

Haddad's Market Handbook

Haddad's Market is an independent supermarket dedicated to serving the public with quality food products and a high degree of personal service at a fair price.

As an employee at Haddad's, you must realize that the most important asset in the store is the customer. A pleasant hello, a nice smile and a pleasant "thank you" will show the customer that we do care about him\her. Assist the customer in anyway that you can. The customer is the one person that makes your paycheck possible. In the eyes of the customer, you are the store.

About the store organization

Our store is made up of various departments, each department being headed by a professional manager. Our departments consist of grocery, meat, produce, delicatessen, and bakery.

Each department head reports directly to the store manager. Department heads are responsible for the operation of their department and are assisted by the store manager. Within each department are people who work along with the department head. You will work primarily in one department but may work in other departments as needed.

You will be required to do a professional job. Even if you don't make the grocery business a career, you will learn work habits that will stay with you for the rest of your life. Remember, there is no such thing as "getting by" in this world. It is our intention for each of you to do the best possible job you can.

We feel an obligation to you to provide the best working conditions available and to provide you with the facilities and equipment necessary to do your job. We feel that you, in return, have an obligation to do your best.

You are to respect the person in charge of the store. This person has the authority to give orders and see that they are carried out. Owners will back her/him on any decisions he makes for proper management of the store. She/he has been instructed to report anyone who does not follow her/his directions or fails to keep busy.

As in all organizations, we must have rules and regulations to assure a smooth and efficient operation. The rest of this document will deal with some that we feel are important. You are expected to abide by them.

Courtesy

This is number **one** on the list. We are a modern supermarket, yet must retain the friendly neighborhood atmosphere. You should greet the customer wherever you first come in to contact with him/her. A customer is **not** an interruption of your job; rather they are the **reason** for it. We expect, in fact, demand that each customer be treated courteously.

Sanitation

Next to courtesy, sanitation is the most important. The Peoria County Health Department places you under strict laws pertaining to sanitation. Customers expect a food store to be clean. This is where they are purchasing the food for themselves and their families. Please do your share to keep the store clean – outside as well as inside. It can be done if everyone does his or her share. We do not want the reputation as a dirty store and you should not want the reputation of working in a dirty store. Your department head is certified in food sanitation; if you have questions seek them out for answers.

Personal Appearance

Your personal appearance is very important to the customer. They expect us to have clean, neat and well-groomed people serving them. You are handling the food that they will be eating. For that reason, we have the following dress code:

1. For male and female, dress slacks and blue jeans are preferred.
2. Capri pants and shorts are not acceptable in any department.
3. A Haddad's t-shirt or pullover should be worn each time you work. Shirts are to be clean and kept tucked in. Any Haddad's logo apparel is acceptable
4. Hair is to be neatly trimmed, clean and well groomed. It must be "socially acceptable with the times."
5. Any facial jewelry, excluding earrings, is not acceptable.
6. A collection of Haddad's t-shirts will be provided at the store for you to use if needed. Additional shirts can be purchased at a discounted rate.
7. No open toed shoes

Injuries

While we strive to maintain a safe work place, accidents do happen. In the event that you are hurt or injured:

1. If serious, go to the manager immediately.
2. Get medical attention if needed
3. Basic medical supplies such as aspirin, hydrogen peroxide, and bandages will be supplied.
4. If serious, fill out an accident report for the insurance company.

Smoking

Smoking is permitted outdoors only; as required by state law. Smoking is not permitted along the front walk way of the store. Smoking refuse is to be disposed of in the receptacles provided; not on the ground. This will help maintain a clean store. Local laws also require you to wash your hands after smoking.

Work Schedules

1. Hours scheduled are the hours to be worked.
2. Schedules are made out at least 1 week in advance and posted.
3. Schedule changes with another employee must be cleared with the department manager.
4. If an emergency comes up, please call in as soon as possible to make changes. Parties, games, dances, etc. are not emergencies.
5. Calling in sick when you are not sick is grounds for dismissal.
6. Time cards must be punched in and out. No one is allowed to punch someone else's card. You should be ready to work when punching in. We are required by the State of Illinois to keep accurate records of hours worked by each employee.
7. Your work schedule is the time that you are expected to work- not visit. You can visit with your associates before and after work. Visiting leads to non-performance of your duties and neglect of customers.
8. If requesting time off, it must be submitted in writing at least 2 weeks before the new schedule is posted.

Your timely attendance at work is crucial to making the business run smoothly. We must meet production requirements to satisfy our customer's demands. You need to do your part in achieving this goal, and one way is to maintain a good attendance record.

1. **Punctuality requirements.** Employees are expected to be at their workstations on time. Tardiness is defined as being at your workstation at least 5 minutes past your scheduled starting time. You should also notify the appropriate person when you know you may be late for work. Being on time makes it easier for all of us because tardiness hinders teamwork among employees. Being tardy for work or leaving the job station before quitting time will be considered cause for corrective action.
2. **Procedure.** In the event that you are unable to come to work, be sure to call in and let the appropriate person know, but no later than one hour before your regular starting time, so that arrangements for other help can be made. Vacation days must be scheduled at least two weeks in advance except in cases of emergency. Employees may be granted excused absences for illness when the appropriate person is notified prior to the start of work. Absence of three or more consecutive scheduled working days without notifying the appropriate person will be considered as a voluntary termination. You will be removed from the payroll.
3. **Authorized absence documentation.** We may require documentation of authorized reasons for absence, such as sick leave or jury duty, and may also verify the documentation when appropriate.
4. **Inclement weather.** The facility must continue to operate during periods of bad weather. Thus, the need for employees to be on the job during such emergencies is of paramount importance. You are expected to make every effort to report for work or Mark will pick you up.

