

**WHITE'S FOODLINER**  
**GENERAL INFORMATION GUIDE**  
**EMPLOYEE HANDBOOK**

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### **Welcome to White's Foodliner**

We know that joining a new organization is fun and exciting and sometimes overwhelming. To help you get to know us better, we have created a guide to help you answer questions, summarize your benefits, and give you a small taste of what it is like to work at White's Foodliner.

In this guide you will learn about where we as a company have been, where we started, where we are now, and where we are going. The guide will also show you our business philosophy, practices, principles, and policies.

We attempt to provide excellent food products at a competitive price to all of our customers, but we are also dedicated to providing and creating a positive, productive, and enjoyable work environment.

Together, we will build a strong company, serving the needs of our customers and communities.

**Letter from President Pat White**

The management team at White's Foodliner and I are pleased and happy to welcome you to your position with our group of stores. We know that starting a new endeavor or new adventure can be, not only exciting and interesting, but also overwhelming. We hope that this handbook will help you get to know and understand our company better, and it should answer some of your questions about working with us. Of course, we encourage you to ask any questions or voice concerns to your immediate supervisor at your store or department. Whether this is your very first job, the last position you will hold before retirement, or you are a part of the management team of the company, we all share a responsibility to serve our customers and our communities, as well as to support each other.

Each member of the White's Foodliner team deserves respect as long as the team member, in turn, respects our customers, his/her fellow team members, and the team of managers.

Most of you will use this job as a learning experience and as a springboard to other positions in your adult work life. Many of our managers and department leaders started their careers at the entry level, illustrating the possibilities and opportunities that the grocery business provides. Our team pledges to work with you during your stay with White's Foodliner.

Thank you,

Pat White

### History of White's Foodliner

The roots of the White's Foodliner business history most certainly began when, as a young boy, Joe Patrick White, would visit his grandparents in southeast Kansas, traveling from his home in Dodge City, KS. He would spend time with his grandparents, Patrick Byrd (PB) and Minnie White. PB was the owner and operator of old style grocery "general stores" in the several towns of southeast Kansas. Of course, Joe idolized his grandfather, and we are sure this experience sowed the seeds of Joe's subsequent journey.

As Joe grew up, he had several jobs, but it seems he was always drawn back to the grocery business. After serving in the US Navy during WWII, he returned to Dodge City and met a hard working young woman named Frances Ewy. Frances had been born and raised on the family farm in Hodgemen County, outside of Jetmore, KS. After Joe and Frances were married in 1950 and Joe finished college (and, of course, worked in a grocery store) in Denver, they decided to purchase a grocery store. A store became available in Coldwater, KS, and in May of 1953 they moved with their young son Douglas Patrick (Pat) to begin a new challenge in their life.

Through the years, the business has grown and evolved with acquisitions and contractions. The constant in our business has been a dedication to and concern for our customers, our communities, and the valuable associates who share our passion for the business and our constituents. Today, the second generation is at the helm of our organization with the third generation 'in the wings.'

The White family is proud of our heritage and the privilege we have had to be able to serve our customers, communities, associates' families, and friends. Currently the group owns and operates stores in Kingman, Medicine Lodge, Phillipsburg, and Hugoton, Kansas, along with a store in Pawnee, Oklahoma.

## **SECTION 1**

### **White's Foodliner Mission and Core Values**

- 1) To give our customers the highest quality products and services at competitive prices!
- 2) To provide our customers and team members a pleasant work environment.
- 3) To provide our staff and customers a safe shopping experience.
- 4) To support team members' happiness and excellence by providing a competitive wage and benefit package.
- 5) To serve and support our communities, by actively being involved with government, school, and civic problems.
- 6) To treat our customers with fairness, respect, and integrity.
- 7) To give all our stockholders a fair return on their investments.

### **Our Mission**

Our mission is to provide the best possible grocery store in each of our locations. We exist to make a profit, but we also see our business as an integral part of the communities in which we are located.

Our "bottom line" ultimately depends on taking care of and satisfying all our stakeholders, which are the following:

- Customers
- Team members
- Shareholders
- Community

We all rely on each other in this equation. You, our team member, ARE essential to our success. We believe team members who enjoy their job, work in an atmosphere of happiness, and receive proper compensation will provide better customer service, exhibit more enthusiasm, work smarter and harder, and help us develop a more successful business.

### **Store Leadership**

Store leadership consists of our store director and department managers. Their focus and key areas of the store are: smooth operations, profitable financial performance, excellent customer service, various merchandising throughout the store, and team member excellence and happiness.

### **Team Members**

The most basic and important level of decision making is with the team members. YOU, the team member, are the front line of activity dealing with products, customers, vendors, and fellow team members. YOU set the tone in the store, the work ethic, the pace, and hold other team members accountable for their performance.

### **Customers**

Customers are our number one stakeholder. Customers are essential to our success. We strive to be better than our competitors and delight each customer on every trip they make to our stores. We MUST

be the best in customer service and variety and offer a relaxed, safe shopping environment while maintaining competitive prices.

## **SECTION 2**

### **Information of Special Interest to New Employees**

Your supervisor will welcome you, introduce you to the other employees, and tell you the things you need to know about your job to get started.

Your supervisor, who approved of hiring you, will schedule and assign your work. Feel free to ask questions about anything you do not understand. Your supervisor is responsible for you and your work, and you are responsible to your supervisor.

Employees must have a Social Security Number or valid ID on file at each store location office prior to starting work. It is up to each manager to see that these policies are enforced.

### **New Hire Information**

All new employees are subject to a 120 day (4 month) training period! This time frame allows both the employee and employer to evaluate the job and any expectation either may have about subsequent employment. By the end of the 120 day period, either employee or White's Foodliner may make a decision on future employment, if a decision to terminate is not made earlier by either the employee or White's Foodliner. We will evaluate the following:

1. Attendance and punctuality
2. Performance
3. Ability to follow direction
4. Customer service
5. Attitude

### **Physical Examination**

Physical examination may be required, at company expense, with the company physician prior to beginning employment and may be required periodically on a non-discriminatory basis as the company deems necessary.

Employees may be tested for drugs in the pre-employment physical examination, in subsequent physical examinations, and at random by a physician or clinic at the option of the company.

### **Pre-Employment Driving Record Investigation**

Any employee who will be operating a company vehicle or operating a vehicle on behalf of the company will have his/her driving record checked prior to being hired. Employee authorization will be obtained before any checking is done.

Any employee giving false information about his/her driving record will be disciplined and/or discharged.

**Pre-Employment Credit investigation**

A thorough credit investigation may be conducted on any employee who will be handling cash, checks, or credit cards on behalf of the company. Any employee who attempts to misrepresent their credit information, prior convictions, or related transgressions may be dismissed at once.

No credit checks will be conducted without the knowledge and authorization of the prospective employee.

### **SECTION 3**

#### **Wages**

It is the policy of the company to maintain hourly wage rates and ranges within each job classification at levels that the company believes to compare favorably with those of similar companies in the area and the industry. Reviews of hourly rates and benefits will be made periodically, but not less than annually.

#### **Paycheck**

Your payroll check covering the previous pay period will be distributed every two weeks. If you are absent or not scheduled to work on the day checks are distributed, you may ask to have your check mailed to your home address, or may obtain your check from the store manager later. White's Foodliner encourages all employees to take advantage of the direct deposit option. Details may be obtained from the store manager. At this time, checks will be issued on the Thursday or Friday following the pay period ending on the previous Sunday. Any Monday holiday will delay the receipt of checks by one day. If checks are delayed or lost in the mail, arrangements may be made with the store manager for cash advance, with repayment to be made upon receipt of payroll check.

Federal and state payroll deductions will be made by the company for each employee. Remember that forms for tax deductions and insurance must be updated if there is a change in dependency status. It is your responsibility to keep the changes or updates. Changes include:

- Name change
- Dependent change
- Address change
- Full/ Part time changes
- Phone # changes

#### **Lost Paychecks**

If you should lose your paycheck, report the loss to the store manager within 24 hours. Once notification is made, a stop payment will be put on the check, and you will receive a replacement check as soon as possible. You will be required to reimburse the company for bank charges for the stop payment. Loss of checks that have been endorsed will be the responsibility of the employee.

#### **Payroll Deduction**

Federal and state laws require White's Foodliner to make certain deductions from the wages of all employees:

1. Social security (FICA): Employees pay tax on wages each pay period based on the current application dollar amount and percentage established by the federal government. White's Foodliner contributes a matching amount in Social Security tax.

This money provides monthly payments to you at a normal retirement age of 65. There are provisions for early retirement, disability benefits, and payments to your family and dependents if you do not live to retirement age. Further details may be obtained from Corp-Kingman.

2. Federal Income tax: at the time of hiring, you prepared a W-4 Withholding Exemption Form. In accordance with federal law, White's Foodliner deducts your tax from your salary. This money is reported and forwarded to the United State Government. A report of income tax and Social Security deductions you made from your salary is given to you on a W-4 form at the end of the year.
3. State income Tax: At the time of hiring you prepared a state income tax W-4 Withholding Form.

#### **Expense Reimbursement**

Mileage expenses will be reimbursed to any employee who uses a personal vehicle for company business, provided that authorization from the appropriate supervisor has been given to the employee in advance. This mileage reimbursement will be at the standard rate established by White's Foodliner home office.

#### **White's Foodliner Employee Wage Scale**

1. Assignment and determination of job level and wage rates will be made solely by management of White's Foodliner.
2. White's Foodliner main office will maintain and compile total hours worked by each employee.
3. Wage level increases will be made in the pay period FOLLOWING attaining a hour level. (If the management determines the employee's performance is acceptable)
4. The raise in wage level is NOT automatic. If management determines an employee does not merit wage increase, the store manager will meet with the employee to discuss problems and solutions. Managers should meet with team members any time (hour plateaus are hit) whether raises are given or not in order to explain why they are not giving a raise or to reinforce good behavior and thank them.
5. If an employee is hired at a higher wage than the normal entry wage due to expertise, education or experience, they will be assigned the corresponding hours to that wage level.
6. As the employee moves from one job classification or level to another as deemed by the management of White's Foodliner, they will be assigned the corresponding hours to that new job level and wage level.
7. In order for this plan to be effective, our business management and associates must have continued growth in efficiency and production. Complacency will not be tolerated.

#### **Wage Guideline Criteria**

We take into consideration the following when setting your compensation and evaluating for raises:

1. Productivity and quality of work
2. Customer service evaluation
3. Job related attitude
4. Attendance and punctuality
5. Internal equity and wage percentages

### **High School Students**

White's Foodliner is proud of its tradition of providing jobs and training opportunities to high school students. A number of our student employees have gone on to management positions in our stores, as well as other companies in the grocery industry. White's Foodliner adheres to all federal, state and department of labor laws and guidelines concerning employment of under 18 students. Each store manager is aware of these laws and will inform and schedule student employees accordingly. Minimum hiring age is 16 years old.

High School part- time students are NOT eligible for insurance, vacation, or other benefits.

High school student CHANGE OF STATUS will be on September 1st after their High School Graduation.

### **Direct Deposit**

As an added convenience to our team members we offer the option of automatic deposits of your paycheck into your personal savings/checking account. Direct deposit is highly recommended! You still receive a paycheck stub with direct deposit. You will not have to worry about mail errors, holidays, going to the bank, etc.

### **Pay Advances**

In the event a team member experiences an unforeseen emergency, we offer payroll advances based on the following guidelines:

- A pay advance will be granted by the manager only
- Authority for unforeseen emergencies only
- Advance may not exceed 50% of expected pay amount
- Advance paid back in full within four paychecks
- Must sign form authorizing pay advance and agreement to repay
- Max of 2 advances per year never overlapping
- Must be past observation period ( 4 months at company)
- Final authorization will be at the sole discretion of White's Management

### **Overtime**

- Time and one-half (1 1/2) shall be paid for all hours worked by hourly employees (management excluded) in excess of 40 hours in the regularly established work week, which have not otherwise been paid for at overtime rates.
- It is company policy to make every reasonable effort to distribute overtime work equally among regular full-time employees in the same skill groups, depending on the particular job involved and its requirements.
- When it is necessary to work overtime, the employees in the department scheduled to work must work. In order to control costs of operations, our goal is to limit the use of overtime hours. The need for and issuance of overtime hours must be approved by the store manager and department head.
-

### Holiday Wages

**Holiday wages will be paid to all hourly employees scheduled on the following holidays:**

NEW YEARS DAY	4 <sup>TH</sup> OF JULY	CHRISTMAS DAY
EASTER	LABOR DAY	
MEMORIAL DAY	THANKSGIVING	

White's Foodliner will pay time and one-half for REGULARLY SCHEDULED full or part-time employees for hours worked on these holidays.

