General Work Policies

Rules for a Reason

Clear and consistent policies lead to efficient workflows and a happy workforce. Workplaces with lax or nonexistent policies quickly become chaotic.

The key to an orderly workplace is the implementation of standards for on-the-job behavior.

General work rules create parameters for behavior

Consequences are in place for those that violate the rules

Code of Conduct

The Code of Conduct provides the major areas of behavior that are expected of you

The Code of Ethics provides standards for such behavior that reflect the company’s values

ID Badge

* All employees are required to wear their ID badges at all times
* If an employee forgets his/her ID badge, he/she will be sent home to retrieve it. That employee will be docked pay for the time it takes for that employee to go home and retrieve his/her ID badge
* ID badges must be worn above the waist
* ID badges must have the ID side facing forward, not turned over

Attendance

* You are expected to begin working when your shift begins. If you start at 9am, then you should be at your workstation at 9am beginning work, not arriving, putting you bags down, hanging your coat, getting your coffee, etc.
* When ending your day, you are expected to end work at the end of your shift. You should not be packing up your things, putting on your coat, and standing by the door.
* You are being paid for 8 hours, you are expected to work for 8 hours, not 7 hours and 40 minutes.

Time Clock

* The time clock is meant to hold both you and the company accountable. It ensures you have been provided appropriate break times as required by law, and ensures you are paid for the hours you’ve worked.
* You may clock in no earlier that 15 minutes before your shift
* If you clock out after 15 minutes after your shift, you must obtain approval from your manager for overtime.
* If you forget to clock the times for your breaks or lunch, inform a manager so the time can be entered.

PTO

Paid Time Off (PTO) includes:

* Vacation Time
* Sick Time
* Personal Time

Hours of time off are accrued per pay period

Hours are not rolled over into the next calendar year. It is a use it or lose it policy.

Any time off must be requested 1 month in advance and approved by your manager.

If you are off due to illness or emergency, a doctor’s note must be submitted upon your return verifying cause for the time you took off.

Emergencies

If you are sick or have an emergency and cannot come to work, you are instructed to inform your manager as early as possible.

Be considerate of the efforts needed for others to accommodate you not being at work performing your role.

Breaks

By law, you are required to take a 15-minute break every 4 hours, and take an additional 30 minute break in an 8 hour shift.

Depending on your position, you may take two 15-minute breaks and a 30-minute lunch break or a full hour lunch break. Clarify with your manager how you should be taking your breaks.

Hygiene

As an employee of this company, you are required to maintain the following hygiene:

* Shower daily
* Maintain good oral hygiene daily
* Use deodorant daily
* Depending on your position, you may be allowed to wear perfume or cologne in modest amounts. Check with your manager if it is appropriate for your position. Excess perfume or cologne that is uncomfortable that makes it difficult to breathe for those around you will require you to go home to wash off the excess.

Dress

Different jobs require different dress codes.

For this company, all employees are expected to abide to the following dress parameters.

* No see through shirts or pants
* No low cut shirts or blouses
* No tight fitting clothing
* Clothes should be clean and free of animal hair.
* Half inch heals may be worn, but high heels or stilettos are not permitted.
* If you wear a uniform, a clean, laundered, and non-wrinkled set should be worn each day

Accessories

* No clanking jewelry
* No excessive jewelry or large jewelry items such as large earring or rings.
* No facial jewelry except earrings (no nose rings, tongue rings, eyebrow rings, etc)
* If you have a tattoo, it may need to be covered. Clarify with your manager if this is required.
* Depending on your position, hair may need to be pulled back. Clarify with your manager if this is required.

Smoking

This is a nonsmoking workplace.

This includes no smoking on breaks outside the building.

Drug & Alcohol use

* This is a drug free workplace
* Anyone coming to work under the influence of alcohol or drugs will be sent to the emergency room at their expense.
* As part of your agreement to work for this company, you agree to random or spontaneous drug testing.
* If your behavior, demeanor, or physical presentation is characteristic of someone under the influence, you will be required to submit to a drug screen.
* If you refuse, you will be terminated on the spot.

Computer use

* Computer use is for work related activities only.
* Computer usage will be regularly and randomly audited.
* You are not to provide your login information to anyone
* If someone logs into a computer under your information and violates an policy or law, you will be held liable
* When you are away from your workstation, regardless of the length of time, you must log out of your computer.

Cell phone use

Cell phones are not permitted to be used during work hours

If a loved one needs to contact you for an emergency, they should call the workplace to your desk, or to reception, and someone will inform you of an emergency and you will be able to contact your loved one through a workplace phone.

Use of social media

* Use of social media is not permitted during work hours or on work computers
* You are permitted to access social media during your breaks on your personal device (i.e. cell phone, laptop)
* As an employee you are a representative of the company. Be aware that your behavior, comments, and posting on social media are not independent of your employment.
* Postings or comments that demonstrate bigotry, racism, or other forms of intolerance, or that may reflect negatively on the company, are grounds for disciplinary action and termination.

Gifts and gratuities

[*Determine which option best represents your company*]

Option 1

Gifts and gratuities are not permitted at the company. You are being paid to provide a service. Accepting gifts are grounds for disciplinary action.

Soliciting, implying or suggesting that a gratuity is required is grounds for disciplinary action.

Option 2

You are permitted to accept gratuities should the customer of their own volition offer one. Any solicitation, implication, or suggestion that a gratuity is in any way required, expected, or beneficial for better service is prohibited.

Any complaint by a customer of such behavior will be addressed with disciplinary action.

Option3

It is understand that employees make the majority of their income through gratuities at this company. Although it is not legally required, if a customer has refused to provide an appropriate gratuity, they have the legal right to do so. However, you may inform your manager who may either speak with the customer as to why no gratuity was left, or may ban the customer from further patronizing the establishment.

Option 4

The company does not permit employees to accept money gratuities from customers. However, small gifts that are meant as gestures of appreciate by customers are permitted. Some examples of these types of gifts can include:

* Food items such as cupcakes, cookies, candies, fruit basket
* Items that can be shared with the workplace such as break room supplies or decorations that can be hung or displayed.

If you are unsure if a gift can be accepted, check with your manager first *before* accepting. If you accept the gist, and it is inappropriate, you will face disciplinary action.

Confidentiality

Our company holds the confidentiality and privacy of our customers in high regard.

You are not permitted to discuss customers presence or purchases with other customers or employees.

Complaints and grievances

* A complaint is an informal representation of a problem.
* A grievance is a formal complaint submitted to the company through required channels.
* Any employee has the right to make a grievance.
* Employees are encouraged to lodge complaints with management to hopes of resolving matters quickly and easily.
* However, no employee is ever discouraged from addressing any issue they have with the company, its policies, or issues with coworkers.
* The company wants to be sure its employees are happy and feel heard. Any employee that has a concern, complaint, or grievance is strongly encouraged to make their issue known.
* The company cannot help improve things if it doesn’t know about them.