



## **Team Handbook – 2020 Version**

*If you have questions about the information included in this Handbook, please reach out to your manager or send an email to [policies@farmsworkwonders.org](mailto:policies@farmsworkwonders.org)*

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# 1. WELCOME TO FARMS WORK WONDERS!

## 1.1 THIS HANDBOOK

We prepared this handbook (the “Handbook”) to set forth the policies and procedures we use at Farms Work Wonders (“FWW”). You will find that we have included information on the most common topics. If you have questions about the information included in this Handbook or on topics not covered, please reach out to your manager.

This Handbook is not a contract, express or implied, nor does it guarantee employment for any specific length of time. Although we hope our employment relationship with you will be long term, either FWW or you can terminate the employment relationship at any time, with or without notice, with or without cause, to the extent allowed by law.

This Handbook supersedes and replaces all previous policies and procedures including, but not limited to, all memoranda or written policies which may have been issued on the subjects covered in this Handbook.

The policies and procedures included in this Handbook are guidelines only and are subject to change as FWW deems appropriate and necessary. From time to time, you may receive notice of new or modified policies, procedures, benefits, or programs. We comply with all applicable federal, state, and local laws and regulations concerning employer/employee rights and obligations.

At the end of this Handbook, you will find an acknowledgement page (FWW Form 01) that states you have read, understand, and will follow the policies and procedures set forth herein. It is your responsibility to ensure that you have signed and returned the acknowledgement page to your manager. Again, if you have questions about the information included in this Handbook or on topics not covered, please reach out to your manager.

## 1.2 WORKING WITH US

Each year, hundreds of employees, Junior Crew (as defined in [Section 7: Youth \(Junior Crew\) Employment](#)), and visitors participate in classes, tours, and special projects and events sponsored by the organization. They learn from guest educators, scientists, entrepreneurs, foresters, arts and humanities instructors, conservation advocates, and others who are using innovative and creative solutions to make a difference locally and globally.

We bring together people with diverse life and work experiences who want to work hard and think bigger. The talented people who work here collaborate to overcome barriers and don't back down from a challenge. Instead, they see possibilities and are willing to

experiment, challenge the status quo, and use every opportunity as a platform for learning. If that's you, then you've joined the right team, and we are so glad you are here!

Upon joining our team, you will be assigned a manager who will be your point-of-contact for day-to-day operations. Your manager is there to help you reach your greatest potential and to become a vibrant, successful, community leader. If you have questions about the information included in this Handbook or on topics not covered, please reach out to your manager.

### 1.3 ORGANIZATION STRUCTURE

Our organization structure is composed of the following levels:



If you have any questions on our organizational structure, please reach out to your manager.

## 2. GUIDING PRINCIPLES

Our guiding principles establish the framework for expected behavior and decision-making in how we take care of each other, ourselves, our visitors, and our community. In short, they are how we operate FWW and our commitment to doing the right thing every time. The policies and procedures contained in this Handbook strive to implement and embody these principles, and so should you.

All managers, employees, board members, consultants, contractors, volunteers, and others involved in the direct operation of FWW must adhere to the applicable policies and procedures contained in this Handbook.

Managers and employees who fail to follow applicable policies and procedures may face performance improvement action, including and up to immediate employment termination (see [Section 10.8: Performance Improvement Policy](#) for further information). Board members, consultants, contractors, volunteers, and others involved in the direct operation of FWW who fail to follow applicable policies and procedures may have their services immediately terminated.

So, what exactly are our guiding principles? They're everything you see below!

**1**  
**WE CARE FOR  
EACH OTHER**

When we care for **EACH OTHER...**

- We hold ourselves accountable to do our best work.
- We lend a helping hand when needed.
- We give credit to others, where credit is due.
- We are direct and say what's working and what isn't.
- We use constructive criticism and take the initiative to share ideas and take action to improve.
- We show everyone respect regardless of race, religion, color, national origin, ancestry, sex, age, blindness, disability (physical or mental), sexual orientation, gender identity, genetic information, marital status, pregnancy, or any other characteristic protected by law.
- We immediately report any behavior that contributes to an intimidating, hostile, or offensive work environment or that violates this Handbook.
- We never bully or stand by when someone else is being bullied.
- We proactively solve problems by focusing on the behavior, situation, or issue, not the person.
- We safeguard confidential information, including policies, procedures, recipes, manuals, or any FWW proprietary information.
- We ensure our work environment is clean and free from safety hazards.
- We reward achievement and celebrate success.
- We demonstrate high levels of ethics and behaviors that earn trust.
- We refer and hire people who embody our guiding principles.

**2**  
**WE CARE FOR  
OURSELVES**

When we care for **OURSELVES...**

- We hold ourselves accountable to do our best work.
- We behave in a caring, honest, respectful, and responsible manner.
- We live up to and try to exceed FWW's values and standards.
- We communicate openly, honestly, and respectfully.
- We treat others with empathy and respect.
- We show up for work prepared and ready to be our most-productive, positive selves.



- We know our roles, duties, and expectations for each shift.
- We maintain our personal appearance.
- We exercise care for our physical, mental, and emotional health.
- We do our best to ensure that our personal issues don't negatively affect our own or our co-worker's performance. We reach out for support and lean on each other when needed.
- We surround ourselves with positive, supportive people.
- We ask for help when needed.
- We work out differences directly before reporting or escalating issues.
- We don't discriminate, bully, or gossip.
- We report any discrimination, bullying, or gossip.
- We keep our word.
- We ask questions when we are unsure.

### 3 WE CARE FOR OUR VISITORS

When we care for **OUR VISITORS...**

- We create the most amazing and rewarding experience for each and every visitor.
- We treat every visitor with respect.
- We give visitors the most courteous and attentive treatment we can.
- We say "HELLO" and "GOOD-BYE" to every single visitor, no matter where we are, how busy we are, or what we are doing at the time.
- We listen and respond to what the visitor needs and do everything we can to fulfill their requests.
- We strive to always say "yes" or offer other options if we cannot say "yes."
- We work to find an answer to a visitor's question or refer them to a manager, since "I don't know" is never an acceptable answer.
- We introduce a visitor to a manager if we are unable to help or they need specific attention.
- We ensure that safety hazards are identified and eliminated to keep visitors safe. We know our product lines so that we can educate our visitors.
- We never argue with a visitor.
- We always do our best to make every visitor happy.

- We remember that a visitor is never an interruption of our work; they are the reason for it.

## 4 WE CARE FOR OUR COMMUNITY

When we care for **OUR COMMUNITY...**

- We help to make Wardensville an even better place to live and work for all.
- We keep our neighbors informed and involved.
- We give back as much as we can.
- We take care of our natural resources, like our river, air, soil and wildlife.
- We always care for the environment and space we are using.
- We provide resources and education and make them available to everyone.
- We are an open door for everyone and treat everyone respectfully.
- We create educational and career opportunities.
- We create a workforce that reflects the community in which we work.
- We find ways to help those less fortunate.
- We keep our entire property safe, clean, secure, and visually appealing.

### 2.1 EQUAL OPPORTUNITY

FWW is an equal opportunity employer and provides equal opportunities to all employees and applicants for employment without regard to race, religion, color, national origin, ancestry, sex, age, blindness, disability (physical or mental), sexual orientation, gender identity, genetic information, marital status, pregnancy, any other characteristic protected by law, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

FWW expressly and strictly prohibits any form of employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

If you have any questions or concerns about equal employment opportunities in the workplace, please reach out to your manager.

## 2.2 COMMITMENT TO DIVERSITY

FWW is committed to creating and maintaining a positive workplace in which all employees have an opportunity to participate and contribute to their success and the success of the business, and are valued for their skills, experience, and unique perspectives. This commitment is embodied in our guiding principles and the way we do business at FWW.

If you have questions about this Section 2, please reach out to your manager.

## 3. CONFLICTS OF INTEREST / CONFIDENTIALITY

### 3.1 CONFLICTS OF INTEREST

We expect all employees to conduct themselves and FWW business in a manner that reflects the highest standards of ethical conduct per all applicable federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. It can be defined as a situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest and their professional or public interest. We recognize and respect our employees' right to engage in activities outside of their employment with FWW that are private in nature and do not in any way conflict with or reflect poorly on FWW.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, you should discuss this with your manager for advice and guidance on how to proceed. In many cases, simply disclosing the potential conflict of interest, relationship, or situation may relieve the conflict. If you are unsure if there is a conflict of interest, you should discuss it with your manager just in case. The list below includes certain activities that may indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

- Simultaneous employment for a competitor, customer, or vendor of FWW.
- Carrying on FWW business with an outside organization in which the employee, or a close relative of the employee, has a substantial ownership or interest, or seeks to do business with FWW.
- Using one's position in FWW or knowledge of its affairs for personal gains.
- Accepting substantial gifts or excessive entertainment from an outside organization seeking to do business with FWW or influence its operations.
- Holding a substantial interest in, or participating in the management of, an outside organization to which FWW makes sales or from which it makes purchases.

- Borrowing money from customers or outside organizations, other than recognized loan institutions, from which FWW buys services, materials, equipment, or supplies.
- Speculating or dealing in materials, equipment, supplies, services, or property purchased by FWW.
- Participating in civic or professional organization activities in a manner that divulges confidential FWW information.
- Misusing privileged information or revealing confidential data to outsiders.
- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of FWW business.

### 3.2 CONFIDENTIAL INFORMATION

The protection of Confidential Information is vital to the business interests and success of FWW. “Confidential Information” is defined as any and all information related to FWW about its operations disclosed to, or known by you, because of employment with FWW that is not generally known to people outside of FWW. Examples of potential Confidential Information include, but are not limited to, the following:

- Financial data.
- Proprietary recipes, methodologies, instructions, and operations.
- Customer data.
- Personal information or personnel-related information about FWW managers, employees, board members, consultants, contractors, volunteers, customers, vendors, and clients.
- Any photographs, videotapes and sound clips of any FWW managers, employees, board members, consultants, contractors, volunteers, customers, vendors, and clients captured on FWW property.
- Annual reports.
- Any strategy or internal documents not available to the public.
- Any information that could reasonably be assumed to be confidential.

No employee may disclose Confidential Information to any outside party unless express authorization has been granted by an FWW Director or the Executive Director. This includes disclosure to other FWW employees who do not have a need-to-know of such Confidential Information. Any breach will be considered a violation of policy, and may constitute a violation of state or federal law and may lead to immediate termination.

Any employee who improperly uses or discloses Confidential Information may be subject to actions pursuant to our Performance Improvement Policy including immediate termination of employment and legal action, even if he or she does not actually benefit from the disclosed information (see [Section 10.8: Performance Improvement Policy](#) for further information).

All inquiries from the media must be handled in accordance with our Media Relations Policy (see [Section 10.13: Media Relations Policy](#) for further information).

This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

If you have questions about this Section 3, please reach out to your manager.

## 4. EMPLOYMENT RELATIONSHIP

### 4.1 EMPLOYMENT AT-WILL

Although we hope our employment relationship with you will be long term, your employment with FWW is voluntary, at-will, and either FWW or you can terminate the employment relationship at any time, with or without notice, with or without cause, to the extent allowed by law.

Nothing in this Handbook shall be interpreted to be in conflict with, or to eliminate, or modify, in any way, the employment at-will status of any employee. The at-will status may not be modified by any employee, and may not be modified in any publication or document.

### 4.2 NINETY (90) DAY ORIENTATION

We have a standard ninety (90) day orientation period that allows you to decide if we meet your expectations, and for us to ensure you can perform the job assigned to you. During the orientation period, you may or may not be eligible for certain benefits, including participation in job training and rotational opportunities. Additional information about the orientation period is typically included in your offer letter. If you have any questions regarding the orientation period, please reach out to your manager.

### 4.3 EMPLOYMENT CLASSIFICATION

We use two categories of employment to clarify employment status and benefits eligibility. Each employee is designated as either **NON-EXEMPT** or **EXEMPT** under state and federal wage and hour laws.

**NON-EXEMPT** are employees whose work is covered by the federal Fair Labor Standards Act (“FLSA”), meaning they are entitled to overtime pay under specific provisions of federal and state laws.

**EXEMPT** employees are those who are exempt from the minimum wage and overtime provisions of the FLSA.

Your exempt or non-exempt status may be changed only upon written notification by the FWW management team.

In addition to the above categories, each employee will belong to one of the following employment categories:

**REGULAR FULL-TIME** are those employees who work a minimum of thirty (30) hours per week, are not in a temporary status, and are expected to work regularly scheduled shifts on a full-time schedule. They are eligible for certain benefits, which may include vacation, sick leave, insurance compensation, and other benefits, subject to the terms, conditions, and limitations of each benefit program.

**REGULAR PART-TIME** are those employees who are regularly scheduled to work fewer than thirty (30) hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they may be ineligible for some of our other benefit programs.