At no time will any White's Foodliner hourly employee be permitted or requested to perform their duties while not clocked in on their own timecard. Working "Off the Clock" will result in immediate termination.

### Wage Scale

#### LEVEL 1

Stockers/Wrappers  
Meat Wrappers  
Bakery Clerks  
Frozen Clerks  
Dairy Clerks  
Produce Clerks  
Grocery Stock Clerks  
Deli Clerks  
GMD Clerks

Entry.....	\$7.50
After 400 hours.....	\$7.65
After 1600 hours.....	\$7.75
After 2800 hours.....	\$7.85
After 4000 hours.....	\$8.00
After 5200 hours.....	\$8.15
After 6400 hours.....	\$8.25
After 7600 hours.....	\$8.35
After 8800 hours.....	\$8.45
After 10,000 hours.....	\$8.50

#### LEVEL 2

Head Cashier  
Courtesy Booth Clerk  
Head Department Clerk (or have management duties)

Entry.....	\$8.50
After 400 hours.....	\$8.65
After 1600 hours.....	\$8.75
After 2800 hours.....	\$8.85
After 4000 hours.....	\$9.00
After 5200 hours.....	\$9.25

After 6400 hours.....	\$9.35
After 7600 hours.....	\$9.50
After 8800 hours.....	\$9.75
After 10,000 hours.....	\$10.00

LEVEL 3

High School Courtesy Clerks  
High School Checkers/Stockers

Training Wage.....	\$6.75
90 days after hire date.....	\$7.25

\$7.25 is ceiling unless store director approval

Wage Inquires

**People wanting wage information, employee verification, etc.**

If an individual not employed at White’s Foodliner directly inquires you or your department on matter relating to company or personnel, the inquiries regarding company business or personal matters should be referred to your immediate supervisor or Store Manager.

Employees other than those indicated above are not authorized to provide or confirm information concerning White’s Foodliner or our employees. All information other than ad printing (sales literature) concerning White’s Foodliner products, pricing, sales figures, and company policies are considered confidential; only those persons listed above are authorized to discuss these topics with individuals outside the company.

The following information may be given on phone reference check:

1. Confirmation of employment
2. Confirmation of dates employed
3. Confirmation of rehire status
4. Confirmation of position

Violation of this policy will result in disciplinary action ranging from oral and written reprimands to suspension or immediate discharge.

White’s Foodliner payroll stubs will help employees maintain a record of the current and year-to-date gross wages and deductions. This is done for employees’ benefit, and the stubs should be kept and filed by employees. If for any reason an employee loses these stubs and requests weekly, monthly, or quarterly wage records, there will be a ten dollar charge for this wage audit.

No one except the store director/manager has authority to confirm employment and employment history checks. If you are caught providing information on another employee or ex-employee, this will be considered for disciplinary action up to, and including, termination.

### **Employee Classification**

An employee who is regularly scheduled for 32 hours or more per week is considered a regular full-time employee. An employee who is regularly scheduled for less than 32 hours per week is considered a regular part-time employee. Only regularly scheduled full-time employees are eligible for company benefits. If you are classified as part time, but regularly work 32 hours, you may request reclassification. Eligibility will be based on completion of your application for reclassification, fulfillment of conditions, and official enrollment. To reclassify, you need to average over 32 hours per week to be considered full time, FOR A 13 WEEK PERIOD.

### **Service with the Company**

Length of service is the length of regular full-time employees' continuous time and hours with the company, starting with the date of hire. Length of service may affect employee benefits, severance pay, vacation pay, and hourly rate.

You will be credited with length of service from your last date of hire. Employees hired through a temporary agency and employees hired for interim (seasonal) period shall not attain service-with-the-company status.

An employee's length of continuous service with the company and employment relationship shall terminate if one of the following occurs:

- If you quit or retire.
- If you are discharged or otherwise terminate your employment.
- If you are absent from work for three (3) consecutive working days without properly notifying the company and being excused. (job abandonment)
- If you fail to report for work following a leave of absence or vacation, unless the extended absence is excused in advance by your supervisor.
- If you fail to report for work as soon as possible, and at the latest, within three working days following notification to return after a company layoff, unless excused in advance by your supervisor.

### **Employee Meetings**

All employees are required to attend employee meetings that take place during regularly scheduled work hours. Employees may be requested to attend meetings that are scheduled at other times and will be compensated at their regular hourly rate for time spent in those meetings.

### **Work Week**

The work week begins at 12:01 a.m. Monday and ends at 12 midnight on Sunday. The normal work week consists of 40 hours during a consecutive five day period. The normal work shift will be eight hours. The company will notify you in advance as to starting and quitting times for your particular job.

### **Training**

The company believes that all employees will be happier and more productive employees if they are appropriately trained for the job they are to perform. Some jobs require more training than others. Certain jobs require on-the-job training, while other job training is best conducted in small groups within classrooms.

Throughout your employment at White's Foodliner, you may periodically, as the company deems necessary, be given additional training. In order for White's Foodliner to be a strong, competitive and profitable company, the White's Foodliner team must be better trained and more astute than our competitors.

### **Lunch and Rest Periods**

All employees working eight hours or more in a work day are entitled to a 15- minute period in each half of the regular shift, paid by the company. Each supervisor will set the times for their breaks to be taken. Any shift over six hours you are required by law to take a lunch break. Lunch breaks range from 30 minutes to an hour per store.

Employees are not to leave the company premises during paid rest periods. Rest periods start at your work station and at your work station. Your help is requested in seeing that rest periods do not extend beyond the time allowed. Lost production time is a loss for everyone.

### **Change of Personal Information**

Reporting of changes in personal information is the responsibility of each employee to his/her supervisor regarding the following:

- Address
- Telephone number
- Number of dependents
- Marital status and/ or name change
- Requests for reclassification of employee status

Your supervisor will forward the information to the Corporate Office so that a status change can be made in your records. Requests for reclassification of employee status must have written approval from Store Manager.

## SECTION 4

### Benefits

#### Joining the 401(k) Plan

***Who is eligible for the plan?***

Employees that have worked at least 1000 hours within one year and are at least age 21 may join the plan.

***When may I enter the plan?***

January 1<sup>st</sup>, April 1<sup>st</sup>, July 1<sup>st</sup>, or October 1<sup>st</sup> after becoming eligible.

#### Contributing to the Plan

***How may I contribute to the plan?***

There are two types of contributions you may make to the plan:

- ***401(k) Salary Deferred Contribution:*** You may choose between a before or after tax **(Roth)** deferral option.

For 2013, you may elect to defer up to a maximum of \$17,000, plus catch-up up to \$5,500 for participants age 50 and older.

- ***Money from another company's plan & IRAs***

The plan will accept rollover contributions and plan-to-plan transfers from a previous employer's retirement plan, as well as your personal IRA accounts.

#### White's Kingco, Inc. Contributions

***Will White's Kingco, Inc. contribute to the plan?***

Yes, the company will also make contributions on your behalf.

Matching contributions: 25% of your first 6% of deferral resulting in a maximum employer match of 1 ½ % of compensation.

#### Vesting

***Will I have a vested ownership in my account?(The amount you receive when you leave White's Kingco, Inc.)***

*Your deferrals* are always 100% vested immediately.

*White's Kingco, Inc. employer\_*contributions are based on the following vesting schedule:

<u>Years</u>	<u>Percentage Vested</u>		
1	0%	4 years	60%
2	20%	5 years	80%
3	40%	6 years	100%

#### Investing Your Contributions:

***How will my contributions be invested?***

You will choose from a selection of funds that cover the Equity Style Box including Target Date Funds to create your own portfolio.

***How can I monitor my account?***

You can access your account via the website at [www.jhpensions.com](http://www.jhpensions.com), and you will also receive personalized statements of your account quarterly.

**Distributions from the Plan:*****When may I withdraw my account balance?***

- At Retirement (age 59 ½ )
- Total Disability
- Termination of Employment
- Loans from your account

In the event of death, the designated beneficiary will receive the account.

**Group Insurance**

White's Foodliner is pleased to offer the following insurance programs to regular full-time employees who have been employed 90 days or longer:

1. Hospitalization and medical treatment insurance
2. Life insurance and accidental death and dismemberment

The company pays a portion of the cost of various plans for each regular full-time employee who is eligible and enrolls in the plan. Each regular full-time employee may purchase health care insurance at the group rate for immediate family members who qualify. Participation in the insurance program is contingent upon meeting all eligibility standards and acceptance through official enrollment.

The company reserves the right to modify, terminate, suspend or cancel the plan without notice when, in the opinion of management, circumstances require it.

The benefit schedules and other details of the programs are available from your Group Insurance booklet, which is provided to each employee when insurance coverage takes effect.

**Cafeteria Plan**

White's Foodliner maintains a government regulated cafeteria plan for deductions. This allows for insurance and other deductions to be taken before taxes are assessed resulting in substantial savings for wage earners.

**Vacations**

White's Foodliner regular full-time hourly employees are eligible for vacation pay as long as they are bona fide employees of the company. White's Foodliner Corporate Headquarters will compile and accumulate each employee's hours worked. When an employee has accumulated 1000 hours a check will be cut for 40 hours at your rate on the subsequent payroll period hours.

A request for your vacation time is to be submitted to your supervisor at least one month in advance, to allow time for scheduling adjustments. Your supervisor will then arrange it with Store Manager.

### **Seminars and Meetings**

As our employees progress and develop in positions throughout our company, the management of White's Foodliner may ask employees to attend seminars or meetings pertaining to our industry. Employees selected for seminars and meetings who are willing to attend will be paid for their scheduled 8 hour shift and reimbursed for any mileage in a personal vehicle at White's Foodliner mileage rates. Additional expenses for lodging and meals, gasoline, etc. will qualify for reimbursement if approved by Corporate Office. Be sure to save all receipts associated with travel.

### **Statutory Benefits**

Some of the benefits to which you are entitled are established by law and administered by federal and state agencies include:

- \* Worker's Compensation
- \* Social Security
- \* Unemployment Compensation

White's Foodliner pays the full cost of your Worker's Compensation insurance and your Unemployment Compensation benefits. The company also contributes to your Social Security benefits.

### **Optional Insurance**

White's Foodliner makes insurance available to all regular full-time eligible employees. Various optional insurance coverage examples are Cancer Insurance, Intensive Care Insurance, or Off the Job Accident or Disability Insurance. The cost of these coverages will be paid by the employee. With this option White's Foodliner does not endorse or solicit the purchase of these policies. The costs of policies are paid by a payroll deduction under regulated conditions of our Cafeteria Plan. Said employee must remain on the plan through the plan year, unless the employee has been terminated or has resigned.

### **Food Shows**

Several times a year, our suppliers present food shows to attend. Our store Directors and Management team will select department heads and department managers to attend these shows. While mileage costs will be reimbursed, attendance is optional. We will NOT pay any hourly rates or wages for food show attendance. These food shows can be an educational tool for those that attend.

## **SECTION 5**

### **Work Practices**

#### **Equal Opportunity Statement**

White's Foodliner is committed to a policy of equal employment opportunity. We will recruit, select, promote, compensate and discipline or discharge individuals in full compliance with applicable laws prohibiting discrimination based on race, color, religion, national origin, age, sex, marital status, veteran status or handicap.

#### **Name Badges & Work Identifications/Dress Code**

Name badges will be used for all team members. The company believes in the importance of everyone being on a first-name basis throughout the company. The name badge is to be worn during all working hours in a readily visible location for the benefit of customers and other employees. White's shirts or sweatshirts are required. If no shirt is available, you will be asked to wear an apron or smock. See section 11 for dress code. All dress code questions will be determined at the discretion of the store director.

#### **Copying of Company Property**

Copying of company or vendor software, company documents or misappropriations of confidential company information is prohibited. This will result in disciplinary action up to, and including termination.

#### **Outside Employment**

On occasion, employees of White's Foodliner may decide to seek employment outside of their regular working hours. The company has no objection to this type of work when it does not interfere with work assigned at White's Foodliner and is not in the employment of a competitor so as to create a conflict of interest in employment. It should not interfere with your current schedule, or current duties for your job at White's Foodliner.

#### **Employment of Relatives**

To enable White's Foodliner to employ quality people, relatives may be employed provided that certain guidelines are followed. Any decisions regarding employment of relatives will be made at the store level on a case by case basis. (One relative cannot supervise another).

#### **Home Work**

It is White's Foodliner policy that all work necessary to perform your job is to be performed on company premises or at designated job sites and within scheduled working hours. Work off premises, such as at your home, is strictly prohibited (without the written permission of your supervisor for each occasion, including the number of hours).

## **SECTION 6**

### **Leaves of Absence**

#### **Personal Time**

The company may grant an unpaid personal leave of absence if management believes the absence does not interfere with the production schedules or otherwise impair efficiency. All such leaves of absence must be requested and approved in advance by your Supervisor and the Store Manager. Maximum time available is based on length of service. No time off can be given for the purpose of obtaining or working at another job or starting another business.

