regulation laws.

## **Insubordination**

FarmHouse Grocery operates on a system of mutual respect between managers, department heads, and employees. Managers and leads must treat employees with dignity and understanding, and employees must show due regard for their managers and department heads authority. Insubordination occurs when an employee unreasonably refuses to obey the orders or follow the instructions of their managers or leads. Insubordinate employees will face disciplinary actions, up to and including termination.

## **GENERAL SAFETY RULES FOR EMPLOYEES**

1. Follow instructions, take no chances; if you do not know, ask for proper job instructions from your supervisor.
2. Report immediately to your supervisor any condition or practice you think might cause injury to yourself or other employees, or cause damage to property and equipment.
3. Put everything you use or handle in its proper place. Disorder causes injury, wastes time, energy, and material.
4. Keep your work area clean and orderly. Use the right tools and equipment for the job, practice safety on the job.
5. Prescribed head, eye, ear and foot protection must be worn at all times. Always use other approved protective equipment as required to perform various jobs. Maintain the condition of the protective equipment.
6. Do not engage in horseplay, friendly or otherwise. Taking short cuts and running will be avoided. Restrict yourself from distracting others.
7. When lifting, bend your knees, grasp the load firmly, and then raise the load, keeping your back as straight as possible. Always get help for heavy loads.
8. Always be "alert" -- research studies have indicated that 80% of all accidents are due to carelessness.
9. Always obey specific rules, signs, and instructions as posted. These safety rules are for your protection.
10. Perform your job in a safe manner - - - REMEMBER, YOU ARE RESPONSIBLE FOR YOURS AS WELL AS OTHERS SAFETY

## HANDBOOK ACKNOWLEDGMENT

I hereby acknowledge I have received a copy of FarmHouse Grocery Employee Handbook. I understand that the policies and procedures set forth in the handbook are not an express or implied contractual guarantee regarding my employment relationship with FarmHouse Grocery, nor do they represent contractual terms of employment. I understand that it is my responsibility to carefully review the employee handbook and ask my supervisor about any of the material that is unclear to me. I also understand that FarmHouse Grocery, at its option, may change, delete, suspend or discontinue any part or parts of this handbook at any time without advance notice.

This handbook is applicable to all employees. No one other than the Owners of FarmHouse Grocery (Jason and/or Emily Pollard) may alter or modify any of the policies in the handbook.

Any future revisions of the handbook will replace the prior versions of the handbook.

I have read this acknowledgement. I further understand and agree that my employment relationship is for no definite duration and my employment may be terminated at any time and at the option of either FarmHouse Grocery or myself as either of us find necessary or appropriate.

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Employee Name (Please print)

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Signature of Employee

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Date