**TEMPORARY FULL OR PART-TIME** employees are hired for specific projects or periods of time which are limited in duration. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they may be ineligible for some of our other benefit programs.

All employees, regardless of employment status, are subject to all rules and procedures. These classifications do not guarantee employment for any specified period and do not change the at-will nature of your employment with us. If you have any questions regarding your employment classification, please reach out to your manager.

#### 4.4 TIME RECORDS

All non-exempt employees are required to complete accurate weekly time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. At the end of each pay period, the employee and his or her manager must sign the timesheet attesting to its correctness before forwarding it for processing.

#### 4.5 OVERTIME PAY

On occasion, we may ask employees to work beyond their regular scheduled hours. Overtime is **ACTUAL HOURS WORKED** in excess of forty (40) in a single workweek. The

standard workweek is from Monday until Sunday and generally consists of forty (40) work hours for regular full-time employees. Overtime pay is paid if an employee is non-exempt, and has received prior written approval by their manager to work in excess of forty (40) in a single workweek. Exempt employees are not eligible for overtime pay.

Overtime pay is one-and-a-half (1½) times the regular pay rate and is paid on the regular payroll schedule. Paid leave, such as vacation, sick/medical, holidays, FMLA, bereavement, jury duty, and voting does not apply toward work time. All overtime must be pre-approved in writing by your manager.

#### **4.6 PAYCHECKS**

Our pay period for all employees is biweekly (i.e. every-other-week) on Friday. If pay day falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks are directly deposited into your checking and/or savings accounts unless you have made alternative arrangements.

#### **4.7 SEPARATION OF EMPLOYMENT**

In all cases of voluntary resignation (one initiated by the employee), we ask that you provide a written two-week notice of your last day to your manager so that we can transition your responsibilities and prepare for your absence. Employees who provide the requested amount of notice will be considered to have resigned in good standing and may be eligible for rehire. A member of the management team will coordinate the return of all FWW property and make reasonable efforts to conduct an exit interview (FWW Form 09).

If you resign or are discharged, you will be paid through your last day of work. Any accrued, unused vacation leave will be paid per the policy set forth in the Vacation Leave policy below (see [Section 9.1: Vacation Leave](#) for further information). Employees are not allowed to use vacation leave or other forms of paid time off as part of their two-week notice period.

If you have questions about this Section 4, please reach out to your manager.

## **5. RESPECT IN THE WORKPLACE**

FWW is committed to providing a safe, welcoming workplace where each person is treated with dignity and respect. We are committed to creating such an environment

because it brings out the full potential in each of us, which, in turn, contributes directly to our business and your individual success.

FWW is an equal opportunity employer and is committed to providing a workplace that is free of discrimination of all types and from abusive, offensive, or harassing behavior. Any employee who feels harassed or discriminated against should report the incident to their manager or any member of our management team (FWW Form 05).

## 5.1 ANTI-DISCRIMINATION POLICY

FWW is an equal opportunity employer and expressly prohibits discrimination or harassment on the basis of race, religion, color, national origin, ancestry, sex, age, blindness, disability (physical or mental), sexual orientation, gender identity, genetic information, marital status, pregnancy, any other characteristic protected by law, or service in the military. If an employee feels they may have been discriminated against in any action connected with their employment at FWW, they should immediately report the incident to their manager or any member of our management team.

## 5.2 AMERICANS WITH DISABILITIES ACT (ADA) POLICY

FWW complies with all applicable provisions of the Americans with Disabilities Act (“ADA”). FWW does not discriminate against any qualified employee or job applicant concerning any terms, privileges, or conditions of employment because of their physical or mental disability. FWW will make reasonable accommodation, wherever necessary, for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential duties of the job and provided further that any such accommodations do not impose an undue hardship on FWW.

## 5.3 ANTI-BULLYING POLICY

Bullying is a form of harassment and we define bullying as repeated mistreatment, either direct or indirect, either intentional or unintentional, whether verbal, physical or otherwise, of one or more people by one or more perpetrators. Bullying is abusive conduct that includes one (1) or more of the following:

- Threatening, humiliating or intimidating behaviors.
- Work interference/sabotage that prevents work from getting done.
- Verbal abuse.

Bullying violates our guiding principles (see [Section 2: Guiding Principles](#) for further information), which clearly states that all employees will be treated with respect.

The following behaviors are examples of bullying:



**VERBAL BULLYING** includes slandering, ridiculing or maligning a person or their family, persistent teasing, name-calling, inappropriate comments, taunting, threatening to cause harm.

**PHYSICAL BULLYING** includes kicking/hitting, pinching/biting, spitting, tripping, pushing, taking or breaking someone's things, making mean or rude hand gestures.

**GESTURE BULLYING** includes nonverbal gestures that can convey threatening messages.

**SOCIAL BULLYING** includes leaving someone out on purpose, telling other employees not to be friends with someone, spreading rumors about someone, or embarrassing someone in public.

**ANY EMPLOYEE WHO FEELS THEY HAVE EXPERIENCED BULLYING SHOULD IMMEDIATELY REPORT THE INCIDENT.**

**ALL EMPLOYEES MUST REPORT ANY BULLYING CONDUCT THEY WITNESS TO THEIR MANAGER OR ANY MEMBER OF OUR MANAGEMENT TEAM.**

#### 5.4 SEXUAL HARASSMENT POLICY

FWW expressly prohibits Sexual Harassment in the workplace, and it is illegal under federal, state, and local laws. For the purposes of this policy, "Sexual Harassment" is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; and/or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual Harassment is a form of discrimination based on sex or gender and is any conduct of a sexual nature that is knowingly unwanted and either:

- Hurts a person's employment status;
- Interferes with a person's job performance, and/or
- Creates a hostile or intimidating work environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of Sexual Harassment: quid pro quo and hostile work environment.

**QUID PRO QUO** can happen when a manager takes a “tangible employment action” based on an employee's compliance with an inappropriate request. A tangible employment action can be positive, such as giving an employee benefits such as raises, promotions and better working hours, in exchange for that employee's compliance with sexual advances. A tangible employment action can be harmful, such as giving a low-performance rating for refusing to comply with impermissible requests.

**HOSTILE WORK ENVIRONMENT** can happen when someone creates an offensive and unpleasant working environment. A hostile work environment can be created by anyone in the work environment, including managers, employees, board members, consultants, contractors, volunteers, customers, vendors, and clients. Hostile environment harassment consists of verbiage of a sexual nature, unwelcome sexual materials or even unwanted physical contact as a regular part of the work environment. Texts, emails, cartoons or posters of a sexual nature; vulgar or lewd comments or jokes, or unwanted touching all fall into this category.

Sexual Harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender identification. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Sexual Harassment can be intentional or unintentional. What's important to us is the impact of the behavior to the person experiencing harassment. Just because you may not have meant to offend or hurt someone does not mean you can avoid consequences. It's your responsibility to understand what behaviors are acceptable and non-acceptable, and to engage in only acceptable behaviors.

**ANY EMPLOYEE WHO FEELS THEY HAVE EXPERIENCED SEXUAL HARASSMENT SHOULD IMMEDIATELY REPORT THE INCIDENT.**

## 5.5 HARASSMENT POLICY

FWW expressly prohibits all forms of harassment in the workplace on the basis of race, religion, color, national origin, ancestry, sex, age, blindness, disability (physical or mental), sexual orientation, gender identity, genetic information, marital status, pregnancy, or any other characteristic protected by law. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual or that of his or her relatives, friends or associates, and that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; and/or
- Otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

**ANY EMPLOYEE WHO FEELS THEY HAVE EXPERIENCED HARASSMENT SHOULD IMMEDIATELY REPORT THE INCIDENT.**

## 5.6 RETALIATION

FWW requires all employees to report perceived incidents of discrimination or harassment. It is our policy to thoroughly investigate **ALL** reports. We prohibit retaliation against any individual who reports discrimination or harassment, has filed a charge of discrimination or harassment, or who otherwise participates in such an investigation.

## 5.7 INDIVIDUALS AND CONDUCT COVERED

These policies in this Section 5 apply to all applicants and managers, employees, board members, and others involved in the direct operation of FWW, whether related to conduct engaged in by fellow employees or by someone not directly connected to FWW (e.g., consultants, contractors, volunteers, customers, vendors, and clients).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.

## 5.8 HOW TO REPORT DISCRIMINATION, HARASSMENT, OR RETALIATION

FWW encourages reporting of all perceived incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Employees who feel they have experienced discrimination, harassment, or retaliation should immediately report the behavior to their manager or any member of our management team (FWW Form 05). Our first priority is to respond to all complaints by protecting the accuser and others from further offenses and/or retaliation.

We will immediately investigate all complaints of discrimination, harassment, and retaliation and will take appropriate actions to correct the situation and to prevent the conduct from reoccurring.

All employees have an affirmative duty to report any incidents of discrimination, harassment, or retaliation they see or hear. Anyone can submit a complaint, not just the target of the behavior. Also, just because the target does not comply or complain does not mean we will not take action.

## 5.9 COMPLAINT PROCEDURE

We established the following procedure for initiating a complaint and will treat all aspects of the procedure as confidential, to the extent allowed by law. If you believe you are or have experienced any form of discrimination, harassment, including sexual harassment, or retaliation, or you believe you have witnessed any of these behaviors, follow these guidelines to initiate a complaint:

1. **PROTECT YOURSELF:** If possible, remove yourself from the situation and the person who is initiating the behavior. If there is an imminent physical threat notify your manager or any member of our management team or contact the appropriate authorities. Do not confront the initiator on your own. If you are comfortable, and it is safe to do so, let the person know how the behavior is impacting you and ask the person to stop the behavior. Alert others around you.

2. **ALERT YOUR MANAGER WITHIN FORTY-EIGHT (48) HOURS:** Immediately, and in no more than forty-eight (48) hours, directly inform your manager or any member of our management team of any form of discrimination, harassment, including sexual harassment, or retaliation you experience or witness. If you do not feel comfortable with informing your manager, inform another member of the management team or a member of the Board of Directors.

**Do not wait to initiate a complaint! If you are unsure whether an incident should be reported, report it immediately and ask for guidance.**

3. **INITIATE THE COMPLAINT PROCESS:** Any employee who feels discriminated, harassed, or retaliated against (or someone who witnesses this behavior against another employee) may initiate the complaint process by filing a written complaint (FWW Form 05) with their manager or any member of our management team. All complaints will be investigated to the best of FWW's ability.
4. **INVESTIGATING A COMPLAINT:** We will interview all involved parties listed in the complaint (including the offender, the target, and any witnesses), to determine to the best of our ability what likely occurred. We will make every effort to conclude our investigation within thirty (30) days of initiation. During the investigation period, we may remove the accused from the premises, at our own discretion.
5. **RESOLVING A COMPLAINT:** We will meet with all parties separately to notify them of the findings of the investigation, and inform them of the recommended action to resolve the complaint. If it is determined that discrimination, harassment, or retaliation in violation of our policies has occurred, we will recommend Performance Improvement action(s) per the Performance Improvement Policy (see [Section 10.8: Performance Improvement Policy](#) for further information). Such actions will depend on the following factors:
  - The severity, frequency and pervasiveness of the conduct;
  - Prior complaints made by the complainant;
  - Prior complaints made against the respondent; and
  - The quality of the evidence (e.g., first-hand knowledge, credible corroboration).

If the investigation is inconclusive or if it is determined that there has been no violation of policy but potentially problematic conduct may have occurred, we may recommend other Performance Improvement action(s) or preventive action, such as refresher training.

- 6. ALTERNATIVE LEGAL REMEDIES:** Nothing in this policy prevents the victim or accused offender from pursuing other formal legal remedies or resolution through local, state or federal agencies or the courts.

If a Junior Crew (as defined in [Section 7: Youth \(Junior Crew\) Employment](#)) employee initiates a complaint, or the target of the prohibitive behavior is a Junior Crew employee, we will make best efforts to notify and involve a parent/guardian within forty-eight (48) hours after receipt of a complaint.

We will protect the privacy of the person making discriminatory, harassing, or retaliatory complaints to the highest extent possible. In some cases, we may have a legal obligation to act on the charge. We will also honor the right of the person accused to obtain information on the proceedings.

Notes or documents written by or received by the person(s) conducting the investigation will be kept confidential to the extent possible and according to any existing state or federal law.

**REMEMBER:  
YOU DO NOT HAVE TO BE A VICTIM OF  
DISCRIMINATION, HARASSMENT, OR RETALIATION TO  
REPORT IT.  
  
KNOWING ABOUT AN INCIDENT AND NOT  
REPORTING IT, COULD CAUSE MORE HARM. WE  
COMMIT TO HELPING AND PROTECTING ONE  
ANOTHER.**

If you have questions about this Section 5, please reach out to your manager.