You may apply for an unpaid personal leave for emergency situations. The company decides whether to grant personal leaves, and the duration, based on its view of the circumstances, the needs of the company, and your length of service.

#### **Disability Leave**

Employees who request a disability leave may be granted a leave of absence up to 30 days without pay. Prior to beginning the leave, the employee will be required to sign an intent-to-return-to-work form. The company reserves the right to require a physical examination by a company-appointed doctor before or at any time during the leave of absence. Leaves may be renewed at company discretion.

#### **Administrative Leave of Absence**

An Administrative Leave of Absence is a leave of absence initiated by the Company to deal with special circumstances during the period of the leave. An Administrative Leave of Absence may be a paid leave of absence, depending on the reason for the leave of absence. The company might initiate an Administrative Leave of absence for various reasons, including if the company determines it is necessary to implement employment transfers, to provide for temporary layoffs, to pursue investigations and corrective action, to complete I-9 documentation renewals, and to deal with the effects of a natural disaster.

With an Administrative Leave of Absence, your position, benefits, and rate of pay are not guaranteed. If you are on an Administrative Leave of Absence with benefits, coverage for health benefits under the Group Benefit Plan may be continued through payroll deduction during your Leave of Absence or will be made up following your return to work. If you are on an Administrative Leave of Absence without benefits, coverage for health benefits under the Group Benefit Plan may be continued through COBRA only.

#### **Definite Leave of Absence**

A Definite Leave of Absence is an approved, unpaid personal leave of absence from work for 30 days or less, with an agreed-upon date which you will return to work. If you return to work on the agreed-upon date, your position on your team and your rate of pay are guaranteed. Your old schedule is not guaranteed, however, as schedules are subject to change at any time. If you do not return to work on the agreed-upon return date, you will be treated as having voluntarily resigned your employment on the day immediately following the agreed-upon return date.

A team member will be eligible for a Definite Leave of Absence following his or her completion of at least 2,000 service hours. Only one Definite Leave of Absence may be approved during any 12 month

period.

Coverage for health benefits under the Group Benefit Plan may be continued through payroll deduction during your leave or will be made up following your return to work.

A Definite Leave of Absence cannot be combined with any other type of Leave of Absence to extend your time away from work.

#### **Family and Medical Leave Act (FMLA) Leave of Absence**

Please see pg. 58 for complete information on FMLA.

#### **Extended Medical-Non-Occupational Leave of Absence**

A Team Member who has exhausted his or her FMLA Leave of Absence may nonetheless be eligible to receive an extended Medical – Non – Occupational Leave of Absence for the Team Member's own medical condition only. The Extended Medical – Non – Occupational leave of Absence can be for up to an additional six (6) weeks following the expiration of the Team Member's FMLA Leave of Absence. The team Member is limited to one extended Medical – Non- Occupational Leave of Absence for each 12 months, calculated from the first day on which the Team Member went on an FMLA Leave of Absence. Also, the Extended Medical – Non – Occupational Leave of Absence may not be used intermittently.

To apply for an Extended Medical – Non – Occupational Leave of Absence, a Team Member must complete a Leave of Absence Form obtained from the Store/Facility team Leader. The form includes a medical certification form, which must be submitted within 15 days of the first day of leave.

With an extended medical – Non – Occupational Leave of Absence, your position and rate of pay are not guaranteed. Coverage for health benefits under the Group benefit Plan may be continued through COBRA only, if eligible.

#### **Extended Medical-Occupational Injury Leave of Absence**

A Team Member who sustains a work-related illness or injury may be placed on Extended Medical – Occupational Injury Leave of Absence for a maximum of 12 months, unless mandated to extend further to comply with various state workers' compensation laws. All medical expenses resulting from a work-related illness or injury incurred while employed by White's Foodliner will be paid 100% by your employer.

A Team Member may be eligible for an Extended Medical – Occupational Injury Leave of Absence before or after taking an FMLA Leave of Absence, and such periods of leave may run concurrently.

To apply for an Extended Medical – Occupational Injury Leave of Absence, your position and rate of pay are not guaranteed. Coverage for health benefits under Group Benefit Plan may be continued through COBRA only, following expiration of an applicable FMLA period. Discontinued privileges will be discontinued after the expiration date of an applicable FMLA period.

#### **Medical Emergency Leave**

A Team Member who is not otherwise eligible for another Leave of Absence (FMLA, state medical leave) may be eligible for up to six (6) weeks of unpaid leave for the Team Member's own serious health conditions:

- The Team Member must have at least 400 service hours but less than 1,250 service hours and/or less than 12 months of service
- The leave is for the Team Member's medical condition only; it is not available to take care of a family member
- The request is not for an intermittent leave
- The Team Member must return to work within six (6) weeks
- The leave must be approved by your Store Director
- The Team Member has not requested a medical emergency leave during the preceding 12 months

To apply for a medical Emergency leave of Absence, a Team Member must complete a Leave of Absence Form obtained from the Store/Facility Team Leader. The Form includes a medical certification form, which must be submitted within 15 days of the first day of Leave. The Team Member will also be required to submit certification from the health care provider stating that the Team Member is fit to return to work.

With a Medical emergency Leave of Absence, your position and rate of pay are not guaranteed. Coverage for health benefits under the Group Benefit Plan may be continued through COBRA only.

If the Team Member becomes eligible for FMLA Leave of Absence during a Medical Emergency Leave of absence, they will be transitioned to an FMLA Leave of Absence and eligible for an additional 12 weeks of leave.

#### **Military Leave**

A Team Member who is absent from work for qualified military service may take a Military Leave of Absence from employment if certain conditions prescribed under the Uniformed Service Employment and Reemployment Rights Act of 1994 ("USERRA") are met. For these purposes, the term "qualified military service" means the performance of duty on a voluntary or involuntary basis with the United States Armed Forces including The Army National Guard and Air National Guard, when engaged in active duty for training, inactive duty training, or full-time National Guard duty, and the commissioned corps of the Public Health Service, specifically including any time necessary to perform authorized funeral honors duty or to be absent from employment for an examination to determine fitness to perform any of the duties listed above. The following rules and conditions apply to a Military leave of Absence:

- Team Members absent for less than 90 days will be restored to the same position
- Team Members absent for more than 90 days will be restored to the same or an equivalent position
- To be guaranteed reemployment, Team Members must meet the following criteria:
  - Provide advance written or verbal notice of military service
  - The period of service must not exceed five years
  - The Team Member must be released from service under honorable conditions
  - The Team Member reports timely back to his or her job following completion of uniformed service. The length of time a Team Member has

to report back to his or her job following uniformed service is determined by how long he or she has been gone

- \* If the absence was 1-30 days, the Team Member has to report back to work on the first regularly scheduled workday following completion of leave
- \* If the absence was 31-180 days, the Team Member must report to work within 14 calendar days following the completion of leave
- \* If the absence was over 180 days, the Team Member must report to work within 90 days following the completion of leave

Coverage for health benefits under the Group benefit Plan may be continued through COBRA. COBRA coverage can be continued for up to 24 months for a Military Leave. Regular coverage for active Team Members will be reinstated the first month following return to leave work.

Upon reemployment, you will be credited with service hours for the period of your leave based upon the average hours worked prior to the leave. For administrative purposes, service hours and Paid Time Off will be assessed and updated upon rehire.

### **Benefits During Leave of Absence**

#### **Group Benefit Plan**

Team Members who take an approved Definite Leave of Absence or FMLA Leave of Absence, or who are placed on a paid Administrative Leave of Absence with benefits (including a Disaster Leave with benefits), will continue to be eligible to participate in the health benefits under the Group Benefit Plan under the same conditions that applied prior to the Leave of Absence. Team Members who take any other Leave of Absence may elect COBRA continuation coverage of their health benefits during their Leave of Absence.

#### **401(k) Plan**

If you are a participant in the 401(k) Plan at the time your Leave of Absence commences, you will continue to participate in the 401(k) Plan for any period during which you are on a paid Leave of Absence. If you are on an unpaid Leave of Absence, your payroll deductions will stop for the period of your Leave. Note: if you have a loan outstanding from the 401 (k) Plan, you may be eligible to extend your repayment period by the length of your leave (but not more than 12 months for non-Military Leaves of Absence). *Please refer to the 401(k) Plan or contact the Corporate office.*

## SECTION 7

### Time, Attendance, and Punctuality

#### Time and Attendance

##### Breaks and Meal Periods

In order for all of us to remain productive team members, we all need time to rejuvenate so...

- If you work under a 3- hour shift there is no break
- If you work at least a 3.5 to 5-hour shift, you are entitled to ONE (1) paid 15- minute break (Still on the clock)
- If you work a 6-hour shift you are entitled to ONE (1) paid 15-minute break or A HALF hour un-paid lunch
- If you work at least an 8-hour shift, you are entitled to TWO (2) paid 15-minute breaks and up to a 1-hour non-paid lunch break

You are required to clock out for 30-minutes to an hour on shifts that are 5.99 to 8+ hours long.

Your manager or store manager will work with you on establishing your break and meal periods. These may be subject to change based upon coverage, volume of customers in the store and the workload of your team, so be sure to ask! Team Members may not be required to perform any work while on their meal period. Team Members who refuse to take their meal break and work through their meal break are subject to corrective action for working unauthorized hours.

Breaks and meal periods are provided to give you time to conduct your personal business. This is the time to make personal phone calls, run errands or grab a bite to eat. **Paid breaks are to be taken on the premises.** Please remember that nothing is perhaps more frustrating to your fellow Team Members than continual interruptions due to unscheduled breaks, so plan your time accordingly. Obviously, emergencies are an exception.

When on a paid break, you still may be called to carryout, check, or help customers. The manager will make up lost break time for you as needed.

Our company complies with all state and federal requirements concerning breaks and meal periods.

#### Work Week

White's Foodliner workweek begins at 12:01 am on Monday morning and ends at 12:00 a. m on Sunday nights. There are seven days in the work week. Hours worked between Monday and Sunday will be accumulated and calculated as the work week for purposes of determining overtime pay. For example, if a Team Member clocks in at 10:00 p. m on Sunday night and works until 6:00 a. m on Monday morning, the hours for this shift will be counted towards Sunday's work. Team Members who work overnight should not punch in and out of the clock at midnight to 'split a shift.' This is an inappropriate recording of hours and is not permitted.

### **Absenteeism and Tardiness**

Here at White's Foodliner, we operate in a team-oriented environment. This means we all count on each other to get the job done! As a Team Member, you are required to report to work on time, to observe limits for breaks and meal periods, and to not leave work early without prior approval from your Team Leader.

#### **Absenteeism**

An absence is any time you are scheduled to work and do not report to work or complete your shift. It includes sick days, but does not include pre-approved time off for vacation, personal days, holidays or leaves of absence. A partial day absent is any day you work less than your scheduled shift and which the Company does not consider to be a tardy.

#### **Reporting Procedure**

In case of an absence you must contact your Team Leader or Store Director at least one (1) hour before your scheduled shift. If you are calling for a shift scheduled before the store closes and your Team and Store Director are not in, you need to speak with someone on your team and then you must call back during store hours to speak with your Team Leader or Store Director. It is your responsibility to personally make the contact unless you are physically unable to do so. You must give the reason for your absence and the expected date of return. Reporting your absence does not excuse your absence; it is courtesy.

"Call outs" to Team Members are unacceptable. Failure to notify your Team Leader or Store Director will be considered a "no call/no show" or unreported absence. Any unreported absence will result in corrective action up to and including a discharge.

If you are absent three (3) consecutive scheduled days without reporting to work or contacting your Team Leader, you will be considered to have voluntarily resigned without notice (Job Abandonment) at the end of your third day's shift.

#### **Excessive Absenteeism (reported absence)**

Even if an absence is reported, you may be subject to corrective action if you miss work too often.

Examples of excessive absenteeism include:

- 6 full or partial days absent, consecutive or not, in any 12-month period
- 2 separate absences in any 30-day period
- 4 separate absences in any 6-month period
- More than 6 separate absences in any 12- month period

For purposes of this policy, a "separate absence" means:

- Any full or partial absence
- One or more consecutive full or partial days absent for the same reason
- Scheduled M-T-W missed all 3 due to sickness is one absence.

Example of a separate absence: Missing one day, or two or more consecutive days

Example: Scheduled on Monday, Tuesday, and call in both days is one ABSENCE.

Example: scheduled Monday and called in. Scheduled Tuesday and worked. Scheduled Wednesday and worked. And schedule Thursday but called in sick: this is two absences.