Breaks or Rest Periods

The amount of time for your break is based on the amount of time you work.

5-7 hours = 15 minutes.

9-10 hours= 30 minutes and 15 minutes

8 hours = 30 minutes

1. Please inform the manger when you want to go – not everyone can go at the same time and let him know when you are back.
2. You should take care of your personal needs and refresh yourself during your break.
3. There is break area in the front of the store. Please don't take your break in other departments or in the Deli seating area. Food is being prepared there and health department regulations apply.
4. Deli containers are not to be used for beverages. Please put your name on a solo cup and use it. Ice is available – at no charge- in the freezer.
5. Personal telephone calls should be made during your break. Please keep your calls short, because this is a business phone. Discourage calls from your friends unless it is important and need attention before you leave. Please do not abuse this privilege.
6. Cell phones should only be used during a break.
7. Texting is strictly prohibited on the sales floor.

Cell Phone Policy

Personal telephone calls should be made during your break. Using the store phone is strongly discouraged because it is a business line for customers to call the store. Cell phones are only to be used during a break, unless it is an emergency. Texting is prohibited, except for when you are on break.

Bulletin Board

Official notices will be posted on the bulletin in the break area. These are important notices and / or posting requirements by the state or federal government. These are to be left up. You are welcome to post catalogues, invitations, thank you notes, etc. on this board as long as they are not offensive or ridiculing to the other employees or the store.

Parking

Employees are to park in areas designated by management. This area includes the last 2 rows of the parking lot. Parking on the side of the building or in the front area is prohibited. This is to allow our customers easy access to the business.

Side Doors

Side doors are for the receiving of merchandise and supplies. They can be used for loading out special orders or for taking out garbage. All employees must enter or leave by the front door. The reason for this is that anyone seeing you coming or going with groceries may think you are taking merchandise that has not been paid for. For your protection, please use the front door.

Shoplifting or theft

If you see someone concealing merchandise, notify the manager immediately. For your own safety, please do not approach the customer.

Pilferage

Employees that remove products from the shelf without payment will not be tolerated and may be grounds for suspension or termination of employment.

This includes but is not limited to:

- a) Drinks
- b) Chips
- c) Sandwiches
- d) Deli items
- e) Produce

To avoid any misconceptions, we ask that you tape your receipt to any item that you purchase. This will avoid conflicts over whether an item has been paid for.

Quitting

Management expects a two-week notice.

Dismissal for Cause

1. Reporting to work under the influence of alcoholic beverages or any kind of controlled substance will be cause for immediate dismissal.
2. Anyone who mishandles or helps himself or herself to store money or property will be immediately dismissed and will be prosecuted.
3. Anyone helping himself or herself to another person's property will be immediately dismissed and will be prosecuted.
4. Since this store is based on courtesy and friendliness, anyone who is repeatedly ill-mannered or unfriendly to customers and / or their fellow associates will be dismissed.
5. Anyone who shows disrespect or refuses to follow the directives of management- or the person placed in charge by management – may be dismissed.

AT WILL EMPLOYMENT CLAUSE

In consideration of employer entering into this agreement, employee agrees to conform to the policies and rules of employer in effect from time to time. Each party to this agreement also agrees that employee's employment and compensation can be terminated, with or without cause, and without prior notice, at any time, at the option of either employee or employer.

SUBSTANCE ABUSE POLICY

Our policy is to employ a work force free from alcohol abuse or the use of illegal drugs. Any employee who violates this policy will be disciplined. This may include termination, even for a first offense.

We strive to provide a safe and healthy work environment, free from the use of illegal drugs *and abuse of alcohol. These are the following rules:

- a) Employees may not consume alcoholic beverages or take illegal drugs on our premises.
- b) Employees may not report to work under the influence of drugs or alcohol.
- c) If you are convicted under any federal or state criminal drug statute, you must notify a supervisor within five (5) days. This will be grounds for termination. This does not include a DUI conviction.

**Legal drugs include prescribed and over-the-counter drugs which have been legally obtained and used for the purpose for which they were intended. Illegal drugs include any drug which is not legally obtainable, which may be obtainable but has not been legally obtained or which is being used in a manner or for a purpose other than as prescribed.*

POLICY PROHIBITING SEXUAL HARASSMENT

It is our policy, in accordance with providing a positive, discrimination-free work environment. Sexual harassment in the workplace is unacceptable conduct that will not be condoned.

Sexual harassment is unsolicited, nonreciprocal behavior by an employee who is in a position to control or affect another person's job status. The person may use the power or authority of that position to cause that employee to submit to sexual activity, or to fear that he or she would be punished for refusal to submit.

Sexual harassment also includes any employee conduct unreasonably interfering with another's work performance by creating an intimidating, hostile, or offensive working environment. Sexual harassment consists of a variety of behaviors by employees directed to other employees including, but not limited to, subtle pressure for sexual activity, inappropriate touching, inappropriate language, demands for sexual favors, and physical assault.

Haddad's Market will treat sexual harassment as any other form of misconduct. Employees who engage in harassing behavior will be disciplined appropriately. Employees who are sexually harassed are encouraged to discuss the situation with their supervisor.

EMPLOYEE CONFIDENTIALITY AGREEMENT

Employee agrees that all knowledge and information learned during employment at Haddad's will be concealed from any competitor. If he or she does so in violation the employer shall be entitled to an injunction by any competent court of equity enjoining and restraining him [her] and each and every other person concerned from continuance of employment, services or other acts in aid of the business of the rival company or concern. Nothing shall prevent him [her], upon the termination of the employment, in engaging in any occupation in which the processes, formulas, and other secrets of the employer will not be directly or indirectly involved.