## **6. WORKPLACE SAFETY**

We take the safety of our employees and visitors very seriously. Workplace safety is everyone's responsibility, is part of everyone's job description, and we expect you to play an active part in maintaining a hazard- and accident-free workplace. You have the opportunity and responsibility to contribute to a safe work environment by using common

sense rules and safe practices, and by notifying your manager or any member of our management team of when any health or safety issues are present.

All employees must comply with our general safety rules below and continuously practice safety while performing their duties. Employees are required to report to work during each scheduled workday able to safely and competently perform their job duties. If an employee is unable to safely or competently perform his or her job duties for any reason, he or she must contact their manager. Additionally, employees who observe or experience unsafe working conditions are required to immediately report the unsafe working conditions to their manager or any member of our management team (FWW Form 02).

As discussed in the Reporting an Accident, Injury, or Illness policy below, **ALL** workplace accidents, injuries, and illnesses involving employees, even those that are not serious, must be immediately reported to a manager or any member of our management team (see [Section 6.4: Reporting an Accident, Injury, or Illness](#) for further information) using FWW Form 02. Similarly, **ALL** accidents and injuries involving our customers, vendors, contractors, or any other person who is on FWW premises, even those that are not serious, must be immediately reported to a manager or any member of our management team.

It is only through full knowledge of every accident, injury, or illness that we can become a safer, healthier place to work for everyone. Employees' notification of unsafe working conditions or of workplace accidents, injuries, or illnesses is essential to enforcing this policy. Employees may be assured that they will not be penalized in any way for reporting any unsafe working conditions or workplace accidents, injuries, or illnesses.

**IN THE EVENT OF AN EMERGENCY, NOTIFY YOUR  
MANAGER AND THE APPROPRIATE EMERGENCY  
PERSONNEL BY DIALING 911.**

## 6.1 GENERAL SAFETY RULES

In addition to common sense practices, you must follow the following general safety rules in order to help keep yourself and others safe:

- Avoid horseplay and roughhousing.
- Never create a safety hazard by blocking walkways or leaving tools or active machinery unattended.
- Keep your workspace clean, neat, and organized at all times.
- Whenever possible, do not work alone; work in pairs or groups when possible.

- Make sure you or someone with you wears a walkie-talkie.
- Use common sense and stay aware of your environment at all times.
- Observe all posted safety rules, adhere to all safety instructions provided by your manager, and use safety equipment where required or recommended.
- Be aware of, identify, and immediately correct all potential hazards.
- Immediately report any potential or actual unsafe hazards to your manager or any member of our management team.
- Immediately report **ALL** accidents or injuries – regardless of severity, and any unsafe equipment, processes, or procedures to your manager or any member of our management team.
- Immediately report any employee or visitor who may be engaging in potentially hazardous activity.

## 6.2 HAZARD MITIGATION GUIDELINES

The following hazard mitigation guidelines are just that, a guide. Always use common sense when identifying, responding to, warning of, or handling potential hazards and safety issues.

1. **IDENTIFY:** If you see a safety hazard, immediately stop what you are doing and take ownership of the situation. If there is a threat of imminent danger, or if a life-threatening incident has occurred, contact emergency authorities. Assess the situation. What else should be done immediately to ensure that the area is safe and secure? What can be done immediately to control, minimize, or mitigate the hazard?
2. **WARN:** Find ways to warn others by clearly marking or creating a physical and visual barrier between the hazard and others. The barrier can be as temporary as placing a cone on top of the hazard or roping the area off – be creative and act fast. Unless there is an imminent threat of danger, do not leave the hazard until you have found a way to warn others.
3. **TREAT:** Find ways to minimize the hazard by repairing, reducing, or controlling the hazard as best as possible. This can be an interim step until a full repair or correction can be undertaken.
4. **NOTIFY:** Immediately call for help or get the attention of another person and notify a manager. If there is an imminent threat of danger, call the appropriate emergency authorities and report to a safe location.
5. **REPORT:** Be sure to file an incident report and notify your manager or any member of our management team of the situation. Until your manager or a



member of the management team releases you of the responsibility, you own the handling of the hazard.

### **6.3 IN CASE OF AN ACCIDENT OR INJURY**

The following guidelines are to be used in the event of an accident or injury. If you have any questions or concerns about these guidelines, please reach out to your manager.

## JUNIOR CREW EMPLOYEES

1. **Look for signs that the person is seriously hurt**, is in significant pain, or unable to move body parts.
2. **If the person is seriously hurt or there is imminent danger, call 911** or have another employee call. Ask 911 for specific instructions on how to handle the emergency.
3. Then, **call the parent/guardian** using the emergency contact information in the employee file.
4. If the person is not seriously hurt or there is no imminent danger, **call the parent/guardian for approval to call 911** or to seek other medical attention.
5. Let the parent/guardian know there has been an accident or injury and that you have contacted 911, or are awaiting instructions from them.
6. **Notify your manager or any member of our management team** who can help, or if applicable, take a photo of the injury/ affected area. Notify the Youth Advancement Department Director.
7. Once the situation is under control, and the appropriate parties have been notified, **immediately file a complete and detailed Accident Report.**
8. If the individual remains on the property, **monitor them for several hours** following the accident or injury.

## NON-JUNIOR CREW EMPLOYEES

1. **Look for signs that the person is seriously hurt**, is in significant pain, or unable to move body parts.
2. **If the person is seriously hurt or there is imminent danger, call 911** or have another employee call. Ask 911 for specific instructions on how to handle the emergency.
3. If the person is not seriously hurt or there is no imminent danger, **ask the injured person for approval to call 911** or to seek other medical attention.
4. **Notify your manager or any member of our management team** who can help, or if applicable, take a photo of the injury/ affected area.
5. Once the situation is under control, and the appropriate parties have been notified, **immediately file a complete and detailed Accident Report.**
6. If the individual remains on the property, **monitor them for several hours** following the accident or injury.

**IN THE EVENT OF AN EMERGENCY, NOTIFY  
YOUR MANAGER AND THE APPROPRIATE  
EMERGENCY PERSONNEL BY DIALING 911.**

#### **6.4 REPORTING AN ACCIDENT, INJURY, OR ILLNESS**

**DO NOT** ignore any accident, injury, or illness, no matter how insignificant they may appear to be at the time.

**ALL** workplace accidents, injuries, and illnesses involving employees, even those that are not serious, must be immediately reported to a manager or any member of our management team using FWW Form 02. Managers are required to complete an injury report with input from the employee for all work-related accidents, injuries, and illnesses, and return the form to their Director with a carbon-copy provided to the Executive Director. Employees must reasonably cooperate with FWW management in complying with its recording, reporting and investigation obligations.

Junior Crew employees **CANNOT** make the decision for themselves as to whether they need medical attention or not. Parents/guardians must be notified of any accident, injury, or illness, and they decide if medical attention is needed, unless the person is seriously hurt or there is imminent danger.

**ALL** accidents and injuries involving our customers, vendors, contractors or any other person who is on FWW premises, even those that are not serious, must be immediately reported to a manager or any member of our management team.

It is only through full knowledge of every accident, injury, or illness that we can become a safer, healthier place to work for everyone. Employees' notification of unsafe working conditions or of workplace accidents, injuries, or illnesses is essential to enforcing this policy. Employees may be assured that they will not be penalized in any way for reporting any unsafe working conditions or workplace accidents, injuries, or illnesses.

If you have any questions on workplace safety, please reach out to your manager.

#### **6.5 DRUG-FREE AND ALCOHOL-FREE WORKPLACE**

It is the strict policy of FWW to maintain a drug- and alcohol-free work environment that is safe and productive for all employees and others having business with us. This policy applies to, but is not limited to, managers, employees, board members, consultants,

contractors, volunteers, and others involved in the direct operation of FWW, and is in compliance with the Drug-Free Workplace Act of 1988.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and the misuse of legal drugs while on FWW property or while performing services for FWW is strictly prohibited. FWW also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, FWW prohibits off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or FWW's reputation in the community.

Any employee taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether such medications may interfere with the safe performance of his/her job. If the use of a medication could compromise the safety of the employee, fellow employees, or the public, it is the employee's responsibility to use appropriate personal procedures (i.e. call in sick, use leave time, request change of duty, notify manager, etc.) to avoid unsafe workplace practices.

Furthermore, any employee found to be providing illegal drugs, prescription drugs without a prescription, or alcohol to Junior Crew employees or employees under the age of twenty-one (21), on or off premises, will be immediately terminated.

While we do not desire to intrude into the private lives of our employees, we recognize that employees' off-the-job involvement with drugs and alcohol may have an impact on the workplace. Therefore, we reserve the right to take appropriate disciplinary action for drug use, sale, or distribution while off FWW premises. All employees who are convicted of, plead guilty to, or are sentenced for a crime involving an illegal drug must notify their manager in writing within five (5) calendar days of the conviction, so we can review the situation and take appropriate action. Failure to comply may result in immediate termination.

**RIGHT TO INSPECT.** In order to maintain a drug- and alcohol-free work environment that is safe and productive for all, if an individual is suspected of violating this policy, they may be asked to submit to a reasonable search or inspection, as determined in FWW's sole discretion, by a manager at any time. By entering FWW property, you consent to such searches and inspections of all personal belongings on FWW premises, including packages, briefcases, purses and handbags, gym bags. Additionally, desks, lockers, tool boxes, and other storage devices, including FWW and personal vehicles, as well as any articles found within them, can be inspected at any time without prior notice. Any illegal drugs or drug paraphernalia discovered on or in FWW property will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

## 6.6 SMOKE-FREE WORKPLACE

Smoking is not allowed on or in FWW property at any time. “Smoking” includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, e-cigarettes, and vaping.

## 6.7 WORKPLACE VIOLENCE PREVENTION

FWW is committed to maintaining a safe work environment and to preventing workplace violence. We have adopted the following guidelines to deal with intimidation, harassment, or other threats of or actual violence that may occur on-site or off-site during work-related activities.

We discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others whether verbal or physical, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation.

All employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior must immediately inform their manager or any member of our management team. All threats will be immediately investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Employees must immediately inform their manager or any member of our management team of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence.

Any person engaging in violence, including assault and vandalism, against FWW, its employees, or its property, will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

## 6.8 WEAPON-FREE WORKPLACE

Subject to applicable laws, FWW prohibits the possession of weapons on FWW property at all times. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives

that can be used as weapons (excluding pocket knives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, tear gas, dangerous chemicals, explosives, and other objects that may injure and/or kill. Any employee violating this policy is subject to discipline up to and including immediate termination for the first offense. Additionally, any employee knowing of a person violating this policy must immediately report such knowledge to their manager or any member of our management team. Having such knowledge and not communicating such information shall be cause for performance improvement action up to and including termination

**RIGHT TO INSPECT.** In order to help maintain a violence -free work environment that is safe and productive for all, if an individual is suspected of violating this policy, they may be asked to submit to a reasonable search or inspection, as determined in FWW's sole discretion, by a manager at any time. By entering FWW property, you consent to such searches and inspections of all personal belongings on FWW premises, including packages, briefcases, purses and handbags, gym bags. Additionally, desks, lockers, tool boxes, and other storage devices, including FWW and personal vehicles, as well as any articles found within them, can be inspected at any time without prior notice. Any prohibited items discovered on or in FWW property may be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

If you have questions about this Section 6, please reach out to your manager.

## **7. JUNIOR CREW EMPLOYMENT PROGRAM**

Through the Junior Crew employment program, we expand opportunities for youth to help them reach their greatest potential by creating good, sustainable jobs and rewarding opportunities. We define "Junior Crew" as those employees age fourteen (14) and up to permanent hire as Crew status. We are committed to do all we can to ensure the safety, respect, and well-being of all of our Junior Crew. This Section 7 describes those policies and procedures specific to the safety, respect, and well-being of our Junior Crew.

### **7.1 PARENTAL CONSENT**

Junior Crew must obtain written parental or legal guardian consent before engaging in certain activities. Such activities include, but are not limited to:

- Becoming employed at FWW.
- Leaving FWW property while on-shift for work-related activity, such as engaging in tasks with management, field trips, breaks, or trips to the store.
- Receiving transportation assistance from any FWW employee or person(s) other than parent/guardian.

- Socializing with or dating any FWW management employee after hours and off-premises.
- Receiving medical services for non-life-threatening situations.
- Other reasonable activities at management's discretion.

## 7.2 WORKING HOURS

Junior Crew ages fourteen (14) and fifteen (15) **MAY NOT** work:

- During school hours (except in federally approved work programs)
- Before 7:00 am or after 7:00 pm (after 9:00 pm from June 1 to Labor Day)
- More than three (3) hours per day on school days, including Fridays
- More than eight (8) hours per day on non-school days
- More than eighteen (18) hours per week during school weeks
- More than forty (40) hours per week during non-school weeks

Junior Crew ages sixteen (16) and seventeen (17) **MAY WORK** unlimited hours, subject to state and federal employment laws.