**If the Store Director feels a person is taking advantage of the policy or violates the attendance policy in your training period, management could deem corrective action, written warnings, up to and including discharge.**

Unless determined by the company to be an abuse, time off for medical/dental appointments, school activities (for you or your children) or personal business will not be counted as excessive absenteeism if it is approved by your supervisor prior to the schedule being posted. However, this time off will still be documented as an absence. You may be asked to find someone to help cover the shift you are missing.

#### **Doctor's Verification**

If you are absent for more than three (3) consecutive working days, you will be required to bring a doctor's verification indicating you are fully released to perform your regular job duties. If you do not provide such verification, you will not be scheduled to work.

A Team Leader/Store Manager may require a doctor's verification for any absence, regardless of length, verifying your inability to work due to illness or injury.

#### **Tardiness-10 Minutes Grace Period**

You are tardy any time you arrive more than 10 minutes late to your workstation or are not appropriately groomed, dressed, and ready to work at the scheduled shift. Tardiness also includes returning late from breaks or meal periods. If you are 30 or more minutes late, it will be considered an absence and requires you to follow the reporting the procedures for an absence.

#### **Reporting Procedures**

Again, if you must be late for work, it is your responsibility to personally contact your Team Leader or Store Director prior to the beginning of your scheduled work shift unless you are physically unable to do so. If you cannot call, have someone call for you. Reporting your lateness does not excuse your lateness it is courtesy.

#### **Excessive Tardiness**

Even if tardies are reported, excessive tardiness will result in corrective action up to and including discharge.

Examples include:

- 5 tardies in any 30-day period
- 8 tardies in any 3-month period
- 15 tardies in any 12-month period

Please remember that excessive absenteeism, excessive tardiness, and/or failure to report your absence or tardiness place a burden on other Team Members and may result in corrective action up to and including discharge.

### **Scheduling and Shift Changes**

The hours of your scheduled work shifts will be determined by the operational needs of your team. Some teams will have regular schedules that rarely change from week to week while other teams will have schedules that vary to meet the needs of the team, store, or company.

The needs of a grocery store require flexibility on everyone's part – including yours. Therefore, all Team Members must be available to work a variety of shifts including OPENING to CLOSING, all days during the week and weekends, holidays, etc. As with any business, scheduling needs will change over time. If you are hired to work a particular day/shift, your desired work schedule will always be taken into consideration, but it is not a guaranteed schedule forever. Personnel and business necessities may require a change in hours. Whenever possible, you will be given advance notice of these situations.

You are responsible for reading your individual schedule, knowing when to report to work and working your shift. You are also responsible for knowing when mandatory team meetings are scheduled and for attending them!

If you would like to schedule a shift change prior to your scheduled shift, see your Team Leader or Store Manager. No shift changes are "official" until your Team Leader or Store Manager has approved them. Keep in mind that we do what we can do to accommodate these requests, but they are not guaranteed. Please remember your shift change should not create overtime for anyone else covering your shift.

### **Jury Duty**

If you are called for jury duty, you will need to show the jury duty summons to your Team Leader or Store Manager as soon as possible so that arrangements to accommodate your absence. You are expected to report to work on those days of jury duty service where you are excused from jury duty service or where you would be able to work at least half of your regularly scheduled shift, except for where local laws apply otherwise.

### **Attendance**

Your work schedule has been developed to provide the coverage necessary for superior customer service. To provide the quality of service White's Foodliner customers have come to expect, we count on you to be ready to start work at your appointed time and to work your entire scheduled shift.

In the event of sickness or other emergency, you are required to report your absence or late arrival to your supervisor as early as possible on the first day of your absence. Always keep your supervisor advised on your planned return-to-work date. Excessive absences may result in discharge if you are unable to attend work as scheduled and fulfill the requirements of your job.

If a doctor's verification is required before returning to work, you will be notified. Absence of three consecutive days, during which no notification is given to your supervisor or permission obtained, is considered job abandonment and voluntary resignation.

### **Time Clock or Sign-In System**

Since your time card is the only accurate record available for computing time worked for payroll purposes, you must record your actual starting time at the beginning of your shift and record your actual quitting time at the end of your shift. The time card must also note whenever you leave the work location for any reason other than authorized company business.

You may not work before your scheduled starting time or after your scheduled quitting time unless approved by your supervisor.

### **Breaks**

Any store may require you to check- in and out for breaks on the back of regular time cards. Break time will not be deducted from wages.

Marking the time card of another employee, alternating or otherwise marking time cards, repeatedly neglecting to follow proper time card procedure or failing to obtain proper authorization from supervision as required by this policy will result in disciplinary action.

## **SECTION 8**

### **Cash Control**

#### **Cash Control Policy**

White's Foodliner realizes the importance of cash control procedures. Cash shortages for any reason affect profitability.

Cash shortages will not be tolerated. Any incidents of cash shortages will be handled at the discretion of the supervisor and may vary, depending on the circumstances.

Management may make exceptions at will depending on the supervisor's view of the circumstances (for example, a history of shortages or other suspicious circumstances may result in more serious discipline or discharge.)

Any warnings that are issued, whether written or verbal, will be documented on an Employee Warning Notice and a copy will be filed in the employee's personnel folder. Both the supervisor in charge, as well as the employee involved, will sign the warning notice.

The Store Manager will orient all employees authorized to operate the cash with this policy before they use the cash register for the first time.

See Cashier Training Program for Details

See Cashier Training Program for Cash Control Policy and Procedure

### **WIC**

Due to strict government regulations concerning WIC vouchers, we have precise rules and methods of redeeming and ringing these vouchers. After the training period and the employee is familiar with WIC redemption, if employees fail to follow our WIC guidelines and WIC voucher is denied payment, White's Foodliner will charge employee for (1/2) of disallowed voucher if error is in checker.

#### **Check-Cashing Policy For Employees**

Employees are not to cash personal payroll checks from the cash receipts of the cash register or monies collected on delivery routes. Cashiers are not allowed to check out or cash checks for members of their immediate families. Making change for a customer has to be done at the booth. Cashiers are not to check out members of their immediate families.

#### **Team Member Check-Cashing**

Team Members may cash personal checks up to \$100 at White's Foodliner stores provided they show proper identification. Larger checks may occasionally be cashed with Shift Manager or Store Director approval. Of course, you may also write checks for purchases.

If your personal check is returned by the bank for insufficient funds (NSF), you will be required to pay the face value of the check plus any charge no later than 30 days following notice of the NSF to the store that accepted the check.

A Team Member who bounces more than 2 checks in a 90-day period will receive written warning, and that Team Member's check-cashing privilege will be revoked for 90 days. If we get another NFS check after that 90-day period is up, the Team Member will get a final written warning and check-cashing privilege will be revoked indefinitely. Failure to pay the amount of the NSF and applicable service charges within 30 days may result in additional corrective action up to and including discharge. Cashiers may not cash payroll checks without Store Director approval. All check cashing is done at the booth.

#### **Third-Party Checks**

We do not accept third-party checks from customers or Team Members. The only exception is a check written to a Team Member by White's Foodliner, any of our subsidiaries, or one of our benefit plan administrators.

#### **Check Cashing**

In some instances, White's Foodliner cashes payroll and government checks. Please see the approved check list at each location. Any unfamiliar check needs Store Director approval.

## **SECTION 9**

### **Safety, Security, and Health**

Safety is everyone's full-time job. We care about your safety at White's Foodliner.

Safety is your responsibility too. No job is so important and no job effort is so urgent that you cannot take the time to perform work safely.

Being alert will help prevent accidents to you and others. Please report accident hazards or potential hazards immediately to your safety manager or Store Manager.

### **Job Safety**

You are expected to cooperate with the company in all safety and health procedures and to make proper use of all equipment and devices provided for such purposes. The company may provide additional safety training as needed or may post rules and regulations on the bulletin board. The company will be as safe as you make it.

### **General Safety Rules and Regulations**

Employees are encouraged to submit safety suggestions.

The general safety rules and regulations are as follows:

- Each employee shall comply with occupational safety and health standards and all rules, regulations and orders that are applicable to his/her own action and conduct.
- All unsafe conditions should be reported to your supervisor at once.
- All injuries, however slight, should be reported to your supervisor at once. First Aid supplies are available in designated areas in each store. Supervisors should tell new employees location of first aid kits.
- Good housekeeping throughout the facility is directly concerned with and is essential to safety, efficiency, and satisfactory working conditions. Please do your share in helping to keep the facilities clean.
- Employees shall not operate any equipment until they have been properly instructed by their supervisor on how to operate it. Employees under 18 years of age may not operate or clean any hazardous or motorized equipment. This equipment will be specified by management.
- Sharp edges projecting from any source should be dulled or corrected to eliminate hazard.
- Flowing ties, long sleeves, loose-fitting coats or other loose-fitting clothing shall not be worn around moving equipment or machinery.

Employment at White's Foodliner is on an at-will basis and may be terminated by the employee or by the company at any time for any cause or no cause. Nothing in the above examples and nothing said by any person or stated in any document limits in any way White's Foodliner right to terminate employment at will.

### **Good Housekeeping**

A clean work environment reflects well on our organization and the employees who work here. When each person helps keep our facility clean, both efficiency and safety will increase. A sampling of common sense suggestions follow:

- All work areas and aisles must be kept clear of stock and debris.
- A minimum clearance of three feet shall be maintained around all fire extinguishers, drinking fountains, alarm boxes, and power panels.
- All waste should be placed in the proper containers provided.
- Employees must not throw food or other debris on the floor at any time. Food or debris dropped accidentally is to be cleaned up immediately.
- Food prep areas are to be cleaned daily.

### **Fire Prevention**

Each year thousands of businesses are damaged by fire. Many of these fires could have been prevented. Please be alert at all times for potential hazards and report them at once to your supervisor. Please note these rules:

- Employees shall not smoke inside the building. Smoke in designated areas outside, not around customers.
- Employees should take appropriate steps to eliminate and prevent fire hazards.
- In case of smoke or fire, notify the nearest member of management, giving location and information that is necessary. If no member of management is present, call the local fire department. The number is prominently displayed by each telephone.
- Employees shall not attempt to extinguish electrical fires unless they are trained and qualified to fight fires.
- Instructions are posted in each work area on what to do in case of a fire.

### **Access to Company Premises**

One entrance/exit is designated for use by employees. This entrance, located at the front door, must be used at all times by employees entering or leaving the building, including days off, lunch and relief periods or any other time of the day or evening. Occasionally team members opening or closing will have a different access door.

### **Parking**

The company provides ample parking spaces for employees. Please park your car in designated parking areas. It is suggested that you lock your car at all times. The company is not responsible for theft from or damages to vehicles parked in company parking lots.

### **Solicitation and Distribution**

In order to eliminate the possibility of disruption of operations and disturbance of employees, the following must be observed without exception:

- Solicitation by an employee of his/her fellow employees, during the working time of either employee, on behalf of any individual, organization, club or cause is not allowed.
- Distribution of any literature, pamphlets or material to an employee by another employee during the working time of either employed, or at any time in any working area, is not allowed.
- Any solicitation by any persons who are not employed by the company is prohibited at all times throughout our company's entire facility.
- Borrowing from or loaning money to fellow employees is prohibited.

These policies apply to all company locations and to solicitations for all purposes, including lotteries, raffles, or political organizations, labor organizations, fraternal organizations, etc. Violation of these policies will be subject to disciplinary action, up to and including discharge.

### **Bloodborne Pathogens**

Pathogens are disease-causing microorganisms. Bloodborne pathogens are viruses or bacteria present in human blood and body fluids that can infect and cause disease in humans. The most notable bloodborne pathogens are human Immunodeficiency Virus (HIV, which causes AIDS) and Hepatitis B Virus (HBV).

Any contact with infected blood or body fluids carries the risk of potential infection. There is less than a 0.4% chance that a person can be infected with HIV as the result of a cut with contaminated sharp object such as a needle or broken glass. There is a greater risk of infections when exposed to HBV since it is relatively 34ransmissible. The relative ease of infection reinforces the need to respect HBV during potential exposure situations.

Your attitude is a vital part of protecting yourself. The right attitude means taking Universal Precautions-safety guidelines developed by the Centers for Disease Control and Prevention. Although rare, should you encounter any human blood or bodily fluids during the course of your work, you should treat it as infectious. In this way, you prevent possible infection through necessary contact or inappropriate actions. Report such circumstances immediately to your Team Leader or Store/facility Team Leader, but in any event no later than the end of your shift.

