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Bellissimo Coffee Advisors

1.1 WE SUPPORT EACH OTHER

We are humble, kind, respectful, friendly, professional, supportive, honest, helpful, and passionate. No matter the position, *all* team members contribute, share, and educate. We embody these characteristics at all times: when we interact with the public, with our customers, our wholesale accounts, our suppliers, and all others in the industry. We strive to foster an environment that makes each team member look forward to coming in to work on a daily basis.

All who work for Company Name are part of an outstanding team. Our culture is positive, inclusive, supportive, and fun. Our brand, image, and name are synonymous with originality, class, and respect. Company Name came to fruition as a result of a lifelong dedication of its founding partners and will continue to be successful with hard work, passion and dedication from existing and future team members.

We work hard to set ourselves apart from others by being a friend and resource to others in the industry. Expectations are set high and should be taken seriously. We expect excellence of all team members.

1.2 CHANGES IN POLICY

This handbook supersedes all previous team member manuals and memos that may have been issued. As our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute – with or without notice – all or any part of our policies, procedures, and benefits at any time. We will notify all team members of these changes. Changes will be effective on the dates determined by Company Name and after those dates all superseded policies will be null. No individual, other than an owner, has the authority to change policies at any time.

1.3 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application (when applicable) and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

1.4 EMPLOYMENT RELATIONSHIP

Employment with Company Name is “at will”. That means you enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Company Name is free to sever its relationship with any team member at any time for any legal reason or for no reason at all.

SECTION 4

TEAM MEMBER COMMUNICATIONS

4.1 STAFF MEETINGS

Staff meetings are an important time for team members and management to get together and talk about recent company activities, changes in operations, updates on community involvement, and team member recognition. Company Name recognizes this time as valuable for team building and keeping team members informed.

Team member staff meetings are held on a regular basis specific to each Company Name work site. All Staff meetings are held less frequently but are as important and all Company Name team members are required to attend. We will do our best to schedule meetings at a time that is convenient for all employees. However, some employees may be expected to attend meetings that are not during their regular working hours. Employees will be paid for the time they are required to attend the meeting.

4.2 UPDATES AND INFORMATION

From time to time, information and quick updates may be made available to team members through memos (email), and postings on bulletin boards in team member areas. Team members are required to review and keep up to date on information made available through these resources during their regular working hours.

4.3 OPEN DOOR POLICY

Every team member at Company Name is vital to our continued growth and success. Almost everyone has an occasional idea, question, or problem relating to their job at Company Name. We encourage you to communicate these thoughts to a manager or an owner as soon as possible via email or, if a longer conversation is needed, to set an appointment to meet in person.

We also encourage team members to share any suggestions or thoughts on how to improve their work experience. Please share any thoughts on the workplace, environment, culture, and community involvement, with your manager or an owner.

We want to hear from you!

SECTION 6

WAGE AND SALARY POLICIES

6.1 WAGE AND SALARY INCREASES

Each team member's hourly wage or annual salary will be reviewed at least once each year. The team member's review will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review. Such review may be conducted more frequently for a newly created position, or based on a recent promotion.

Increases will be determined based on performance, adherence to company policies and procedures, ability to meet or exceed duties per job description, and achievement of performance goals.

6.2 TIMEKEEPING

Accurately recording time worked is the responsibility of every team member. "Time worked" is considered to be the time actually spent on the job performing assigned duties. Team members must honestly record the time they begin and end work, as well as the beginning and ending time of their meal period. They should also record the beginning and ending time of any split shift. As a general rule, team members should clock in not more than 5 minutes before the start of their scheduled work period and clock out not more than 5 minutes after the end of the work period.

Company Name does not pay for extended breaks or time spent on personal matters not covered by sick leave.

In the event a team member misses a punch on the time clock for any reason, the missed punch must be reported as soon as possible, and at the latest before the end of each pay period. Missed punches are reviewed and adjusted by your manager. Accuracy of recording time is essential for team members to receive the correct amount of pay and to capture labor data. Patterns of missing punches on a regular basis will be addressed by your manager, and repeated issues may lead to discipline.

Altering, falsifying, tampering with time records, or recording on another team member's time record is prohibited.

6.3 OVERTIME

When operating requirements or other needs cannot be met during regular working hours, employees may occasionally work overtime hours. All overtime work performed by a non-exempt regular hourly rate team member must be approved by your manager or an owner.

Overtime compensation is paid to non-exempt team members in accordance with Federal and State wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half time the team member's regular hourly rate. Personal time off, holidays, vacation, or any leave of absence will not be considered hours worked when calculating overtime.