## 7.3 YOUTH RESPONSIBILITIES AND TASK RESTRICTIONS

Federal and state law establishes certain safety standards and restrictions applicable to all employees, including Junior Crew. In accordance with those standards and restrictions, the following is a general list of certain allowable and unallowable responsibilities and tasks. If you have questions about the information included in this section, including full job descriptions and/or age-related requirements, please reach out to your manager.

## If you are age fourteen (14) or fifteen (15),

### You **MAY**...

- Cook over an electric stove
- Operate dishwashers and coffee grinders
- Help customers at the register

### You **MAY NOT**...

- Participate in any aspects of baking
- Clean any parts of large equipment
- Make coffee or tea or any other food or beverage items that exceeds one hundred forty degrees (140°F)
- Operate the large mixer or bread slicer
- Make grilled sandwiches
- Operate any motorized vehicle, ATV, or UTV
- Operate any motorized farm equipment or machinery
- Perform any responsibilities and tasks restricted for employees age sixteen (16) and above

## If you are age sixteen (16) or seventeen (17),

### You **MAY**...

- Work in the bakery, provided you avoid prohibited activities
- Operate tabletop equipment such as the small mixer, food processor, etc.
- Help customers at the register
- Make sandwiches
- Make coffee
- Cook over an electric stove
- Operate dishwashers and coffee grinders

### You **MAY NOT**...

- Drive a vehicle as the primary part of your job
- Operate the large mixer or bread slicer or any large bakery equipment
- Clean any parts of large bakery equipment
- Cook over the gas stove



## 7.4 YOUTH INTERACTION

To ensure a safe and professional workplace, we require all managers, employees, board members, consultants, contractors, volunteers, vendors, and clients, and anyone on FWW property to adhere to the following:

### ALWAYS

- Adhere to ALL applicable FWW policies;
- Follow the Youth Labor Guidelines provided by the West Virginia Department of Labor;
- Conduct all meetings involving Junior Crew employees, including performance reviews and performance improvement actions, with at least two (2) adult employees physically present or in view of other adults and/or youth; and
- Obtain written parental or legal guardian consent for all activities described in Section 7.1 above (see [Section 7.1: Parental Consent](#) for further information).

### NEVER

- Have unsupervised or unwitnessed one-on-one contact between adult and a Junior Crew employee, especially outside of work;
- Have any direct electronic and/or social media contact with a Junior Crew employee, unless it is related to work responsibilities and another FWW employee is included in the communication;
- Take photographs or use digital images of a Junior Crew employee for non-FWW business purposes without prior written parental or legal guardian consent;
- Transport a Junior Crew employee in a vehicle without prior written parental or legal guardian consent;
- Initiate or have social contact with a Junior Crew employee outside of work without the prior written parental or legal guardian consent;
- Give gifts to a Junior Crew employee independent of those gifts provided by FWW; and
- Violate any policy contained in this Handbook applicable to Junior Crew.

## 7.5 REPORTING SUSPECTED ABUSE, NEGLECT, AND SELF HARM

We consider ourselves to be **MANDATORY REPORTERS** of (i) suspected abuse or neglect of any Junior Crew employee or (ii) any suspected acts of self-harm by any Junior Crew employee. We follow the reporting guidelines provided by the **West Virginia Department of Health and Human Resources, Bureau for Children and Families**. These guidelines state that any mandatory reporter who has **REASONABLE CAUSE** to suspect that a child is abused or neglected, or observes the child being subjected to conditions that are likely to result in abuse or neglect, shall immediately, and not more than forty-eight hours (48) after suspecting such abuse or neglect, **REPORT THE CIRCUMSTANCES**, or cause a report to be made to the Department of Health and

Human Resources, Bureau for Children and Families. In any case where the reporter believes that the child suffered serious physical abuse or sexual abuse or sexual assault, the reporter shall also immediately report, or cause a report to be made, to the West Virginia State Police and any local law-enforcement agency having jurisdiction to investigate.

**YOU ARE REQUIRED TO REPORT SUSPECTED OR DISCLOSED ABUSE, NEGLECT, OR SELF-HARM IMMEDIATELY UPON DISCOVERY. IF YOU ARE UNSURE WHETHER AN INCIDENT SHOULD BE REPORTED, REPORT IT IMMEDIATELY AND ASK FOR GUIDANCE.**

**Defining Abuse.** Child abuse is generally defined as “any recent act or failure to act on the part of a parent or caretaker, which results in death, serious physical or emotional harm, sexual abuse, or exploitation, or an act or failure to act which presents an imminent risk of serious harm.” This definition encompasses physical, sexual, and emotional mistreatment, as well as neglect.

**Types of Abuse.** The following are common types of child abuse: physical abuse, neglect, sexual abuse, and emotional mistreatment. It is important to note, however, that these types of abuse may exist in combination rather than alone. A physically abused child, for example, is often emotionally mistreated as well, and a sexually mistreated child might also be neglected.

**Reporting Suspected Abuse.** If you have reasonable cause to believe a Junior Crew employee has been abused, neglected, or engaged in self-harm, or if a Junior Crew employee discloses abuse, neglect, or self-harm to you, you are **REQUIRED** to **IMMEDIATELY** report it to your manager or any member of our management team. **MANAGERS** are required to immediately report the information regardless of day and time to their Director and the Executive Director.

In addition, if you believe a Junior Crew employee has suffered serious physical abuse or sexual abuse or sexual assault, you must also immediately report, or cause a report to be made, to the West Virginia State Police and any local law-enforcement agency having jurisdiction to investigate.

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CHILD ABUSE AND NEGLECT HOTLINE  
(800) 352-6513**

**WEST VIRGINIA STATE POLICE  
MOOREFIELD OFFICE  
(304) 257-1411**

**WEST VIRGINIA STATE POLICE  
CRIMES AGAINST CHILDREN UNIT  
(304) 293-6400**

If you have questions about this Section 7, please reach out to your manager.

## 8. EMPLOYEE BENEFITS

As part of our commitment to our employees and their overall well-being, we may provide certain employees with a variety of benefits. This section is an introduction to those options. None of the benefits contained herein are guaranteed and any benefit may be discontinued, modified, or have its requirements changed as the FWW management team deems appropriate and necessary. From time to time, you may receive notice of new or modified benefits. If you have questions about any of the benefits included in this section, please reach out to your manager.

FWW reserves the right, in its sole and absolute discretion, to modify, amend, change, suspend or terminate, in whole or in part, these programs, their coverage levels, the costs of premiums, and the benefits provided.

### 8.1 EMPLOYEE DISCOUNT

Employees may receive a discount on certain items sold at the market and bakery. Employees may not ring themselves up. Any discount offered is for FWW employees only, and may not be extended to anyone other than the employee.

### 8.2 ADDITIONAL COMPENSATION

FWW is currently not required to, and does not, offer group health coverage, however we understand that you may have a need for health care. As such, we provide monthly additional compensation to regular full-time managers (Directors, Department Managers, Crew Leads) once they complete six (6) months as a regular full-time employee.

This compensation will be added to your paycheck each month (for a maximum of twelve (12) payments per calendar year) and you may use this compensation to purchase health care coverage on your own, or for any other purpose. This compensation may be considered taxable income.

### 8.3 WORKERS' COMPENSATION

Workers' compensation is a "no-fault" system that provides compensation for certain medical expenses and wage losses to employees who are injured or who become ill due to their employment.

All employees are covered by workers' compensation insurance. This insurance provides coverage for certain related medical and rehabilitation expenses and a portion of lost wages to employees who sustain a job-related injury or illness. Employees must

**IMMEDIATELY**, and within twenty-four hours (24) of the incident, report any job-related injury or illness to their manager (FWW Form 02). Managers are required to complete an injury report with input from the employee, and return the form to their Director with a carbon-copy provided to the Executive Director. In cases of true medical emergencies, report to the nearest emergency room.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, where permitted by state and federal law. In addition, employees will not be paid vacation or sick leave for approved absences covered by the company's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the employee's salary as allowed by state law.

If you have questions about this Section 8, please reach out to your manager.

## 9. TIME OFF AND LEAVES OF ABSENCE

### 9.1 VACATION LEAVE

FWW recognizes the importance of time off from work to relax, spend time with family, and enjoy leisure activities. We provide paid vacation leave to regular full-time employees for this purpose and employees are encouraged to utilize this leave during the year.

Regular full-time, active employees will accrue paid vacation leave according to the following schedule (annual totals should be rounded to the nearest whole day):

<u>Service Period</u>	<u>Monthly Accrual Formula</u>	<u>Annual Total</u>
1 <sup>st</sup> Service Year	5 days / 12 months = 0.42 days per month	Five (5) Days
2 <sup>nd</sup> Service Year and Beyond	10 days / 12 months = 0.83 days per month	Ten (10) Days

Employees may not take paid vacation leave until they actually have earned or accrued the vacation leave. New regular full-time, active employees accrue paid vacation leave at the start of regular full-time employment.

Generally, employees should use best efforts to submit vacation requests to their manager for approval at least four (4) weeks in advance of the requested vacation date. Leave requests are granted on a first come, first serve basis, and requested dates are not guaranteed until approved by your manager. Vacation leave may be scheduled in increments of one (1) full work day up to a maximum of two (2) weeks in a row. Managers have the right to designate when some or all of vacations must be taken.

Vacation must be used in the calendar year in which it is earned. Employees may not carry over unused vacation leave to the subsequent calendar year without written approval from their manager. Unused vacation leave will be forfeited, and employees cannot be paid in lieu of using their vacation leave.

Your vacation pay is equal to the average number of regular full-time hours you work per week, for the rate of pay in place at the time you take the vacation.

If you resign or are discharged, you will be paid for unused vacation time that has accrued during the calendar year of the termination.

## 9.2 SICK/MEDICAL LEAVE

Regular full-time employees receive up to six (6) days of paid sick/medical leave per calendar year. Unused sick/medical leave do not carry over to the subsequent calendar year. Unused sick/medical leave are forfeited when an employee's employment ends for any reason. Sick/medical leave is not intended to be used as a substitute for vacation leave, but sick/medical leave may be used if an employee needs to provide care for a family member who is ill. Sick/medical leave may also be used if an employee needs time off for scheduled medical procedures.

If the need for sick/medical leave is foreseeable, employees are requested to give at least four (4) weeks' advance notice (e.g., a planned medical treatment) if possible. If the need for sick/medical leave is not foreseeable, employees should use best efforts (as determined by FWW) to notify their manager by phone six (6) hours prior to their scheduled start time. Texting is not an approved method of notifying your manager of the need to use sick/medical leave (see [Section 10.2.A: Unscheduled Absence](#) for further information).

If it is necessary for you to be absent from work due to an illness, injury, or emergency, you should use best efforts (as determined by FWW) to notify your manager by phone six (6) hours prior to your scheduled start time. Texting is not an approved method of notifying your manager of an Unscheduled Absence (as defined in [Section 10.2.A: Unscheduled Absence](#)).

Employees who take three (3) or more consecutive days of sick/medical leave due to illness or injury may be required to provide FWW with a physician's note and return-to-work release prior to returning to work.

### 9.3 WINTER LEAVE

Each year, FWW expects to be closed from December 24<sup>th</sup> through January 1<sup>st</sup>. In lieu of other federally recognized holidays, certain employees may be paid for these days off. Such pay will be determined by your manager.

FWW is open on all other holidays if they fall on regular business days except for Thanksgiving. Regular full-time employees will receive Thanksgiving as a paid holiday if they are regularly scheduled for that day. FWW will make reasonable accommodations for employees requesting time off for religious observances that do not conform to our current leave schedule.

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

FWW complies with the federal Family and Medical Leave Act (“FMLA”), which requires certain employers to grant unpaid leaves of absence to eligible employees for certain medical and family-related reasons, as well as with applicable state and local leave laws. Please note there are many requirements, qualifications, and exceptions under these laws, and each employee’s situation is different. Please reach out to your manager or any member of our management team to discuss options for using FMLA leave.

The FMLA defines eligible employees as those who meet all of the following qualifications:

- Employees who have worked for the employer for at least twelve (12) months;
- Employees who have worked at least one thousand two hundred fifty (1,250) hours in the preceding twelve (12) months; and,
- Employees who work at a location where the employer has at least fifty (50) employees or is within seventy-five (75) miles of an employer’s worksites that taken together have at least fifty (50) employees.

Eligible employees may take up to twelve (12) weeks (or up to twenty-six (26) weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness) of unpaid, job-protected leave in any twelve (12) month period to use for Parental Leave (see [Section 9.5: Parental Leave](#) for further information), to care for an Immediate Family member, or to recover from their own serious health condition. The twelve (12) month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered servicemember with a serious illness or injury. For those leaves, the leave entitlement is twenty-six (26) weeks in a single twelve (12) month period, measured forward from the date an employee first takes

that type of leave. For the purpose of this Section 9.4 only, “Immediate Family” is defined as a spouse, parent, or child.