### **Operating Company-Provided Vehicles**

Any Team Member who operates a vehicle owned or leased by White's Foodliner must adhere to the requirements outlined in this policy in order to ensure safety for themselves, Company property and others. Any individual not employed by Whites Foodliner is not authorized to operate a Company-owned or -leased vehicle. In order to operate a company-provided vehicle, a Team Member must be at least 21 years of age. Prior to operating a Company-provided vehicle, all drivers must present the following to their Team leader for review and photocopying:

- A valid, government-issued driver's license
- Written proof of current insurance

### **Procedures to Follow in the Event of a Crisis**

#### **Robbery**

Certain operations are targets for robbers and small-time criminals. **REMEMBER, DO NOT PANIC OR DO ANYTHING WITHOUT FIRST THINKING IT THROUGH.** If a robbery does occur, **DON'T BE A HERO!!** The

manager and employees should never endanger themselves or a customer under any circumstances. Do exactly what the robber asks. When he/she has left, call the police.

If emergency assistance is required, call an ambulance; then call the police, and contact the supervisor. Any information acquired by observing the robbery may be helpful, so be alert.

Emergency numbers (police, fire department and ambulance) are listed by every telephone.

If you are ever confronted by a robber, cooperate completely! We have “no heroes” policy, which means that no Team Members should ever put themselves in danger when it comes to robbers, shoplifters, etc. Give the robber everything he or she wants. Do not hesitate at all or try to argue or negotiate with them. The quicker you cooperate, the quicker they will leave. Do not ever chase a robber or try to play hero – just let them go! You can be most helpful by doing the following:

1. Stay calm
2. Cooperate with the robber to ensure the safety of customers, Team Members and yourself
3. If possible, note as many characteristics of the person as you can, but only if you can do so safely. Safety is more important than the apprehension of a criminal.
4. Give a complete and detailed report to the Store Director and the police and note as many details as possible.
5. As soon as everything is over, and everyone is safe, write down as many details as you can. This will help you remember later.

### **Burglary**

If it appears upon opening that the store may have been burglarized, do not enter the building. It is possible that the intruder may still be inside. Go instead to the nearest telephone and call the supervisor, Store Manager, or someone else in management. Then follow their directions. If you are unable to contact any of these individuals, call the local police to investigate before entering the building.

### **Fire**

Each location is equipped with fire extinguishers, multiple exits and telephones with local fire department numbers posted.

In the event of a fire, follow this procedure:

- Call the fire department, being certain to give them the correct street address. If the fire seems serious, appoint one person to get everyone out of the building immediately while you call the fire department from the first available telephone.
- Once the fire department has been called, it may appear that the fire can be put out or contained with water or a fire extinguisher. Only do so without endangering yourself.
- Employees shall not attempt to extinguish electrical fires unless they are trained and qualified to fight electrical fires.

### Workplace Violence

White's Foodliner will not tolerate acts or threats of physical violence, including intimidation, harassment, and/or coercion. This prohibition against threats and acts of violence applies to all persons involved in company operations, including, but not limited to, White's Foodliner Team Members, contract workers, temporary employees, and anyone else on our property or conducting offsite White's Foodliner business. Violations of this policy, by an individual, will lead to corrective and/or legal action as appropriate.

#### Definitions of Prohibited Behaviors

- Threat- An expression of intent to perform an act or acts that could cause physical harm to self or others
- Harassment- The act of someone creating a hostile work environment through unwelcome words, actions, or physical contact not resulting in physical harm
- Assault- Occurs when a Team Member reasonably fears another is going to touch the Team Member in a harmful or offensive way. No actual touching is necessary. The mere threat may be considered assault
- Battery- Intentional harmful or offensive touching. A Team Member need not suffer actual physical harm
- Physical Attack- Aggression resulting in a physical assault with or without the use of a weapon

Examples of Prohibited Behaviors include but are not limited to:

- Intentionally damaging the property of the company or another Team Member
- Verbally threatening, harassing, abusing or intimidating another Team Member
- Threats, intimidation or harassment by non-verbal means such as gestures
- Causing physical injury to another person or other physical acts against another person, such as hitting, pushing, shoving and/or kicking
- Behavior that is aggressive or threatening and that puts another Team Member in fear of injury
- Possessing a weapon while on Company property or Company business
- Other acts, such as arson, sabotage, vandalism and stalking

White's Foodliner will make the sole determination of whether, and to what extent, threats or acts of violence will be acted upon by the Company. In making this determination, we may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred.

### Weapons

White's Foodliner has adopted a policy that no one, including Team Members, customers and vendors, may bring firearms, concealed weapons, explosives or the like in to any White's Foodliner store/facility location. This prohibition applies, but is not limited to, any public areas of our stores, back rooms, break rooms, Team Member lockers, central kitchens and distribution centers, parking lots and garages. In other words, don't bring a gun or knife to work or even leave one in your vehicle (i.e., any motorized vehicle, bicycle, etc.)

Only commissioned law enforcement officers or other authorized security personnel are permitted to have firearms on company premises.

### **Shoplifting**

When someone steals from our stores, they are stealing from each and every stakeholder. It is everyone's responsibility to prevent shoplifting by Team Members, customers or other visitors to the store. By catching thieves and persecuting them, we will gain the reputation for being an undesirable shoplifting target.

One way to minimize shoplifting is to make it obvious to people in the store that we are paying attention to what is going on around us. It is always appropriate to approach a customer, greet them and ask if you can assist them in any way. If they need help, they will be grateful. If they do not, they will usually appreciate knowing we care. If they are considering shoplifting they will know that someone is watching them.

If you suspect shoplifting, alert the Store Director or person in charge immediately. Do not approach the person yourself! We have a 'no heroes' policy, which means that no Team Member should ever put themselves in danger when it comes to shoplifters, robbers, etc.

Furthermore, before prosecuting a shoplifter, we must be absolutely sure that the suspect is guilty. We do not want to bring false accusations against an honest customer or present vague suspicions when we call the police.

### **Injury Reporting Procedure**

At White's Foodliner we are committed to the principle that each individual is entitled to work in a safe environment. Therefore, we strive to provide safe working conditions for Team Members, and we observe governmental safety and health regulations. All reports of unsafe conditions or equipment should be made to your supervisor immediately.

All safety-related incidents involving customers, vendors, and Team Members will immediately be turned over to the Store Director or store supervisor. Team Members should keep these points in mind when responding to third party incidents.

1. Don't talk about insurance coverage or claim settlements
2. Don't attempt first aid unless you are certified
3. Don't discuss store conditions or policies
4. Attempt to learn from witnesses
5. Be courteous and do not argue

Team Members need to report their own personal injuries as soon as they happen regardless of how severe. Report all injuries, immediately. If it is an emergency, we need to call 911. If it is severe, you may be required to seek medical attention.

**SECTION 10**  
**Additional Info**

**Customer Service Standards**

1. Greet every customer – say “Hi”.
2. Take care of Customer top 5 requirements (listed below)
3. ESCORT customers to things they are looking for: **never** point, **never** say what aisle.
4. Follow dress code.
5. No hassle returns.
6. Bagging for **every** customer
7. Carry out; Do NOT ask if they need help out.
8. Two in a line is too many customers in line.
9. Offer help to those obviously thinking.

And most important:  
THANK EVERY CUSTOMER.

**Customer Top 5 Requirements**

1. Quality
2. Cleanliness/sanitation
3. Stock level – out of stock, out of business
4. Signage/accurate pricing
5. Full service customer service

**Personal Hygiene and Smoking**

Our business is all about food; therefore, it is essential to maintain a high standard of personal hygiene. In addition to reporting to work thoroughly clean, you must wash your hands frequently, and immediately after using the toilet, handling garbage or smoking.

Food handlers in the Deli, Bakery, Produce, Meat departments must maintain extremely stringent standards for cleanliness and sanitation. We follow all HACCP (Hazard Analysis and Critical Control Point) guidelines, which include:

- Use of antibacterial hand soap
- Use of sanitary gloves
- Use of sanitizing solutions to clean tools and surfaces
- Mandatory hair restraints or hats
- Mandatory ¼ - inch or less fingernail length

In addition, food handlers must wash their hands immediately before beginning work, after returning to the work area, after touching their face or hair, after picking anything up off the floor and at frequent intervals during the workday.

It is also essential to remove all white jackets, meat coats, aprons, smocks, prior to taking a break when you are going to the restroom or smoking. The purpose of wearing “whites” is to protect foods you are handling from outside contaminants.

### **Smoking**

If you choose to smoke, be sure to wash your hands after every smoke break.

Smoke breaks are counted toward paid breaks as outlined in the take out policies section under Time and Attendance.

### **Personal Telephone Calls**

Customers take first priority when calling our locations, so we ask that you limit your personal calls. Encourage your family and friends to reach you outside of work. If you need to make calls, please do so only on break and keep them brief. Due to nature of their work, cashiers may not make or take personal calls while at the registers.

### **Personal Cell Phones/Pagers**

The use of personal cellular phones during your shift is not allowed. Personal pagers may be worn, but must be used without making noise alert others to incoming calls, Calls may not be returned until you are on break. Obviously, emergencies are exception (for example, your spouse or expecting a baby). Under these circumstances, please see your Store Manager for prior approval.

Abuse of these policies can result in corrective action up to and including discharge.

High School students cannot use cell phones or text on paid breaks or check phones while on the clock.

- Seen once written warning.
- Seen twice: Phone will be taken before all shift for a one month probation period AND written warning
- Seen third time: discharge

### **Personal Property Lockers**

At most store locations, we provide Team Members with lockers to be used to store personal belongings while at work. If you use a locker, you may need to supply your own lock. We do not guarantee the security of the lockers. White's Foodliner is not responsible for personal property that is lost, damaged, stolen, or destroyed.

Some Team Members may be provided with a desk and/or file cabinet to store work materials, files and office equipment.

We ask that you not bring valuables or large amounts of cash to work. Purses and wallets should be stored in secure place at all times. If you ride a bicycle to work, be sure to securely lock it in the space designated by your location. Because weapons, explosives, alcohol, illegal drugs or any prescription medications for which do not have a prescription are prohibited at work, you may not place any of these items in a locker, desk or file cabinet. We do reserve the right to inspect lockers, desks, file cabinets and their contents with or without advance notice or consent from the Team Member, for any reason. Such an inspection may be conducted by any person designated by the company. Team Members who, if requested, fail to cooperate with any inspection will be subject to corrective action up to and including discharge.

### **Team Member Purchases**

We encourage you to purchase food and other items for yourself and for your family's use. It can be awkward, however, when a Team Member on duty is also a customer. To avoid misunderstandings we have adopted the following rules:

- All merchandise is to be paid for at the cash register before it is consumed or taken home
- Never check your own purchases out at a register, always have another cashier do it for you
- Team Members may not serve themselves at service counters or price their own product
- Please wait your turn in line. Under no circumstances should you cut in front of a customer.
- Please keep receipts for your purchases throughout the day. We spot-check Team Members to determine whether food they are eating or taking out has been paid for. If you can't produce a receipt, the product will be considered stolen. If you are spot-checked, please don't take it personally; it is our standard procedure.
- No merchandise is to be taken out of the back door or any unauthorized exits
- Please shop at the end of your shift and take your purchases with you when you leave. Don't leave your paid for merchandise in the "walk in" (cooler)
- Only when you are closing the store can you leave your purchases in the "walk in" provided that you bought them on your break, the bag is stapled shut, and the receipt is stapled to the bag. Any personal groceries left in "walk in" are subject to inspection by your Team Leader, Store Leader or Associate Store Team Leader.
- When purchasing alcoholic beverages, you must be 21 years of age and present a valid ID. Purchases of alcoholic beverages may not be kept or consumed on store premises.
- Team Members cannot check out members of their immediate family.

Please note that any package, backpack or other container brought on or taken from company premises may be inspected by any member of the store's leadership or store security. Refusal to comply with a request for inspection will be considered a major infraction resulting in corrective action up to and including discharge.

### **Company Property**

Please keep in mind that Company equipment and resources are intended for business purposes. On those occasions when you find it necessary to use the fax machine, copier, computer, or other equipment for personal use, please do so only on your breaks and only with the permission of Team Leader. Locations may charge you a nominal fee for usage of this equipment for personal reasons. Abuse of this policy can result in corrective action, so be honest!

### **Political and Religion**

At Whites Foodliner, we respect every Americans right for freedom including our team members. Our stance on religion and political affiliation is to remain neutral while at work. Arguments and discussions over these two subjects usually end with people being offended or angry. At Whites we respect all beliefs and political parties but while at work or on our property we ask you refrain from speaking, preaching, or voicing your opinion. We believe a Neutral, or a middle of the road outlook is best FOR OUR CUSTOMERS. Please keep in mind you NEVER exactly know what the customer beliefs may be.

## **SECTION 11**

### **Dress code**

#### **Uniform and Dress Code**

White's Foodliner realizes the competitive climate of the grocery business. To succeed, we must excel in those areas important to customers: product quality and superior service. Customers expect more than smiling employees. They base their overall perception on the personal appearance of the employees. White's Foodliner sees the grooming policy as a very important ingredient in our overall success strategy.