## 9.5 PARENTAL LEAVE

As described above, FWW complies with the federal Family and Medical Leave Act (“FMLA”). Under the FMLA, eligible employees may take up to twelve (12) weeks of unpaid, job-protected leave in any twelve (12) month period for the birth of an employee’s own child or the placement of a child with the employee in connection with adoption or foster care.

The FMLA defines eligible employees as those who meet all of the following qualifications:

- Employees who have worked for the employer for at least twelve (12) months;
- Employees who have worked at least one thousand two hundred fifty (1,250) hours in the preceding twelve (12) months; and,
- Employees who work at a location where the employer has at least fifty (50) employees or is within seventy-five (75) miles of an employer’s worksites that taken together have at least fifty (50) employees.

In addition, FWW provides the following paid leave to regular full-time employees who have been continuously employed by FWW for at least twelve (12) months, and is otherwise in good standing:

**RECOVERY LEAVE:** Following the birthing of a child, a mother may receive up to four (4) weeks of paid leave from work; and

**BONDING LEAVE:** Following the birth or adoption of a child, a parent may receive up to four (4) weeks of paid leave. This leave must be taken within one (1) year of the birth or adoption of the child and does not need to be taken continuously.

Use of either Recovery Leave or Bonding Leave will count toward any period to which the employee is entitled to leave under the FMLA, West Virginia, or local law.

When an employee is granted Recovery Leave as described above, she may take the Bonding Leave after the conclusion of her Recovery Leave.

Employees who qualify for leave under this policy are required to provide at least one (1) months’ notice of an intention to take leave, unless failure to give notice was a result of an emergency or other unforeseen circumstance. Employees must also represent that they intend to return to work immediately following the leave period.



If an employee returns at the completion of the leave, he or she will be reinstated to his or her previous position or to a substantially similar position, provided that the employee's job still exists, and the employee would have continued to be employed in that job had he or she not taken leave.

If an employee's leave coincides with a period of disability, he or she may be required to provide FWW with a physician's note and return-to-work release prior to returning to work.

Unless otherwise prohibited by applicable law, if an employee does not return on the date agreed upon following his or her leave, the absence will be considered Job Abandonment (as defined in [Section 10.2.C: No Call, No Show, and Job Abandonment](#)).

If you have any questions or concerns about parental leave, please reach out to your manager.

## 9.6 BEREAVEMENT LEAVE

In the event of a death in your Immediate Family, approved employees will be allowed up to five (5) days of paid bereavement leave to assist with arrangements and to participate in ceremonies, such as a funeral, if such days fall on your regularly scheduled shifts. For the purpose of this Section 9.6 only, "Immediate Family" is defined as a spouse, domestic partner, parent, child, brother, sister, grandparent, grandchild, mother-in-law or father-in-law. If additional time is required, such time may be provided subject to approval by your manager. Employees may take paid bereavement leave, with the approval of their manager, to assist with arrangements and to participate in ceremonies for a relative or person other than Immediate Family.

## 9.7 JURY DUTY LEAVE

We recognize that jury duty is a civic responsibility. We provide up to fifteen (15) days of paid jury duty leave per twelve (12) month period to regular full-time employees while serving on a jury. You must provide a copy of the summons to your manager within one (1) week of receipt.

Your employment will not be affected when you perform jury duty. If you report for jury duty and are dismissed by the court, you must report for work for the remainder of the day. If you are told by the court that you do not need to report for jury duty assignment for a particular day, you must report for work for that day.

## 9.8 VOTING LEAVE

If your work schedule does not provide sufficient time for you to vote outside of your scheduled shift, and you are a registered voter, you may take up to three (3) hours of paid voting leave for local, state, and national elections with approval from your manager. You must provide a written request at least three (3) days before Election Day. Your manager may specify the particular hours in which you are allowed to take voting leave to vote in consideration of FWW business purposes.

If you have questions about this Section 9, please reach out to your manager.

## 10. POLICIES AND PROCEDURES

We use the following policies and procedures to ensure the smooth operation of FWW. If you have questions about the information included in this Section 10, please reach out to your manager or any member of our management team.

### 10.1 EMPLOYEE CONDUCT POLICY

We established the following policy to ensure orderly operations and to support our managers, employees, board members, consultants, contractors, volunteers, and others involved in the direct operation of FWW. They are fundamental in character and are designed to ensure that everyone at FWW is treated in a respectful and fair manner. Breaches of these or any other guidelines, rules, regulations, policies, procedures, or practices may result in performance improvement action, including and up to immediate termination.

*Because it is impossible to list guidelines to cover every situation, the absence of an illustration from this list will not be the basis for avoiding performance improvement action and/or termination when we believe such action is warranted. In other words, the guidelines set forth below are intended to be an illustrative, and not an exhaustive, list.*

Prohibited activities include, but are not limited to, the following:

- Theft, inappropriate removal, or possession of FWW property, or the property of a fellow employee, customer, or visitor.
- Willful destruction, defacing, or damaging of FWW property, or the property of a fellow employee, customer, or visitor.

- Misuse of any FWW property or use of any such property for non-FWW business purposes, or failure to correctly maintain FFW property.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating FFW vehicles or equipment.
- Smoking, vaping, or tobacco use anywhere on FFW property.
- Excessive absenteeism or tardiness, including the failure to timely notify your manager of absence from work.
- Leaving FFW property during working hours without permission.
- Disorderly conduct, including bullying, horseplay, fighting, or threatening violence.
- Sexual or other harassment.
- Acting in an obscene manner or using obscene, abusive, threatening, or demeaning language, including the use of intimidation tactics and/or making threats.
- Failure to maintain proper standards of performance, including the careless or inefficient performance of job duties, insubordination (i.e., failure to follow a proper instruction of supervision or management), or interference of the work of other employees.
- Failure to observe safety and security regulations, including the failure to immediately report work-related accidents.
- Making malicious, false, and harmful statements about others.
- Unauthorized possession of dangerous materials, such as explosives, firearms, or any other weapon while on FFW property.
- Failure to maintain the confidentiality of FFW matters, including matters relating to employees, operations, visitors, or our customers.
- Publicly disclosing another's private information.
- Knowingly falsifying FFW records or reports, including one's time records, the time records of another employee, employment applications, resumes, or any pre-or-post employment forms.

We have zero tolerance for theft, inappropriate removal, or possession of FFW property, or the property of a fellow employee, customer, or visitor. All food, produce, retail items, baked goods, and beverages sold at our market and bakery are considered FFW property. We reserve the right to conduct any reasonable search or inspection of persons entering and/or leaving FFW property, and any packages or other personal belongings, including vehicles entering and/or leaving FFW property. If an employee refuses any such searches and inspections, then he or she may be subject to certain performance improvement actions, including immediate termination at the management team's sole discretion.

## 10.2 ATTENDANCE POLICY

All employees of FWW are expected to report to work as scheduled, on-time, and prepared to start working. Employees also are expected to remain at work for their entire shift. Tardiness, early departure, and/or other **Unscheduled Absences** are disruptive and must be avoided to the greatest extent possible.

This policy does not apply to absences covered by the Family and Medical Leave Act (“FMLA”) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (“ADA”).

### 10.2.A UNSCHEDULED ABSENCE

We define an “Unscheduled Absence” as the failure of an employee to report for a shift when he or she is scheduled to work. These may occur from time-to-time due to an illness, injury, or emergency. If it is necessary for you to be absent from work due to an illness, injury, or emergency, you must use best efforts (as determined by FWW) to notify your manager by phone six (6) hours prior to your scheduled start time. Texting is not an approved method of notifying your manager of an **Unscheduled Absence**. If you are unable to call your manager yourself, you must have someone else make the call. There are two types of **Unscheduled Absences**:

An “**Excused Absence**” occurs when all the following conditions are met:

- The employee uses best efforts (as determined by FWW) to provide his or her manager with at least six (6) hours advance notice of the absence; and,
- The absence request is approved in advance by the employee's manager.

An “**Unexcused Absence**” occurs when any of the above conditions are not met.

Your manager will determine whether your **Unscheduled Absence** is an **Excused Absence** or an **Unexcused Absence**. An **Unexcused Absence** may result in performance improvement action, including and up to immediate termination.

Employees with three (3) or more consecutive days of **Excused Absences** due to illness or injury may be required to provide FWW with a physician's note and return-to-work release prior to returning to work.

Regular full-time employees must use an acceptable form of leave (e.g., sick/medical, bereavement, vacation, etc.) for every Unscheduled Absence unless otherwise approved by their manager.

### **10.2.B TARDINESS AND EARLY DEPARTURE**

We expect all employees to report to work and return from scheduled breaks on time. If you cannot report for work on-time as scheduled, you must notify your manager by phone six (6) hours prior to your scheduled start time. This notification does not excuse the tardiness but simply notifies your manager that a schedule change may be necessary.

If you have already started your shift and need to leave for any reason before the end of the scheduled shift, you must immediately notify your manager and receive approval before leaving the premises or your absence will be considered an Unexcused Absence.

### **10.2.C NO CALL, NO SHOW, AND JOB ABANDONMENT**

We define a “No Call, No Show” as the failure of an employee to report for a shift when he or she is scheduled to work and fails to notify their manager by phone.

Any employee who accumulates three (3) No Call, No Show incidents within a thirty (30) day period will be considered to have abandoned the job and voluntarily terminated the employment relationship (“Job Abandonment”).

In cases where an employee is unable to contact their manager, such as in emergency medical situations, incarceration, or some other form of extraordinary crisis, he or she should ask a representative (such as a family member or friend) to do so on their behalf. The employee’s manager may use best efforts to work with the employee to determine the best course of action.

### **10.2.D SWITCHING SHIFTS**

If you are unable to work a scheduled shift, it is your responsibility to ensure your original shift is covered in its entirety and that you have received your manager’s prior approval of the schedule switch. If you do not work your entire scheduled shift and have not obtained your manager’s prior approval for any deviation, your absence will be deemed a ‘No Call/No Show.’ Managers may approve requests to schedule switch in their sole discretion, and should adhere to the following guidelines:

- Whomever is covering another person’s shift cannot already have a shift scheduled at the same time.

- Whomever is covering another person’s shift must be properly trained in that role and must report to the covered shift in appropriate workplace attire for that covered shift/role.

### 10.2.E FWW PERFORMANCE IMPROVEMENT GUIDELINES FOR ATTENDANCE

We will use the following performance improvement guidelines when reviewing attendance issues. Please remember that these are just guidelines (FWW Form 03).

#### **Tardiness or Unexcused Absence**

1– 2 times	Verbal Conversation Depending on the Circumstances
3– 4 times	Written Performance Notice Depending on the Circumstances
5+ times	Management Conversation or Employment Termination Depending on the Circumstances

#### **No Call, No Show or Job Abandonment**

1+ times	Management Conversation or Employment Termination Depending on the Circumstances
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### 10.3 BREAK POLICY

Taking breaks will help you refresh your mind, replenish your mental resources, and become more creative. Use the following procedures for taking breaks during your shift:

- If you work **UP TO FIVE (5) HOURS**, you must take a mandatory fifteen (15) minute break. **DO NOT** clock out for your fifteen (15) minute break.
- If you work **FIVE (5) HOURS OR MORE**, you must take a mandatory thirty (30) minute meal break. **DO** clock out and back in. You must report back to work exactly thirty (30) minutes after you clock out. You have a five (5) minute grace period when clocking out/in for meal breaks.
- If you forget to clock out or in, document the time on the Timesheet Correction log and alert your manager.

Your manager will advise you of the specific time you may take your mandatory break during your shift. It is your responsibility, in coordination with your manager, to ensure you take your mandatory breaks. If FWW is open to the public, do not sit at the indoor or outdoor tables provided for customer use.

### 10.4 EMPLOYEE DATING AND SOCIALIZATION POLICY

Our work environment is unique in that we have employees of all ages, with many under eighteen (18) years of age. It is for this reason that we have this policy in place and all employees must strictly adhere to it.

We work so well together that it is no surprise when some working relationships grow into friendships, or more. It is your responsibility to establish professional boundaries when conducting relationships at work or within a work environment and, at times, even outside of work, particularly when Junior Crew (as defined in [Section 7: Youth \(Junior Crew\) Employment](#)) is involved.

We strongly believe that a work environment where employees maintain boundaries between their personal and professional interactions is necessary for effective business operations. Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to how relationships are conducted during working hours and within the work environment.

Employees who allow personal relationships with co-workers to adversely affect the work environment may face performance improvement action, including and up to immediate employment termination. Employee off-duty conduct is generally regarded as private, provided that such conduct does not create problems within the workplace. An exception to this principle, however, is physical or romantic relationships between managers and subordinates. Concealing any relationship described in this Section for any length of time may warrant performance improvement action, including and up to immediate employment termination.

In addition, during working time and in working areas, employees are expected to conduct themselves in an appropriate workplace manner that does not interfere with others or with overall productivity. During non-working times, such as breaks, and before and after work periods, employees engaging in personal exchanges in nonwork areas should observe an appropriate workplace manner to avoid offending other workers or putting others in an uncomfortable position. Employees are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate in the workplace by a reasonable person while anywhere on FWW premises, whether during working hours or not.

Individuals in supervisory or managerial roles and those with authority over others are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, and their ability to affect the terms and conditions of employment of individuals in subordinate positions.

The scope of this policy includes social, dating, physical, and romantic relationships. While this may feel a bit restrictive, following this policy helps minimize potential impacts of the things that can go wrong and maximize the positive aspects of employee relationships.

<p style="text-align: center;"><b>Adults (Age 18 and up)</b></p>	<ul style="list-style-type: none"> <li>● Do not date or have a physical or romantic relationship with any employee age seventeen (17) and under.</li> <li>● If you are having a social relationship with any employee age seventeen (17) and under, and that relationship extends beyond the time you spend on-premise, obtain written parental approval and inform your manager.</li> <li>● Do not date or have a physical or romantic relationship with any employee you manage or any employee who manages you.</li> <li>● Do not date or have a physical or romantic relationship with any employee if that relationship could interfere with your work, cause morale problems, or cause or be perceived as a conflict of interest.</li> </ul>
<p style="text-align: center;"><b>Junior Crew (Age 17 and below)</b></p>	<ul style="list-style-type: none"> <li>● Do not date or have a physical or romantic relationship with any employee age eighteen (18) and over.</li> <li>● If you are having a social relationship with any employee age eighteen (18) and over, and that relationship extends beyond the time you spend on-premise, obtain written parental approval and inform your manager.</li> <li>● If you enter into any dating, physical, or romantic relationships with other employees, you must inform your manager.</li> <li>● Do not date or have a physical or romantic relationship with any employee you manage or any employee who manages you.</li> <li>● Do not date or have a physical or romantic relationship with any employee if that relationship could interfere with your work, cause morale problems, or cause or be perceived as a conflict of interest.</li> </ul>
<p style="text-align: center;"><b>Additional Guidelines for Managers</b></p>	<ul style="list-style-type: none"> <li>● Do not date or have a physical or romantic relationship with any employee you manage or any employee who manages you.</li> <li>● Do not date or have a physical or romantic relationship with any employee if that relationship could interfere with your</li> </ul>



	<p>work, cause morale problems, or cause or be perceived as a conflict of interest.</p> <ul style="list-style-type: none"> <li>• If you enter into any dating, physical, or romantic relationships with other employees, including other managers, you must inform your manager and/or supervisor.</li> </ul>
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**10.5 EMPLOYMENT OF RELATIVES POLICY**

Relatives and Domestic Partners may work at FWW together provided they do not work in a direct supervisory relationship unless expressly approved in writing by the Executive Director, and their employment will not pose difficulties for supervision, security, safety, or morale. For this Section 10.5 only, “Relatives” is defined as spouses, domestic partners, children, siblings, parents, or grandparents. For this Section 10.5 only, “Domestic Partnership” is defined as a committed relationship between two individuals who are sharing a home or living arrangements. Employees who allow personal relationships with co-workers to adversely affect the work environment may face performance improvement action, including and up to immediate employment termination. All employees must immediately disclose to their manager any Relative or Domestic Partnership relationships that may fall under this policy.

**10.6 COMPLAINT/GRIEVANCE RESOLUTION POLICY**

We understand that from time to time, situations or issues may arise that are important to you and that need to be addressed by management. To that end, FWW has our “Open Door Promise” for frank, open communication and feedback. You are free to talk with your manager at any time to:

- Ask for counsel, coaching or feedback.
- Discuss a personal issue that may be impacting you or your work performance.
- Ask clarifying questions about your job or responsibilities.
- Express a complaint or concern.
- Raise awareness of a situation or issue.
- Discuss a conflict with a co-worker.
- Make suggestions for changes in the way FWW operates.

Your input allows us to improve efficiency, to address complaints, and to help you understand the rationale for policies, procedures, guidelines, practices, and decisions.

For most issues, we ask that you start with your direct manager. If you feel that you are not being heard or your concerns are being ignored, or if you feel your manager has engaged in discrimination, harassment, including sexual harassment, or retaliation against you, then please immediately reach out to any member of our management team. The manager taking your complaint or grievance will ask you to fill out a



Complaint/Grievance Form (FWW Form 06) and to submit it back to them within five (5) days of the incident.

If any manager receives a complaint or grievance from a Junior Crew employee, that manager should immediately notify and involve the Youth Advancement Department.

## 10.7 INCLEMENT WEATHER POLICY

The safety of all our employees is our top priority. Please use common sense and your best judgment when traveling to and from work in inclement weather. If it is unsafe for you to travel to work, call your manager immediately.

When severe weather develops or is anticipated to develop during the day, your Director may decide to adjust your department's operating hours, or not open at all, depending on the circumstances. **YOU SHOULD ASSUME THAT YOUR DEPARTMENT IS OPEN FOR BUSINESS AS NORMALLY SCHEDULED UNLESS YOU ARE ADVISED OTHERWISE BY YOUR MANAGER.**

If your department delays opening or closes early due to inclement weather, you will be paid for the hours you were scheduled to work. If your department is open, yet you are unable to report to work as scheduled solely due to inclement weather, you will be paid for the full number of hours you were scheduled, provided you have notified and received approval from your manager prior to your scheduled start time.

If your department is closed due to inclement weather, and you are able to work remotely, then you are expected to work your scheduled shift.

**JUNIOR CREW ONLY:** If you are a Junior Crew employee and your school system has an early dismissal or is closed due to inclement weather, then you should **not** report for work during the inclement weather. You must call your manager prior to your scheduled start time to confirm that you will not report for work.

## 10.8 PERFORMANCE IMPROVEMENT POLICY

Our performance improvement policy and procedures are designed to provide a structured corrective action process to improve and correct behavior and performance issues. The following procedures explain how we generally communicate concerns or problems that may interfere with an employee doing their best work. Our goal is to work together, understand the cause(s) of a situation, problem solve, and take appropriate actions to resolve any performance issues.

Our performance improvement procedures range from a verbal conversation up to employment termination. Our general policy is to take performance improvement steps in the following order, however we reserve the right to adjust these steps depending on the situation.

Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between FWW and its employees.

<b>1</b>	<p><b><u>VERBAL CONVERSATION</u></b> to share observations of behavior or performance issues, ask clarifying questions, ask for a change in conduct/behavior, set and/or clarify FWW expectations, and agree on what support the employee may need.</p> <p>The employee and their manager will review conversation notes and memorialize in writing, which may include email, a summary of the verbal conversation. The manager will file the summary in the employee’s file.</p> <p>The employee has the option to submit written feedback outlining the verbal conversation, noting any disagreements and/or providing additional clarifying details, and agreed upon follow-up actions. The manager will file any such feedback in the employee’s file.</p>
<b>2</b>	<p><b><u>WRITTEN PERFORMANCE NOTICE</u></b> to document the behavior or performance issue, review the impact on performance, discuss actions to take, to set and/or clarify FWW expectations, and set a timeframe (30-60-90 days) for improvement.</p> <p>The employee and their manager will review the Performance Improvement Plan Form (FWW Form 03) and sign. The manager will file the Performance Improvement Plan Form in the employee’s file.</p> <p>The employee has the option to submit written feedback outlining the verbal conversation, noting any disagreements and/or providing additional clarifying details, and agreed upon follow-up actions. The manager will file any such feedback in the employee’s file.</p>
<b>3</b>	<p><b><u>SUSPENSION</u></b> with or without pay at the management team’s sole discretion for the purpose of conducting an investigation or other administrative purpose, and/or when an employee’s on-site presence has</p>

	potential to interfere with FWW operations and/or safety. A Director-level employee or above must approve any suspension under this section.
<b>4</b>	<b>EMPLOYMENT TERMINATION</b> at the management team’s sole discretion when the employee fails to meet expectations in the timeframe and in the manner of which was expected, or when the behavior or performance issue so warrants. A Director-level employee or above must approve any employment termination under this section.

The management team has full discretion to determine what behavior or performance issue warrants performance improvement actions, and what those actions may or may not include. In determining which performance improvement actions to implement, the following may be considered, in management’s full discretion:

- The history of the behavior or performance issue;
- The employee’s attitude and ability to correct the behavior or performance issue;
- Actions previously taken for similar behaviors or performance issues involving other employees; and/or
- How the behavior or performance issue impacts FWW’s operations, visitors, and other employees.

If you have any questions about the job performance policy, please reach out to your manager.

## 10.9 PERFORMANCE REVIEWS

Communication between employees and managers is very important. Discussions regarding job performance are usually ongoing and often informal. Employees should initiate conversations with their manager if they feel additional ongoing feedback is needed.

Performance reviews will ideally be conducted on an annual basis. Each such review is expected to focus on your job performance for the previous year, as well as expectations and goals for the forthcoming year. Each manager is responsible for the timely and equitable assessment of their supervisees. Additionally, managers should make best efforts to conduct informal “monthly check-ins” with their supervisees to ensure open lines of communication.

Periodically, you may be asked to give feedback on members of our management team. Your feedback will be treated as confidential and will help us improve our management approach. Additionally, it will help us review priorities for investments for managerial and

employee development, infrastructure, training, benefits, work equipment/tools, and the like.

## **10.10 PERSONAL COMMUNICATION DEVICE POLICY**

Use of any personal communication device, such as cellular telephones, tablets, wearables, or any other devices used for external communications, is restricted to break times and off hours. Managers and their designees may use such devices only for FWW business purposes. If you bring your personal communication device to work, please store it in your locker.

- If you need to make an EMERGENCY/URGENT phone call, please use the farm landline or ask your manager for a break to use your personal cellular telephone.
- If someone needs to get in touch with you, please ask that they call the FWW landline or your manager's cellular telephone.
- If you need an exception to this policy or have any questions about acceptable use of your personal communication device, please reach out to your manager.

## **10.11 COMPUTER, E-MAIL, AND INTERNET USAGE POLICY**

FWW has established the following guidelines for employee use of its information technology and communications networks and devices, including computers, monitors, tablets, e-mail, internet, pagers, telephones, cellular telephones, copiers, faxes, and printers (collectively, "IT Hardware") in an appropriate, ethical and professional manner.

### **10.11.A CONFIDENTIALITY AND MONITORING**

All technology provided by FWW, including IT Hardware, systems, communication networks, FWW-related work records and other information stored electronically, is the property of FWW and not the employee. In general, use of FWW's technology systems and electronic communications should be job-related and not for personal convenience. FWW reserves the right to examine, monitor, and regulate e-mail and other electronic communications, directories, files, and all other content, including all data, voicemail, telephone logs, internet use, and network traffic transmitted by or stored in its technology systems, whether on-site or off-site. FWW may review network communications, technology systems, and electronic communications activity, including cameras, and will analyze usage patterns for any purpose. No employee may knowingly disable any network software or system identified as a monitoring tool.

Internal and external e-mail, voice mail, text messages and other electronic communications are considered business records and may be subject to discovery in the event of litigation. Employees must be aware of this possibility when communicating electronically within and outside FWW.

### **10.11.B APPROPRIATE USE**

All FWW employees are expected to use technology responsibly and productively as necessary for their jobs. Internet access and e-mail use is for job-related activities; however, minimal personal use is acceptable, provided that such use does not interfere with one's job responsibilities and provided further that your manager has approved such use.

Employees may not use FWW's internet, e-mail or other electronic communications to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race, religion, color, national origin, ancestry, sex, age, blindness, disability (physical or mental), sexual orientation, gender identity, genetic information, marital status, pregnancy, or any other characteristic protected by law may be transmitted. Harassment of any kind is strictly prohibited.

Disparaging, abusive, profane or offensive language, and any illegal activities—including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the internet or e-mail—are strictly forbidden.

Copyrighted materials belonging to entities other than FWW may not be transmitted by employees on FWW's network without permission of the copyright holder.

Employees may not use FWW's computer systems in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and spamming (sending unsolicited e-mail to thousands of users).

Employees are prohibited from downloading software or other program files or online services from the internet without prior approval from a Director-level or above employee. All files or software should be passed through virus-protection programs prior to use. Failure to detect viruses could result in corruption or damage to files or unauthorized entry into FWW systems and networks.

Every employee of FWW is responsible for the content of all text, audio, video or image files that he or she places or sends over FWW's internet and e-mail systems. No e-mail or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else. FWW's corporate identity must be attached to all outgoing e-mail communications, which should reflect our values and appropriate workplace language and conduct.

### **10.11.C DATA PROTECTION**

Certain employees may use FWW assigned desktops, laptops, and mobile devices that have access to FWW and other customer data. Do not store FWW and other customer

data on any personal devices or personal cloud storage systems; all such FWW and other customer data must be regularly backed-up to FWW cloud storage systems. Do not store personal data on FWW cloud storage systems, or other data storage devices, e.g., laptop hard drives. If you accidentally receive or gain access to others' private data, immediately alert your manager.