Employees who have designated uniforms are to wear the entire uniform as specified during all work hours. It is the responsibility of each employee to maintain the uniform and to request replacement garments when necessary. The uniform is to be clean; with all buttons, seams and hems in good repair at all times.

We feel that any organization of people neatly groomed and dressed in a conservatively fashionable style will function more efficiently. An appropriately attired, neatly groomed work force will reflect a well-organized, well managed, efficient company.

#### **Grooming for All Employees**

Grooming consists of the combination of clothing and appearance. Each employee's appearance should contribute to the success strategy that will ultimately benefit all of us at White's Foodliner. If we offend our customers in any way, they may not return. and without our customers there will be no business. For this reason, anything that might be considered offensive, distracting, or not in the best interest of White's Foodliner will not be permitted.

White's Foodliner expects all employees to dress in clean, neat, yet comfortable apparel. We will not allow faded jeans, ripped or torn clothing, t-shirts or ill-fitting clothes (loose or tight). The store management at each location reserves the right to judge the appropriateness of any employee's clothing.

#### **Make up**

It is our policy to encourage the use of makeup only to create a fresh, natural appearance. It is suggested that mascara, eyeliner, or eye shadow be applied lightly. The use of strong perfume is discouraged; light cologne/perfume is acceptable.

#### **Jewelry**

Small rings, class rings, wedding bands, watches, name tags and simple jewelry are permitted. Dangling earrings and bracelets that jangle are inappropriate.

#### **Sunglasses**

Sunglasses are a block to interpersonal communication with customers and should be avoided while on job.

### **Footwear**

Footwear for all employees should be functional for each job and duty with consideration for safety of employees. Management reserves the right to deem any footwear inappropriate. No open toed shoes. Shoes must also have a sole and a closed back.

### **Hair**

A neat, natural haircut and a clean look shave are essential. The hair is to be neatly cut and styled. Hairstyles termed "natural" or "Afro" are acceptable provided they are neatly picked and shaped and meet the above guidelines. Employees should keep their hair neatly combed and arranged in an attractive, easy-to-maintain style. Management reserves the right to deem extremes in dyeing. Nothing offensive will be allowed.

### **Mustaches and Beards**

Mustaches and beards should be neatly trimmed.

### **Fingernails**

Clean presentable fingernails are a must. Fingernails should not extend beyond the tip of the finger for men. For women they should be neat, clean, and not obnoxious. Fingernails should be kept clean and, if polish is used, it should be confined to unobtrusive colors.

The management of White's Foodliner reserves the right to deem any attire inappropriate for our work environment. If the need arises, an employee may be sent change into more appropriate dress.

### **Clothing**

- Must have a White's shirt or apron or smock on
- White's shirts are recommended
- Underwear must not be visible
- Sleeveless shirts must be at least four fingers or two inches (2") wide, at the shoulder (women)
- No sleeveless shirts for me, or jerseys.
- Underarm hair must not be visible
- Pants and shorts must have a front zipper, belt loops and back pockets, be hemmed and be one solid color.
- Pants shorts must not sag in crotch
- No holes and/or patches in pants and shorts
- No sweat, warm-up or windbreaker type of material is allowed for pants and shorts
- If belt is needed for your pants or shorts to fit properly it will be required
- Pants and shorts must not be baggy or long enough to cause a work hazard, or have loops or chains as decorations
- The cuffs of the pants may not touch the ground.
- Shorts must be at least mid-thigh length
- Dresses and skirts must fall at least mid-thigh length

- High school kids shorts also must be school appropriate
- Team Members that work in Meat and Deli are not allowed to wear shorts, dresses, or skirts for safety reasons
- An appropriate over-garment must be worn over tights and leggings, at least mid-thigh in length
- Do not wear exercise attire to work
- Shoe backs must be a minimum of one inch (1") in height
- In perishables departments, where wet and slippery conditions exist, slip-resistant shoes MAY BE required
- No athletic gear, or athletic shorts.
- No open toed shoes or slippers allowed.

#### Uniform

- Apron or White's shirt or smock
- Aprons must be full length and clean
- Butcher coats must be worn on Meat teams
- Unapproved head coverings, such as bandanas, may not be worn
- Hats must be worn facing forward no tilt. Non offensive
- All Team Members are expected to be well groomed and bathed.
- Excessively long fingernails are not permitted in food service departments
- Excessively long hair must be tied back when a Team Member is coming into contact with food or entering food service areas
- Facial hair must be kept trimmed neatly
- Moderation and good taste in makeup and fragrances, and we want our customers to experience the wonderful smells of our food!
- Tattoos are not permitted on the head and face
- Tattoos must be non-distracting or inoffensive in design or message
- Moderation in jewelry is required
- A maximum of three piercing in one ear
- No lip, chin and spectrum piercings are allowed in food prep
- Tongue piercings must be clear
- One tongue piercing permitted
- Rings in the nostrils are not to exceed ¼" in diameter
- Plugs are not to exceed ½"
- Earrings should be small enough not to pose a safety hazard
- No bandages or other objects can be used to cover piercings

The Health Department or your Store/ Team Leader may require dress codes and safety guidelines other than those printed here (for example, required hair restraints, cutting gloves, if you work in deli or meat).

## **SECTION 12**

### **Personal Records**

A file will be maintained on each employee, in Corporate Office, and will contain factual information on your employment at White's Foodliner including the date you began work, your wage rates, etc. It will also contain information about:

- Your job and your performance
- Any on-the-job accidents you may have had
- Reports of any disciplinary action taken for infraction of rules
- Wage increases, recognition and awards you've received
- Suggestions you have submitted to management
- Warnings (written and verbal)
- Attendance history

It is the responsibility of each employee to provide current information to keep the file up-to-date at all times. You may review your file in the presence of a designated person from management, provided you schedule an appointment in advance.

Personal files are property of White's Foodliner and are confidential. Anyone who opens personnel files or who copies, removes, or alters their contents without leadership permission may be subject to corrective action up to and including discharge.

- It is your responsibility to keep your info updated.

Files need to be locked up and updated weekly by management. Management needs to keep attendance records, tardy records, and corrective action records in the employee files.

## SECTION 13

### General Policies

#### General Courtesy

White's Foodliner is a business and every employee is an important member of the team. The primary objective of every person's job is to better serve the customer. In order to provide our customers with the very best service we can provide, at the very best price, at the greatest convenience to the customer, the following points deserve your consideration:

#### Attitude

- No other factor has a greater impact on your ability to deal with people than your attitude. Your personal feelings toward yourself and your job are instantly recognized by others, and these feelings have a direct effect on your communications with them. It is important that you enjoy what you are doing and project that enjoyment to others.
- Your posture, gestures, words and facial expression combine to project the warm friendly attitude required of White's Foodliner employees.
- Always stand erect and look attentive. This lets people know you are interested in helping them and that you are approachable.

Avoid these negative postures:

- Leaning on rails, counters, etc. , which implies you are too tired to be bothered.
- Putting your feet up on rails or equipment which implies a lack of professionalism
- Crossing your arms in front of your chest is a very defensive gesture, much like hanging a "Do Not Disturb" sign around your neck
- Putting your hands in your pockets signals boredom and disinterest

These behaviors help building with customers and co-workers:

- Look directly at customers and your fellow employees when you speak to them. Eye-to-eye contact is one of the most effective ways to communicate. This technique establishes an immediate rapport by indicating your interest in listening and understanding.
- Be attentive at all times. Never ignore a customer or supervisor by turning your back to them or by talking with fellow employees.
- Project a friendly, concerned and respectful attitude. This will bring you the respect of others in return.
- Smile! Use positive facial expressions. Remember, your attitude will automatically be reflected in your face.
- Wear sunglasses only when necessary. You will not be able to establish important eye contact behind dark glasses.

#### Verbal Communication

Verbal communication includes both what we say and how we say it. Your choice of words, tone of voice, and your choice of phrases all convey a secondary message when you are conversing with a customer or a fellow employee.

Exercising proper verbal communication is an excellent way to extend White's Foodliner courtesy, but like any other skill, good communication must be practiced.

Never assume a defensive attitude when answering questions or explaining a situation to a customer, vendor or fellow employee. Patience and empathy are essential in a good verbal communication. Other important traits include:

- Sincerity. Your tone of voice should show that you are interested and that you care.
- Integrity. Handle each encounter with an open honest communication tempered with tact and diplomacy.
- Warm, friendly tone. The way you speak should put the other person at ease
- Suitable volume. Your voice should be kept at a moderate volume level at all times, never abrasive or loud.
- Positive conclusion. Always end your conversation on a positive note, but avoid making identical comments to every customer. Customers are individuals, and they like to be treated as such.
- Polite phrases. Use appropriate polite phrases, such as 'Please,' and 'Thank you,' 'May I help you?' and 'How are you today?', to complement the conversation.
- Active approach. Use an active rather than a passive approach in most situations. If a customer seems confused, offer your assistance before being asked.
- Say hello to everyone you see.

### **Salutations**

A friendly greeting will set a positive tone for any experience. If you are working a position in which you are the customer's first encounter, your friendly greeting will make them feel welcome.

Appropriate greetings must also be extended to fellow employees throughout the day. Whether conversing with a customer or fellow employee, be sure to give that person your undivided individual attention. Never intentionally ignore anyone.

### **Questions**

Courtesy and patience are vital in answering all questions. Acknowledge a question as soon as possible; never make a customer wait for your attention.

Know the answers to as many customer questions as possible. Never answer a question with 'I don't know.' If you don't know an answer, find out – either by asking someone else, or by telephoning someone for information, whichever is more appropriate, or looking it up online.

### **Telephone Use**

Telephone courtesy is an often overlooked, yet essential element in our organization's goals. There are specific policies regarding the use of telephones.

- Answer the telephone within the first three rings. Suggest greeting to incoming calls; “Good morning/afternoon White’s Foodliner. How may I help you?”
- When answering the telephone at your work location, always give your name and department. This informs the caller if the correct extension has been reached. Example: This is Jordan how can I help you, or this is Jimmy in the meat department, how can I help you?
- Put a smile in your voice; there’s a perceptible difference
- Company telephones are for conveying company information as efficiently as possible; they are not for personal use.
- Polite, courteous language is to be used during all telephone conversations. Never become abusive to a caller.

#### **Prizes, Gifts, and Premiums**

All prizes, gifts, or premiums etc. won by the stores or its employees become the sole property of the corporation. Any determination of the disposition of any prizes, gifts, or premiums will be made by the management.

No employee will accept sample merchandise, free goods, or outdated items from any vendor or salesperson. Any items received in this manner will become sole property of the store. Any outdated merchandise should be destroyed by the vendor. Employees should report any vendor attempting any unauthorized ‘give away’ outdated or sample goods. If store director decides to allow for a donation for the “break room table” that food is to remain in the store and be for employees only.

#### **Employee Suggestion System**

White’s Foodliner encourages employees to submit ideas and suggestions to improve operations reduce costs and increase sales. It is considered to be part of your job and is one of the reasons you are employed.

Ideas and suggestions should be submitted in writing to a member of top management, rather than your immediate supervisor. Employees who submit suggestions are considered to be highly conscientious; a copy of each submission will be put in your personnel record file.

#### **Confidentiality**

Employees are not to divulge confidential sales information, product information, or customer information to people outside the organization without approval from management. This includes telephone callers, sales and delivery people who call on us, and media and government representatives.

If individuals (including former employees) not employed at White’s Foodliner direct inquiries to you or your department on matters relating to company business or personnel, accounting/billing/payroll matters and personnel matters should all be directed to the Store Manager.

#### **Internet and Computer Use**

Computers are for work use only. Only authorized personnel are allowed to use the computer.

## **SECTION 14-EEOC**

### **Equal Opportunity**

#### **Respect Diversity - Our EEO Policy**

White's Foodliner is an equal opportunity employer. This means that employment decisions at every point in the employment relationship, from application to discharge, are based on merit. We want to have the most qualified person in every position. In addition, we are committed to complying with all applicable laws providing equal employment opportunities. ALL persons involved in any way with the operations of White's Foodliner are prohibited from unlawfully discriminating against any applicant or Team Member based on race, color, religion, sex, sexual orientation, gender identity, national origin, ancestry, age, marital status, veteran status, medical condition, disability, or any characteristic protected by federal, state or local law. This policy governs all aspects of employment, including recruitment, hiring, training, promotion, compensation, discipline, job assignments, benefits, transfer, and discharge.

Because of this commitment, it is our policy to recruit, employ, train, retrain, assign, compensate, promote, discharge, and otherwise treat any and all Team Members and job applicants on the basis of merit, qualifications, and competence.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, White's Foodliner will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified applicant or Team Member with a disability, unless undue hardship would result.

Any applicant or Team Member with a qualifying disability who requires an accommodation in order to perform the essential functions of the job should contact his or her Team Leader and requests such an accommodation. The individual with the disability should specify what accommodation he or she requires to perform a job. We then will conduct an investigation to identify reasonable accommodations.