#### **10.11.D ADDITIONAL GUIDELINES**

You are responsible for your use of FWW's IT Hardware and for its care and return. Employees should exercise good judgment when using FWW's IT Hardware, including:

- Do not leave FWW IT Hardware unattended.
- Do not have any expectation of privacy in your use of FWW IT Hardware or other communication tools.
- Do not turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers.
- Be aware that information transmitted through e-email and the internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage FWW's systems as well as the reputation and/or competitiveness of FWW.
- Install approved (approval must be from a Director-level or above employee) security updates as soon as updates are available.
- Do not store any personal files or information on FWW devices.
- Log into FWW systems through secure and private networks only.
- Never engage in any illegal activity.
- Keep all confidential information safe.
- Respect copyright laws.

### **10.12 CAMERAS IN THE WORKPLACE POLICY**

#### **10.12.A EMPLOYEE RECORDING**

FWW prohibits employees from engaging in any sort of unauthorized, workplace Recording. Under this Section 10.12.A, "Recording" is defined as the taping, recording, or transmission of any conversation, communication, activity, or event, regardless of whether such conversation or communication is taking place in person, over the telephone, or via any other communications device or equipment, and regardless of the method used to tape, record, or transmit, and regardless of where the conversation, communication, activity, or event takes place.

Employees may not openly or secretly tape, record, or transmit any conversation, communication, activity, or event without the prior written authorization from a Director or the Executive Director.

In addition to Recordings, the use or presence of mobile camera phones in the workplace may interfere with productivity, create privacy concerns, and lead to problems, including privacy violations and the unauthorized disclosure of confidential business information. Therefore, the use of camera phones and other electronic devices with camera functions is prohibited except when authorized in advance.

Violations of this policy may result in performance improvement action, up to termination of employment. Where the conduct is illegal, violators may also be subject to prosecution under applicable federal, state, or local laws. If you have questions or concerns regarding whether any contemplated recording would violate this policy, reach out to your manager or any member of the management team before engaging in any such activities.

### **10.12.B FWW MONITORING AND CAMERAS**

FWW reserves the right to install cameras for specific business reasons, such as security, theft protection, or protection of proprietary information (FWW Form 01).

- FWW may find it necessary to monitor areas with cameras when there is a specific job- or business-related reason to do so. FWW will do so only after first ensuring that such action is in compliance with applicable state and federal laws.
- Employees should not have any expectation of privacy while on FWW property.
- Employee privacy in non-work areas will be respected to the extent possible. FWW's reasonable suspicion of on-site drug use, physical abuse, theft, or similar circumstances would be possible exceptions. Legal advice will be sought in advance in such rare cases where non-work-area privacy may be compromised.
- Employees should reach out to their manager if they have questions about this policy.

### **10.12.C FWW MARKETING**

In the course of advertising, public relations, or other promotional activities for business purposes, FWW may, in its sole discretion, utilize your name, likeness, picture, recording, and/or voice transcription for promotion, marketing, and advertising at any time, without approval or compensation.

Only those employees who are authorized by FWW, or whose job description permits them to do so, may speak on behalf of FWW to the press or reporters.

## **10.13 MEDIA RELATIONS POLICY**

FWW is a high-profile company within our community, and from time to time, employees may be approached by reporters and other members of the Media. Under this Section 10.13, "Media" is defined as any medium to share information including print, television, broadcast, radio, and internet. In order to ensure that we speak with one voice and



provide accurate information about FWW, employees must direct all Media inquiries to the Marketing Department or the Executive Director. No employee may engage the Media and issue a press release, speak on behalf of FWW, answer questions about FWW, share information about FWW, or otherwise converse with the Media without the express authorization and approval from the Marketing Department or the Executive Director.

If approached by a member of the Media, employees must:

1. **IMMEDIATELY ASK FOR IDENTIFICATION.** If you (or someone you are managing) receive an interview or press request or if someone shows up or calls, immediately ask them for identification (their name and their publication/organization).
2. **CONTACT A MEMBER OF THE MARKETING DEPARTMENT OR A DIRECTOR.** Do not permit Media representatives to interview employees or customers, nor film, record, or perform any other related activity without the express authorization and approval from the Marketing Department or the Executive Director.
3. **LET THEM KNOW YOU ARE NOT AUTHORIZED TO SPEAK TO THE PRESS.** Be polite, but immediately inform the Media representative that you are not authorized to speak to the Media, nor are they permitted to speak to FWW employees or customers without the express authorization and approval from the Marketing Department or the Executive Director.
4. **DO NOT ENGAGE IN CONVERSATIONS WITH THE MEDIA REPRESENTATIVES.** They may use quotes from your conversations without your permission. Once a member of the Marketing Department or the Executive Director has given you the required express authorization and approval you may proceed and freely discuss FWW's mission and operations.

## 10.14 SOCIAL MEDIA POLICY

FWW understands that Social Media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers everywhere. However, use of Social Media presents specific risks and carries with it specific responsibilities. To assist you in making responsible decisions about your use of Social Media, we have established these guidelines for appropriate use of Social Media.

Under this Section 10.14, "Social Media" is defined as all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or

affinity website, web bulletin board or a chat room, whether or not associated or affiliated with FWW, as well as any other form of electronic communication.

The same principles and guidelines found in this Handbook apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of FWW or FWW's legitimate business interests may result in disciplinary action up to and including termination. All web pages and Social Media pages managed by FWW are property of FWW.

To assist you in making responsible decisions in your use of Social Media, we have established the following guidelines and best practices:

- Ensure that your posts are consistent with all of the policies, procedures, and guidelines contained within this Handbook. In particular, be familiar with our policies, procedures, and guidelines on conflicts of interest, Confidential Information, anti-discrimination, anti-bullying, sexual harassment, harassment, and retaliation. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
- Refrain from posting inappropriate subject matter or language, including but not limited to: sex, drugs, alcohol, profanity, personal information about you or others, and private information.
- Unless you receive written permission from your manager or above, do not post any photos of yourself or others wearing a FWW uniform, or in any way displaying the FWW logo or other branding elements that may conflict with this Handbook.
- Do not post on Social Media while on duty, unless approved to do so by your manager.
- Do not use a FWW email address to register for social networks, blogs, or other online tools utilized for personal use.
- Never reply to customer/visitor posts or messages (positive, negative, or neutral); the social media team will manage all customer and general public online communications.
- Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly.
- Never post any information or rumors that you know to be false about FWW, fellow employees, customers, suppliers, people working on behalf of FWW, or competitors.
- If you are posting on behalf of yourself or others outside of work, **BE CLEAR THESE ARE YOUR VIEWS** only. Never represent yourself as a spokesperson for FWW or any of its business units. If FWW or any of its business units are the subject of the content you are creating, be clear and open about the fact that you

are an associate and make it clear that your views do not represent those of FWW, fellow associates, members, customers, suppliers, or people working on behalf of FWW. If you do publish a blog or post online related to the work you do or subjects associated with FWW, make it clear that you are not speaking on behalf of FWW. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Farms Work Wonders."

If you decide to post complaints or criticism on Social Media, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, other employees, volunteers, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts that could harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, religion, color, national origin, ancestry, sex, age, blindness, disability (physical or mental), sexual orientation, gender identity, genetic information, marital status, pregnancy, or any other characteristic protected by law.

Keep in mind that any of your Social Media conduct that adversely affects your job performance, the performance of your co-workers or otherwise adversely affects our reputation, team, customers, partners or any others who work on behalf of us may result in performance improvement action(s), up to and including employment termination.

If you discover any complaints or criticisms on any Social Media platform that specifically or indirectly references FWW, you are encouraged to timely notify FWW management by sending any email to [policies@farmsworkwonders.org](mailto:policies@farmsworkwonders.org).

If you have any questions or concerns regarding your use of Social Media, please reach out to your manager. In addition, we strongly recommend that you discuss with your manager before making any online references to FWW or any of its business units.

## **10.15 SECURING PERSONAL ITEMS POLICY**

FWW is not responsible for any personal items that are lost, damaged, or stolen. We provide lockers for you to secure your personal items on a first-come, first-served basis. You must supply your own lock. All personal food and beverages should be kept in a sealed container in either your locker or in the staff refrigerator – never in a work area. All perishable foods must be removed at the end of each shift.

## **10.16 VEHICLE OPERATION POLICY**

### **10.16.A FWW VEHICLE OPERATION**

No employee is allowed to operate an FWW vehicle or farm vehicle unless their manager provides written approval for the express purpose of the employee performing their job duties. (The term "vehicle," as used hereunder, includes, but is not limited to, cars, trucks, all-terrain vehicles (ATVs), utility vehicles (UTVs), golf-carts, walk-behind tractors, tractors, backhoes, front-end loaders, graders, and any mechanized implements.)

In order to operate an FWW vehicle or farm vehicle, you must:

- Be eighteen (18) years or older with a valid driver's license;
- Conduct only FWW business while out on a "run;"
- Be sixteen (16) years or older to operate a golf cart;
- Wear a seatbelt at all times in all vehicles that have seatbelts; and,
- Operate the vehicle in accordance with applicable motor vehicle laws and regulations. For clarity, the use of handheld cellular telephones (including texting) is strictly prohibited while behind the wheel of any FWW vehicle or farm vehicle. In addition, employees are not permitted, under any circumstances, to operate an FWW vehicle or farm vehicle when any physical or mental impairment causes the employee to be unable to drive safely. Employees shall not operate any FWW vehicle or farm vehicle at any time while using or consuming alcohol, illegal drugs, or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication, or intoxication.

If you are approved to operate an FWW vehicle or farm vehicle, you are responsible for:

- Ensuring the vehicle is in safe, fully operational condition before each use;
- Confirming a copy of the vehicle insurance and registration cards are inside the vehicle;
- Exercising due diligence to drive safely and to maintain the security of the vehicle and its contents;
- Ensuring that non-employees and non-business passengers (i.e., family and friends) are not riding in the vehicle;
- Paying any fines for moving-violations incurred in connection with operating the vehicle; and
- Signing a Vehicle Log Report noting any problems with, or damage to, the vehicle before each use.

If you return the vehicle with any damages, complete a Vehicle Log Report. In addition, you must:

- Call the appropriate authorities (e.g., tow truck, insurance, police) if necessary;
- Notify your manager or any member of the management team and describe all events connected with the damage in detail;
- Assist in any reasonable FWW or legally required fact-finding investigations; and,
- Complete a detailed Accident Report Form.

## **10.16.B PERSONAL VEHICLE OPERATION**

No employee is allowed to operate their personal vehicle for FWW unless their manager provides written approval for the express purpose of the employee performing their job duties. If you operate your personal vehicle for the express purpose of conducting FWW business, you must:

- Be eighteen (18) years or older with a valid driver's license;
- Conduct only FWW business while out on a "run;"
- Wear a seatbelt at all times in all vehicles that have seatbelts; and,
- Operate the vehicle in accordance with applicable motor vehicle laws and regulations. For clarity, the use of handheld cellular telephones (including texting) is strictly prohibited while behind the wheel of any moving vehicle. In addition, employees are not permitted, under any circumstances, to operate their personal vehicle to conduct FWW business when any physical or mental impairment causes the employee to be unable to drive safely. Employees shall not operate their personal vehicle to conduct FWW business at any time while using or consuming alcohol, illegal drugs, or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication, or intoxication.

If you use your personal vehicle to conduct FWW business without receiving written approval from your manager prior to such use, then FWW is not responsible for any liability, resulting damage, and/or wear and tear on your personal vehicle.

Employees using their personal vehicle to conduct FWW business may be eligible to receive a mileage allowance equal to the Internal Revenue Service optional mileage allowance for such usage. Consult your manager for approval prior to such use.

If you have an accident in your personal vehicle while conducting FWW business, you must:

- Call the appropriate authorities (e.g., tow truck, insurance, police) if necessary;
- Notify your manager or any member of the management team and describe all events connected with the damage in detail;
- Assist in any reasonable FWW or legally required fact-finding investigations; and,
- Complete a detailed Accident Report Form.

## **10.17 WORKPLACE ATTIRE POLICY**

We want you to have and demonstrate pride in being the face of FWW. It is important to always project a professional image to our customers, visitors, and other co-workers. All employees are expected to dress in a manner consistent with good hygiene, safety, and professionalism. Certain departments may have specific attire requirements and

guidelines applicable to that department. Your manager will advise you of those requirements, if any, and you must adhere to those requirements. If you enter into another department that has different attire requirements (e.g., for food, health, and safety purposes), you must follow that department's attire requirements while present in that department. Please use common sense so that you always look and feel your best.

Many employees are issued uniforms during orientation that are safe and reflective of our brand. Please remember that your uniform is the property of FWW, so you may not alter your uniform in any way (e.g. cutting off the sleeves or neck, etc.). Employees may turn in worn/damaged uniforms for replacement at any time at no cost. However, if a uniform, nametag, or hat is lost and needs to be replaced, you must pay for the replacement at cost.

### **GENERAL GUIDELINES**

All staff are expected to follow these general guidelines in addition to department specific dress codes decided on by their department director.

- No pants/leggings with holes, tears, or rips that show skin.
- Leggings and similar attire must be dark in color, ankle length, and non-see through. Appropriate length tops and/or shorts should be worn to cover both your front and backside at all times, including when arms are raised.
- No shirts that show excessive skin, ie. crop tops, cut-offs, spaghetti straps etc.
- All shorts/skirts/dresses must be at least fingertip length.
- No sweatpants/pajama pants.
- No clothing with writing/graphics other than the company logo. Clothing brand logos must be smaller than the palm of your hand.
- No flip flops or thong sandals.

All employees should look clean, presentable, and appropriate for the job that they are doing.

If you show up for work in attire considered to be inappropriate, we will ask you to leave work to change clothes and you will not be paid for your time to do so.

If you have questions about this Section 10, please reach out to your manager.

## 11. FWW FORM LIBRARY

We use the following forms to ensure the smooth operation of FWW. If you have questions about the forms included in this Section 11, please reach out to your manager.

- FWW Form 01: Handbook Acknowledgement and Photograph Release Form
- FWW Form 02: Accident/Incident Report Form
- FWW Form 03: Performance Improvement Plan
- FWW Form 04: Disciplinary Action
- FWW Form 05: Harassment Complaint
- FWW Form 06: Complaint/Grievance Form
- FWW Form 07: Junior Crew Extended Shift Form
- FWW Form 08: Commendation Form
- FWW Form 09: Exit Interview Form

# Handbook Acknowledgement and Photograph Release Form

I acknowledge that I have received a copy of the Farms Work Wonders (“FWW”) Team Handbook (the “Handbook”), which describes important information about FWW, and understand that I should consult with my manager if I have questions. I have entered into employment with FWW voluntarily and acknowledge that it is for no specified length of time. Accordingly, either I or FWW may terminate the relationship at will, with or without cause, at any time, for any reason or no reason. I understand that neither this Handbook nor any other FWW policy, practice, or procedure is intended to provide any contractual obligations related to continued employment, compensation or employment contract.

Since the information, policies and benefits described in the Handbook are necessarily subject to change, I acknowledge that revisions to the Handbook may occur. I understand that FWW may change, modify, suspend, interpret or cancel, in whole or part, any of the published or unpublished personnel policies or practices, with or without notice, at its sole discretion, without giving cause or justification to any employee. Such revised information may supersede, modify or eliminate existing policies. Accordingly, I agree to, on a quarterly basis, check for revisions to the Handbook and/or consult with my manager to discuss any potential revisions to the Handbook.

I understand and agree that I will read and comply with the policies contained in the Handbook and any revisions, am bound by the provisions contained therein, and that my continued employment is contingent on following those policies.

Furthermore, FWW may photograph and video record activities for marketing and educational purposes. There are several permanent cameras set up around the property to allow the public to follow along with FWW’s operations. Media content will be kept as records, uploaded on Social Media and website outlets, and used in educational and/or marketing presentations. As an employee of FWW, you are required to sign this form (or have your parents/legal guardians sign, if under 18).

I hereby grant permission to the rights of my image, likeness, and sound of my voice as recorded on audio or video tape without any payment or any other consideration. I understand that my image may be edited, copied, exhibited, published, or distributed, and waive the right to inspect or approve the finished product wherein my likeness appears or may appear. Additionally, I waive any right to royalties or any other compensation arising from or related to the use of my image, likeness, or recording. I also understand that this material may be used in diverse educational settings and/or marketing within an unrestricted geographic area.





Photographic, audio, or video recordings may be used for the following purposes:

- Conference, educational, or informational presentations
- FWW's marketing purposes, including its blog, website, and social media accounts
- FWW's videos including promotions and tutorials

By signing this release, I understand this permission signifies that photographic or video recordings of me may be electronically displayed via the internet or in the public educational setting.

I will be consulted about the use of my image, likeness, and sound of my voice as recorded on audio or video tape for any purpose other than those listed above.

There is no time limit on the validity of this release nor is there any geographic limitation on where these materials may be distributed.

This release applies to photographic, audio, or video recordings collected as part of the sessions listed on this document only.

By signing this form, I acknowledge that I have completely read and fully understand the above Handbook Acknowledgement and Photograph Release and agree to be bound thereby. I hereby release any and all claims against any person or organization utilizing this material for educational purposes.

Full Name:

Street Address:

City, State, Zip:

Phone:

Signature:

Date:

If this form is obtained from an employee under the age of 18, then the employee's parent or legal guardian is also required to sign below:

Full name:

Signature:

Date:



# Accident/Incident Report Form

This form is being used to report one of the following: (Check one)

An incident is an event that caused injury to a person or damage to equipment, building, or materials. (Accident)

A near miss is an event that could have caused injury to a person or damage to equipment, building or materials. (Incident)

Person completing this form: \_\_\_\_\_ Date: \_\_\_\_\_

Name and job title of the employee(s) involved in the accident/incident:

Witness(es):

Date of accident/incident: \_\_\_\_\_ Time of accident/incident: \_\_\_\_\_

Approximate location where the accident/incident occurred:

Employee's shift on the day of the accident/incident (from) \_\_\_\_\_ (to) \_\_\_\_\_

Did an injury occur?  Yes  No

Nature of the injury (strain, cut, bruise, etc.):

Body part(s) affected:

Medical treatment required?  Yes  No

If yes, what type?  First aid on-site  Express care  Doctor  Hospital

Name of the facility, hospital, and/or physician:

Was the employee hospitalized overnight as a patient?  Yes  No

Did the employee leave work early due to the injury?  Yes  No



If yes, what time? \_\_\_\_\_

Date the employee returned or expected to return to regular duty:

Date the employee returned with light duty restrictions:

Describe the incident fully: (use additional pages if necessary or sketch on back if needed to clarify):

List all equipment, machinery, materials or chemicals the employee was using when the event occurred:

Identify the factors that you believe contributed to or caused the incident:

Complete the following section if an injury occurred or there was damage to equipment.

Were proper procedures being followed when the incident occurred? \_\_\_\_ Yes \_\_\_\_ No

If no explain:

Was the employee wearing proper personal protective equipment? \_\_\_\_ N/A \_\_\_\_ Yes \_\_\_\_ No

If no explain:

Are changes in equipment necessary to prevent reoccurrence? \_\_\_\_ Yes \_\_\_\_ No

If yes explain:

Employee signature: \_\_\_\_\_

Date:

Manager signature: \_\_\_\_\_

Date:



# Performance Improvement Plan (PIP)

Employee Name: \_\_\_\_\_

Meeting Date: \_\_\_\_\_ Dept: \_\_\_\_\_

Manager Name: \_\_\_\_\_

Standard(s) of Performance Reviewed:(check all that apply):

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> Productivity          | <input type="checkbox"/> Efficiency |
| <input type="checkbox"/> Teamwork              | <input type="checkbox"/> Quality    |
| <input type="checkbox"/> Attendance            | <input type="checkbox"/> Conduct    |
| <input type="checkbox"/> Other (define): _____ |                                     |

Specific examples of current performance under review:

Improvement Plan (what is expected, how it should be accomplished, and in what timeframe):

**Failure to meet and sustain improved performance may lead to further disciplinary action, up to and including termination.**

Acknowledgment:

Employee (signature): \_\_\_\_\_

Date: \_\_\_\_\_

Manager (signature): \_\_\_\_\_

Date: \_\_\_\_\_

Director (signature): \_\_\_\_\_

Date: \_\_\_\_\_



**Periodic Review Notes**

<b>Comments</b>	<b>Employee Initials</b>	<b>Supervisor Initials</b>	<b>Date</b>
1.			
2.			
3.			
4.			
5.			
6.			

Was the Performance Improvement Plan satisfactorily completed? \_\_\_\_ Yes \_\_\_\_ No

If yes, what date? \_\_\_\_\_



# Disciplinary Action Form

Employee Name:

Manager Name:

Date of Incident(s):

Time of Incident(s):

Manager's Account of Incident(s) Leading to Discipline:

Follow-up/Additional Action(s) Needed:

Employee's Response:



Type of Warning Given: (Check One)

Oral       Written      Date Given:

Action Taken: (Check One)

Warning     Suspension With Pay     Suspension Without Pay     Termination

Other:

If suspended, length of suspension:

Acknowledgment:

Employee (signature): \_\_\_\_\_

Date:

Manager (signature): \_\_\_\_\_

Date:

Director (signature): \_\_\_\_\_

Date:



# Harassment Complaint Form

Name of the Complainant:

Manager Name:

Department:

Today's Date: \_\_\_\_\_

Name of the Accused:

Department:

Relationship of the Accused to the Complainant (manager, co-worker, etc.):

Date of Incident:

(If more than one event, please report each event on a separate form.)

Where did the specific event occur?

Please explain the events that occurred.

How did you react to the situation? Did you take any action to stop perceived inappropriate behavior?





Describe the harm you have suffered as a result of the event.

Were there any witnesses to this specific event? (If yes, please provide their names.)

Is there any physical evidence that supports your complaint? If so, please describe or attach copy of evidence.

What is your desired outcome of the investigation?

The information provided in this complaint is true and correct to the best of my knowledge. I am willing to cooperate fully in the investigation of my complaint and provide whatever evidence Farms Work Wonder deems relevant.

Employee (signature): \_\_\_\_\_

Date:



# Complaint/Grievance Form

Name of the Complainant:

Manager Name:

Department:

Today's Date: \_\_\_\_\_

Please explain your complaint/grievance.

What is your desired outcome of this situation?

The information provided in this complaint is true and correct to the best of my knowledge. I am willing to cooperate fully in the investigation of my complaint and provide whatever evidence Farms Work Wonder deems relevant.

Employee (signature): \_\_\_\_\_

Date:



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# Junior Crew Extended Shift Form

From time to time, Farms Work Wonders (“FWW”) may have shifts open that may extend beyond the normal five (5) to eight (8) hour work shift. In that case,

“I give my child, named below, permission to work shifts longer than the standard eight (8) hour shift if needed. FWW will ensure that all applicable child labor laws are adhered to.”

If you do not wish for your child to exceed the standard eight (8) hour shift, please check ‘No’ below. Otherwise, please check ‘Yes.’

Yes \_\_\_\_\_

No \_\_\_\_\_

Please note, your child must have a ride and/or alternate forms of transportation to all of their scheduled shifts. It is their responsibility to communicate their schedule with you, and to communicate days needed off with FWW.

Employee name:

Parent/Guardian name:

Parent/Guardian signature:

Date:



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# Commendation Form

Employee Name: \_\_\_\_\_

Manager Name: \_\_\_\_\_

Date: \_\_\_\_\_

Subject: \_\_\_\_\_

This is an official commendation and thank you for performance that went above and beyond basic requirements. We appreciate your hard work and dedication! **YOU ARE AMAZING!**

This form will be placed in the employee's personnel file and may be referred to for future performance reviews. It may also be used by the employee named above as a reference for future employment and endeavors.

Employee (signature): \_\_\_\_\_

Date: \_\_\_\_\_

Manager (signature): \_\_\_\_\_

Date: \_\_\_\_\_



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# Exit Interview Form

Employee Name:

Manager Name:

Date: \_\_\_\_\_

Department:

1. Did anything specifically trigger your decision to leave?

2. What was the most satisfying aspect of your job?

3. What was the least satisfying aspect of your job?

4. Did any of FWW's policies or procedures make your job more difficult?

5. Do you feel you had the resources and support necessary to accomplish your job? If not, what was missing?

6. Did you receive enough training to do your job effectively?





7. Did you receive enough support?

8. Did you receive adequate feedback about your performance day-to-day?

9. What do you think it takes to succeed here?

10. What did you like most about working for FWW?

11. What did you like least about working for FWW?

12. What would you change to improve FWW's workplace?

13. Did you have clear goals and know what was expected of you?



14. Did FWW help you to fulfill your career goals, and if so, how?

15. Would you recommend working for FWW to your family and friends?

16. Do you have any concerns about FWW you would like to share?

17. Would you consider working for FWW in the future?

18. Did you understand what was expected of you in the classes that were offered?

19. Did you feel you received any career information through the classes offered that will be beneficial to you in the future?

20. Do you think the skills or classes or enrichment activities that were offered to you will help you in your life or career decisions ahead?



21. Do you have suggestions for improving the education activities: classes, enrichment activities, scholarships, etc.?

22. Was there anything missing from the educational offerings that you can suggest to improve them?

23. Is there anything else you would like to add?