If you believe you have been subject to any form of unlawful discrimination, immediately notify any Team Leader, your Store Manager or corporate office. Your complaint should be specific and should include the names of the individuals involved as well as the names of any witnesses. The company will undertake a prompt, thorough and good-faith investigation and attempt to resolve the situation. The company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by leadership, your co-workers or other Team Members.

If the Company determines that unlawful discrimination has occurred, effective and appropriate remedial action will be taken to remedy the situation. You will be notified that action has been taken.

We ask from all our Team Members their continued assistance and support in maintaining an environment of equal opportunity. Diversity adds so much to our culture and understanding here at White's Foodliner.

### **Policy Against Harassment**

White's Foodliner is committed to providing a productive work environment free of unlawful harassment. In order to do so, we must maintain an atmosphere of mutual respect.

To maintain a respectful environment, we must all be sensitive to the difference between welcome, positive personal interaction and unwelcome interaction. We ask all Team Members to become familiar with this policy and actively strive to achieve the goal of a harassment-free workplace.

### **Our Policy**

Company policy prohibits any form of protected-basis harassment that has the purpose or effect of unreasonably interfering with an individual's work performance, or that creates an intimidating, hostile, abusive or offensive work environment. This means that no Team Member should be teased, made fun of, put down, joked about, laughed at or made to feel different or as an outsider because of his or her race, color, ethnic background, national origin/ancestry, sex, religion, age, disability, sexual orientation, gender identity, marital status, medical condition, or any other protected factor.

This policy prohibits harassment in any form, including verbal, physical or visual harassments. Examples of such harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs or unwanted sexual advances, invitations or comments
- Visual conduct such as derogatory posters, photography, cartoons, drawings, or gestures displayed in the workplace
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work, directed at a Team Member because of sex or race or any other protected basis
- Threats and demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors
- Verbal abuse of sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe individuals, suggestive or obscene invitations
- Making or threatening reprisals after a negative response to sexual advances
- Sexually degrading words to describe an individual
- Suggestive or obscene letters, notes, or invitations
- Messages or information viewed, stored and/or transmitted by use of our electronic resources with content that may reasonably be considered offensive to any Team Member
- Retaliation of having reported or threatened to report harassment

### **Applicability**

Harassment on the job is unlawful whether it involves harassment by a Team Member, harassment by a Team Leader, or harassment by persons doing business with or for the company, including customers and vendors. Harassing behavior is unacceptable in the workplace itself as well as in other work-related settings, such as business trips, business-related social events, and other company-related circumstances.

### **What to Do If you Believe You Have Been Harassed**

White's Foodliner encourages Team Members who believe they have been harassed to firmly and promptly inform the offender directly that his or her behavior is unwelcome. However, we recognize that certain working relationships may make this difficult or impossible. If direct communication between individuals is ineffective or impossible, the following steps should be followed in reporting a complaint of harassment.

#### **Notification of misconduct**

If you believe that you have been unlawfully harassed, notify your Store Manager or any other member of leadership as soon as possible after the incident. The company emphasizes that a Team Member is not required to complain first to his or her Store Manager if that individual is who the Team Member believes is engaged in unlawful conduct. To the max extent possible, all notifications will be kept confidential. Your complaint should include the details of the incident(s), the names of the individuals involved and the name of any witnesses. Store Managers or anyone else notified of a harassment complaint will refer all complaints to the appropriate member of White's Foodliner. White's Foodliner encourages prompt reporting of complaints so that rapid responses and appropriate actions can be taken to stop harassment.

#### **Investigation**

Once a notification is received by a member of leadership, White's Foodliner will promptly conduct a thorough, objective and good-faith investigation. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action. During this investigation, the company may request that you complete a written statement. The investigation will be completed and determination regarding the harassment alleged will be made and communicated to the Team Member who complained and to the accused harasser. If White's Foodliner determines that unlawful harassment has occurred, White's Foodliner will take appropriate remedial action, up to and including discharge. Appropriate action will also be taken to deter any future harassment. With regard to acts of harassment by customers, suppliers or vendors, corrective action will be taken after consultation with the appropriate leadership in each store location.

#### **Retaliation**

White's Foodliner prohibits any form of retaliation against an individual who reports workplace misconduct, or complains about discrimination or harassment, or participates in the investigation of any such report or complaint. It is our policy to encourage discussion of workplace issues and to help protect others from being subject to inappropriate behavior. Violation of this policy will result in corrective action up to and including discharge. Any Team Member who believes he or she has been retaliated against should immediately inform the Store/Facility Director.

#### **Employment Eligibility Requirements**

In compliance with the Immigration Reform and Control Act of 1986, White's Foodliner is required to verify the employment eligibility of all new Team Members as well as complete and retain an I-9 form. To verify employment eligibility, we follow the government standards, which are included with each I-9 form. Please consult your Store Manager with any questions.

Before hiring an individual, we reserve the right to investigate the individual's prior employment history, personal and/or business references, educational background, criminal background and other relevant

information that is reasonably available. In hiring for certain positions, we may review an applicant's credit report. Offers of employment and continued employment are contingent upon timely, acceptable background investigation results.

### **Drugs and Alcohol**

It is our policy to provide a safe and productive work environment that is free from drug and alcohol use. While we have no desire to interfere with the private lives of our Team Members, it is expected that all Team Members will adhere to this policy while at work, on company premises, on company business, or at a company-sponsored function.

Company policy prohibits the manufacture, sale, distribution, dispensation, possession, or use of illegal drugs or controlled substances on company premises, while on company business, or at any company worksite. This includes all land, property, buildings, parking lots, company vehicles, private vehicles on company premises.

Team Members are prohibited from reporting to work or being at work while under the influence of illegal drugs, controlled substances or alcohol. The determination as to whether or not a Team Member is "fit to work" will be left at the discretion of store/facility leadership. Furthermore, employees may not bring alcoholic beverages to work for personal consumption or consume alcohol while on the clock. It is against the law and will be considered a major infraction for any Team Member to purchase for, give to or in any way supply a minor with alcoholic beverages purchased or otherwise obtained from White's Foodliner. It is also a major infraction for underage Team Members to ask or encourage another Team Member, customer, or vendor to purchase alcohol for them.

Alcohol is only permitted at company approved or sponsored functions or at business-related meetings where the company has approved the serving of alcohol. The company strongly encourages the use of designated drivers when alcohol is consumed at company-sponsored functions.

Underage Team Members will be discharged if they are found drinking alcohol at a company-sponsored function, and parents are responsible for their children at company functions. The company will not risk liability for underage Team Members, for underage Team Members, or for underage children of Team Members who break the law in regards to drinking. At any time, if you are taking a legal medication (prescription or over-the-counter) that is known or suspected to impair judgment, coordination or other senses important to safe, productive performance of your job, you must notify your Team Leader **prior** to starting your work shift. Your Team Leader will decide whether you can safely start or continue to work and may impose any work restrictions necessary to ensure your safety and the safety of our customers and co-workers.

White's Foodliner is interested in helping Team Members who voluntarily seek outside assistance to overcome drug or alcohol dependency. The decision to seek such assistance will not be used as the basis of corrective action. However, seeking such assistance will not be a defense for previous violations of company policy regarding drugs and alcohol, nor will it excuse or limit the Team Member's obligations

and responsibilities to meet Company standards regarding attendance, job performance, and safe and sober behavior on the job.

Compliance with the terms of this policy is a condition of employment with White's Foodliner. Violation of the policy will result in corrective action up to and including discharge.

### **Employee Problems**

#### **Handling Complaints and Employee Problems**

Problems or misunderstandings arise occasionally in every organization. These may relate to work assignments, advancements, wages or any other work-related issues. No matter the nature of a particular problem, if it is important to you, then it is important to management, and you should have a full opportunity for discussion and consideration.

The following is our procedure to allow you to bring problems and complaints to the company for review and resolution:

**Step A:** The first step toward resolving problems is to discuss them with your supervisor. 24 hours for resolution are allotted.

**Step B:** If the problem has not been resolved satisfactorily at Step A, the employee has the right to request of his/her supervisor a meeting with the Store Manager. The supervisor will arrange this meeting at a time convenient to both the employee and Store Manager. There is a 48 hour resolution time limit.

**Step C:** If the problem has not been resolved satisfactorily at Step B, the employee has the right to request of his/her store manager a meeting with the Store Owner. The Department manager will arrange this meeting at a time convenient to all concerned.

### **Sexual, Race, National Origin Harassment**

It is a very serious violation of White's Foodliner's policy to sexually harass any employee either verbally or physically, or to harass any employee regarding race, national origin, age or any other legally protected characteristics. This is an invasion of the employee's individual rights, and it is against the law.

Verbal or physical conduct of a sexual nature constitutes sexual harassment when any of the following occur:

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

If you feel you are being sexually harassed, it is important that you report it to your supervisor or the store director at once.

Harassment based on race, national origin, age or other protected characteristics is also strictly prohibited, and should be reported immediately.

White's Foodliner is genuinely concerned with ensuring a safe and comfortable atmosphere for its employees. Harassing another employee violates this philosophy and will not be tolerated.

It is White's Foodliner's policy to act quickly when advised of any sexual harassment incident. It is the responsibility of the victim to notify the Store Manager or Owner at once. Victims will receive confidential help, and offenders will be disciplined and/or discharged.

YOUR EMPLOYMENT IS AT-WILL. THIS MEANS THAT YOUR EMPLOYMENT IS FOR NO DEFINITE PERIOD OF TIME, AND EITHER YOU OR WHITES FOODLINER MAY TERMINATE YOUR EMPLOYMENT AT ANY TIME, WITH OR WITHOUT CAUSE OR NOTICE.

## SECTION 15

### Disciplinary Action

#### Disciplinary Procedures

The company may discipline or discharge an employee for violations of policy or other behavior considered unacceptable by the company.

#### Warning system

When the company elects progressive discipline, there will generally be a first and sometimes a second written warning. The company's rules are not exclusive, and the company may impose discipline for conduct which is not specifically covered by these rules. The company may impose greater or lesser discipline than the penalties listed below, based on its view of all the circumstances. In addition, an employee who accumulates warnings or suspensions under several rules may be further disciplined or discharged based on the company's conclusions concerning his/her overall record.

This policy does not restrict in any way the company's right to terminate employment at-will, whether under this policy or outside it. The company's decision on whether the employee has committed an offense listed below, or engaged in other conduct unacceptable to the company, and the company's decision on the penalty imposed, is final and not subject to review or appeal outside the company except as required by statutes requiring such review.

Three steps are normally involved for offenses listed below:

- 1<sup>st</sup> offense: Verbal Warning and/or written warning
- 2<sup>nd</sup> offense: Written Warning and/or final notice warning
- 3<sup>rd</sup> offense: Suspension and/or termination

An offense occurs when the company concludes that an employee has engaged in the following conduct:

- Tardiness record unacceptable to the company
- Absenteeism record (including insufficient notice or unacceptable excuse) unacceptable to company
- Disorderly conduct committed on company property
- Leaving work before end of shift or not ready to go to work at the start of shift
- Interfering with the work of other employees
- Inefficiency or lack of application of effort on the job
- Contributing to unsanitary conditions or poor housekeeping

- Impairing the safety of other employees
- Malicious gossip and/or the spreading of rumors

Other offenses will be handed at the discretion of the supervisor.

#### **Corrective Action**

As a Team Member, you are required to abide by certain rules and procedures established to protect you and to promote harmonious, efficient work practices. Some rules are company-wide while others may be specific to your location. If these rules and procedures are not observed, the company reserves the right to take appropriate corrective measures.

Decisions regarding the appropriate corrective action are within the sole and exclusive discretion of the company and will be based on factors including evaluation of the offense, the circumstances, and past performance. Measures taken may include verbal coaching/counseling, written warnings and/or discharge. If the offense is serious, a Team Member may be discharged without warning. Every case will be considered individually by the leadership involved. Consequences imposed may be modified by the company when extenuating circumstances are found.

#### **Written Warning**

Corrective action may include written warnings.

If the problem or action that led to the warning recurs, or if the Team Member engages in another infraction, the Team Member will receive a final written warning or will be discharged at that time.

Examples of conduct that may lead to corrective action include, but are not limited to:

- Minor safety violations
- Excessive personal use of a company phone, or personal phone, while at work
- Conducting personal business during working hours
- Harassing, inappropriate and uncooperative behavior in dealing with fellow Team Members, vendors or customers
- Making false or malicious statements regarding other Team Members, the company or its products
- Unsatisfactory attendance including excessive tardiness and/or absenteeism, and/or failure to follow reporting procedures
- Violation of Time and Attendance policy including excessive tardiness and/or absenteeism, and/or failure to follow reporting procedures
- An attitude that adversely impacts team performance and/or morale, or business activities
- Conduct that disrupts business activities
- Insubordination, including improper or disrespectful conduct toward a Team Leader or refusal to perform tasks assigned by a Team Leader in the appropriate manner
- Unauthorized use of company equipment such as cell phones/PDAs, copier machines, fax machines, fax machines, computers/laptops, postage machines, and the e-mail and voice mail systems
- Rude or discourteous conduct towards others. Creating disorder or lack of harmony among others

- Abusive, vulgar, obscene or indecent language or behavior towards a Department, Team Member, customers or others
- Violation of Cash Variance or Cash-Handling policies
- Violation of the company's Dress Code policy
- Missing mandatory store or team meetings
- Failure to observe the company's Information Security guidelines( no sharing info)
- Sleeping while on the clock, except during authorized breaks in non-work area

### **Major Infractions**

Examples of conduct that may lead to discharge include, but are not limited to:

- Theft of any kind, including but not limited to violation of the Team Member Theft policy; violation of the Team Member Purchases policy
- Falsifying reports or records, including but not limited to financial and payroll reports/timecards
- Using or being under the influence of alcohol or controlled substances at work
- Selling, possessing or using controlled substances on company property
- Harassment, including sexual harassment
- Repeated or gross insubordination
- Unapproved absence from work
- Flagrant or repeated disregard of safety procedures, including food safety
- Possessing or bringing firearms, weapons, explosives, or similar items on company property
- Lying or being dishonest in connection with the job; concealing mistakes, taking any type of leave under false pretenses; or reporting an injury under false pretenses
- Misusing, destroying or damaging property, records of other material of the company, co-workers, customers, vendors, or anyone on company property
- Purchasing alcohol under the state legal age, or otherwise purchasing or taking part in the violation of public law on alcohol purchases
- Soliciting another Team Member, customer or vendor to purchase alcohol for you
- Selling otherwise providing alcoholic beverages to a minor
- Misuse of any time-recording procedure and/or misrepresentation of time worked
- Violent or threatening behavior or physical assault of others
- Unauthorized possession or use of company property
- Outrageous or repeated inappropriate behavior in dealing with a customer, Team Member or vendor, or to a degree that causes harm to the company
- Disclosure of confidential company information to unauthorized persons, including but not limited to disclosure of information relating to an internal investigation
- Any altercation or fighting, verbal or physical of any kind, on or near company premises or at a company function/meeting
- Any willful act that might endanger yourself and/or co-workers, customers, vendors, or property

The following are examples of behaviors that will result in discipline or discharge:

- Running or traveling in an unsafe manner on company property
- Failing to obey warning signals
- Falsifying application for employment

- Falsifying company records
- Communicating confidential information to unauthorized persons
- Fighting on company property
- Gambling on company property
- Abusing company property or the property of other employees or customers
- Endangering others by carelessness or horseplay
- Reporting to work under the influence of alcohol or drugs
- Drinking alcohol or using/selling drugs on company property
- Immoral or indecent behavior on company property
- Use of obscene, profane or abusive language
- Intentional violations of safety rules or failure to report an accident
- Possession or use of weapons on company time or property
- Sleeping on the job or otherwise wasting company time
- Leaving your assigned area while "on the clock" without permission from a manager/supervisor
- Changing a schedule or trading hours with another employee without the approval of a manager
- Soliciting for lotteries, raffles or distributors on company time or on company property
- Soliciting for political organizations, labor organizations or fraternal organizations on company time or on company property
- Habitual tardiness and/or absenteeism- see policy
- Misconduct or insubordination
- Failing to report to work without notifying your supervisor or someone in management
- Harassment of any kind, including conduct or innuendo which creates an intimidating, hostile or offensive work environment

### **Family Medical Leave Act (FMLA)**

White's Foodliner adheres to and complies with the guidelines set forward in the Family and Medical Leave Act (FMLA) effective August 5, 1993. FMLA entitles eligible employees to take up to 12 weeks of **unpaid**, job protected leave each year for specified family and medical reason. An eligible employee's right to FMLA begins on August 5, 1993.

The purpose of the FMLA is to allow employee the means to balance their work and family by taking responsible unpaid leave for certain reasons. The FMLA is intended to balance the demands of the workplace with the needs of families, to promote the stability and economics security of families, and to promote national interest in preserving family integrity. The FMLA seeks to accomplish these purposes in a manner that accommodates the legitimate interests of employers, and which minimizes the potential for employment discrimination on the basis of sex, while promoting equal employment opportunity for men and women.

To be eligible for the FMLA benefits, an employee **must**: 1) work for a covered employer' 2) have worked for the employer for at least a total of 12 months; 3) have worked at least 1,250 hours over the prior 12 months; and 4) worked at a location where at least 50 employees are employed by the employer within 75 miles.

A covered employer must grant and eligible employee up to a total of 12 work-weeks of **unpaid** leave during any 12-month period for one or more of the following reason: 1) for the birth or placement of a child for adoption or foster care; 2) to care for an immediate family member (spouse, child or parent) with a serious health condition; 3) to take medical leave when the employee is unable to work because of a serious health condition. We will use the 'calendar year' as the basis to determine eligibility (for separate 12 month period). Leave for birth or adoption (including foster care placement) must conclude within 12 months of the birth placement. Spouses employed by the same employer are jointly entitles to a combined total of 12 workweeks of family leave for the birth or placement of a child for adoption or foster care, and to care for a parent (but not a parent 'in law') who has a serious health condition.

Under some circumstances, employees may take FMLA leave intermittently – which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule. Where FMLA leave is for birth or placement of adoption or foster care, use of intermittent leave is subject to the employer's approval. FMLA leave may be taken intermittently whenever it is medically necessary to care for a seriously ill family member, or because the employee is seriously ill and unable to work. If the need for intermittent leave is foreseeable based on planned medical treatment, the employee is responsible for scheduling the treatment in a manner that does not unduly disrupt the employer's operations, subject to approval of the health care provider. In such cases, the employer may also transfer the employee temporarily to an alternative job with the equivalent pay and benefits that better accommodates recurring periods of leave than the employee's regular job.

Subject to certain conditions, employees or employers may choose to use or require the use of accrued **paid** leave (such as sick or vacation leave) to cover some or all of the otherwise unpaid FMLA leave. The employer is responsible for designating if paid leave used by an employee counts as FMLA leave, based on information provided by the employee. In no case can an employee's paid leave be credited as FMLA leave **after** the leave has been completed.

A covered employer is required to maintain group health insurance coverage for an employee on FMLA leave whenever such insurance was provided before the leave was taken, and on the same terms as if the employee had continued work. Where appropriate, arrangements will need to be made for employees taking unpaid FMLA leave to pay their share of health insurance premiums while on leave. For example, if the group health plan involves co-payments by the employer and the employee, and employee on FMLA leave must continue making insurance premium payments to maintain insurance coverage, as must the employer. The employee had employer need to work out the method for the employee to pay his or her share of health insurance premiums while on unpaid FMLA leave. An employer's obligation to maintain health benefits under FMLA will stop if an when an employee informs the employer of an intent not to return to work at the end of the leave of period, or if the employee fails to return to work when the FMLA leave entitlement is used up.

Upon return from FMLA leave and employee must be restored to his or her original job, or to an equivalent pay, benefits and other employment terms and conditions. In addition, an employee's use of FMLA leave cannot result in the loss of any employment benefit that the employee earned or was entitled to before using FMLA leave.

FMLA makes it unlawful for any employer to interfere with, restrain or deny the exercise of any right provided by this law. It is also unlawful for an employer to discharge or discriminate against any individual for opposing any practice, or because of involvement in any proceeding relating to FMLA.

White's Foodliner will request that an employee furnish certification from a health care provider at the time the employee gives notice of the need for leave or within two business days thereafter or, in the case of unforeseen leave, within two business days after the leave commences. White's may request certification at a late date if there may be reason to question the appropriateness of the leave or its duration. Employee will have 15 days to provide any certification from health care providers.

Based upon the original request by the employee for FMLA leave and certifications by a health care provider, White's Foodliner may periodically, without discrimination, require an employee to report on the employee's status and intent to return to work. Any determination will take into account all of the relevant facts and circumstances related to the individual employee's leave situation.

White's Foodliner will request that an employee give at least 30 days advance notice before FMLA leave is to begin if the need for the leave is foreseeable. If 30 days' notice is not practical, because of lack of knowledge, a change in circumstances or medical emergency, notice must be given as soon as practical. FMLA will be enforced by the Wage and Hour Division of the U.S. Labor Department's Employment Standards Administration. This agency will investigate complaints of violations. If violations cannot be satisfactorily resolved, the Department may bring action in court to compel compliance.

Any White's Foodliner employee who needs or foresees a need for information on FMLA, please contact your store manager or contact Pat White at the corporate headquarters at 858 E Avenue D, Kingman, KS, (620) 532- 3851.

### **Handbook Modification**

The policies in this manual shall continue in effect until modified as provided in the following paragraphs:

- Any policy which is declared by federal or state government to be illegal shall immediately become null and void. The voiding of any one policy for this reason in no way nullifies any other part of this manual.
- Periodic modification will be required to adjust to changing conditions and regulations. Changes or additions will become effective when notice of changes is given by White's Foodliner to the employees covered. All changes or additions will be wholly in the discretion of White's Foodliner.

**Acknowledgement and Receipt**

This Employee Handbook has been prepared for our information and understanding of the policies, philosophies, practices, and benefits of White's Foodliner. Please read it carefully. Upon completion of your review of this handbook, sign the statement below and return it to your supervisor. A copy of this acknowledgement appears at the back of the handbook for your records.

I, \_\_\_\_\_, have received and read a copy of the Whites Foodliner Employee Handbook which outlines the goals, policies, benefits, and expectations of Whites Foodliner, as well as responsibilities as an employee.

I have familiarized myself with the contents of this handbook. By signing below, I acknowledge, understand, accept and agree to comply with the information contained in the employee handbook provided to me by White's Foodliner. I understand that the White's Foodliner Employee Handbook is not a contract of employment and should not be deemed as such.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Manager Signature

**White's Foodliner**  
**Cashier Training Program**

Outline:

1. Train a minimum of three days (3) with an appointed and experienced trainer.
2. Review with either head cashier or cashier supervisor to see if they are ready to run on their own.
3. If they are not ready:
  - A. Schedule for more training until they can pass criteria
  - B. Communicate problems with the trainers how we can help
  - C. Schedule another review session after one more training session
4. When they are ready:
  - A. They will have passed the training criteria below with Head Checker or cashier supervisor
  - B. They will be held accountable to come in within \$5.00 of their X-Report reading each shift
  - C. If they have more than 3 (three) \$5.00 shortages in a 45 day period or have a gross shortage of \$50.00 or more they may be terminated

Training Points to Cover:

1. Procedure for counting back change correctly.
2. All Proper WIC handling procedures: Require ID, check dates, get ALL signatures, sell the correct items EXACTLY listed on the voucher, keep receipt with WIC voucher, must have the same price on the front of the voucher as the one imprinted on the back of the voucher. If you are unsure whether the customer has the correct items call the booth manager or shift manager.
3. ECC check process: All checks must be initially run as ECC. If ECC check does not go through, must ask Booth Manager to approve as a paper check. Must have permission to run as a paper check. If check process goes smoothly through ECC. CHECK to make sure the check has VOID printed on the front and back of the check. Cashier hands the check back to customer and gives back the correct receipts.
4. Paper Checks: To take a paper check it must be pre-approved by the booth manager or store director. New account checks or starter checks need pre-approved by the store director. We keep all paper checks. Customer has to fill out and sign the paper check and KEEP ALL PAPER CHECKS!
5. Pricing: If a customer indicates that the price of an items scans is not correct you must check it, or call someone to price check for you. Don't take their word on it. Please verify price discrepancies.
6. Refunds and Exchanges: All refunds and exchanges MUST be done at the booth.
7. Courtesy Calls: Carryouts should be rotated based on priority list that is set up on the schedule.
8. Cashier Call up. WE only want two in a line at a time at the most. Have urgency to call another checker to get to the front to help check. Anticipate if you think a bunch of people are circling up front by the registers.
9. No food or drinks on the register
10. No sitting or crossing your arms while waiting on a customer.

11. Proper count down method shown by trainer or booth manager.
12. Checking coupon accuracy. Check dates on all coupons. Hardly anything will be free, learn how to spot a fake. Call for assistance if anything looks fishy. Big dollar amount coupons need a second opinion by booth manager or shift leader.
13. When to check ID's and what to look for!

CASHIER \_\_\_\_\_ DATE \_\_\_\_\_

TRAINER \_\_\_\_\_ DATE \_\_\_\_\_

BOOTH MANAGER \_\_\_\_\_ DATE \_\_\_\_\_