

# **TILTON MARKET**

## **EMPLOYEE MANUAL**

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# **SECTION 1**

## **INTRODUCTION**

This Manual is designed to acquaint you with TILTON MARKET and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Manual applies to all employees of TILTON MARKET. Adhering to the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee's status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

### **1.1 CHANGES IN POLICY**

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since 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 employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor or an owner.

### **1.2 EMPLOYMENT APPLICATIONS**

We rely upon the accuracy of information contained in the employment application 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.

### **1.3 EMPLOYMENT RELATIONSHIP**

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, TILTON MARKET is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are

required to follow the Employment Termination Policy (See Section 3.14). At Will- This employee manual should not be implied as or constitute a contract between employee & employer. Employees can be terminated at-will

## **SECTION 2**

### **DEFINITIONS**

#### **2.1 “EMPLOYEES” DEFINED**

An “employee” of TILTON MARKET is a person who regularly works for TILTON MARKET on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of TILTON MARKET in the performance of their duties.

#### **EXEMPT**

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

#### **NON-EXEMPT**

Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

#### **REGULAR FULL-TIME**

Employees who have completed the 90-day probationary period and who are regularly scheduled to work 40 or more hours per week. Generally, they are eligible for the Company’s benefit package, subject to the terms, conditions, and limitations of each benefit program.

#### **REGULAR PART-TIME**

Employees who have completed the 90-day probationary period and who are regularly scheduled to work less than 40 hours per week. Regular part-time employees are eligible for some benefits sponsored by the Company, subject to the terms, conditions, and limitations of each benefit program.

#### **TEMPORARY (FULL-TIME or PART-TIME)**

Those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate, or individuals who are hired as interim replacements to assist in the completion of a specific project or for relief from another employee’s temporary absence. Employment beyond any initially stated period

does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company's benefit programs.

## **PROBATIONARY PERIOD FOR NEW EMPLOYEES**

There will be a 90-day probationary period where a new employee's performance will be evaluated to determine whether further employment in a specific position or with TILTON MARKET is appropriate. When an employee completes the probationary period, the employee will be notified of his/her new status with TILTON MARKET.

## **2.2 "SUPERVISORS" DEFINED**

TILTON MARKET is a closely held company in which the owners do not delegate managerial responsibilities to many. Posted outside the main office is a list of the current managers along with their contact information.

## **2.3 "OWNERS" DEFINED**

TILTON MARKET is a tightly held corporation and they take their ownership seriously. Unlike some owners, they are working owners and are also considered supervisors. They are accessible at any time of day. A list of the current owners is listed outside the main office.

There is nothing that they would ask an employee to do, that they themselves would not or have not already done. They realize their responsibility to their employees, to their customers, to their community, and to themselves. Employees should always believe that they can raise concerns and make reports without fear of reprisal. If an employee prefers to make a comment secretly, then if possible, every care will be taken to withhold that employee's name. But in order to validate any report or comment, **the employee must first submit it in writing.**

## **2.4 "ANNIVERSARY DATE"**

An employee's anniversary date will be the date that they start their 90-day probation period; or in the case of temporary employees, it will be the date that regular employment is started. This date will also be referred to as the date of employment or the date of hire.

## **2.5 "VENDORS"**

A vendor is a purveyor of merchandise who periodically delivers to TILTON MARKET. Our vendors have an agreement with TILTON MARKET to deliver merchandise and to be paid at a later time. Upon delivery, a TILTON MARKET employee should verify the delivery. There are a few vendors who will receive a cash payment at time of delivery. If an employee is not sure who gets paid and who does not, ask a supervisor.

# **SECTION 3**

## **EMPLOYMENT POLICIES**

### **3.1 NON-DISCRIMINATION**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at TILTON MARKET will be based on merit, qualifications, and abilities. TILTON MARKET does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

TILTON MARKET will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of an owner, in writing, signed and dated. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

### **3.2 NON-DISCLOSURE/CONFIDENTIALITY**

The protection of confidential business information and trade secrets is vital to the interests and success of TILTON MARKET. Such confidential information includes, but is not limited to, the following examples:

- Compensation data,
- Financial information,
- Marketing strategies,
- Pending projects and proposals,
- Proprietary production processes,
- Personnel/Payroll records, and
- Conversations between any persons associated with the company.

Employees who improperly use or disclose business information or trade secrets will be subject to disciplinary action including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **3.3 NEW EMPLOYEE ORIENTATION**

TILTON MARKET will make every effort to make every new employee feel comfortable, informed about the company, and prepared for their position. Unfortunately, because TILTON MARKET is a small family owned company, we are unable to offer a new employee a formal orientation program. Instead much of what a new employee needs are communicated via on-the-go job training and information contained within this manual.

Each new employee will be presented with a job description. This will list their responsibilities and serve as a basis for future performance evaluations.

To briefly highlight some aspects of TILTON MARKET:

- **History-** Richard Senese and Joseph Mazzeo incorporated TILTON MARKET August 31, 1970
- **Transfer of ownership-** in the mid 1980's, Joseph Mazzeo sold his interest in TILTON MARKET to Robert Senese, Michael Senese, and Alisa Kember
- **Company's Core Values-** to be a positive influence in our community
- **Company goals and objectives-** That for every minute that we are open, we are providing a friendly, welcoming, and clean atmosphere for our customers and our employees, while striving to sell the best quality products at competitive prices.
- **Our Vision-** is to maintain our high standards, our personal touch, and continue to stay in business.

Payroll forms will be provided to be completed in a timely manner. It is your future responsibility to inform an owner in any changes to these forms. Employees under 18 years of age must also obtain Working Papers from their local school board, to be filed out, and return to TILTON MARKET as soon as possible.

During the new employee's work schedule, a supervisor or another employee will introduce the new hire to the rest of the staff throughout the company

### **3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES**

The probationary period for regular full-time and regular part-time employees lasts up to 90 days from date of hire. During this time, employees have the opportunity to evaluate our Company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a 90-day review will be given and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4, Standards of Conduct).

### **3.5 HOURS**

TILTON MARKET workplace is open to the employees from approximately 7 a.m. to 7 p.m. seven days a week. TILTON MARKET is open for business from 8 a.m. to 7 p.m. weekdays, and

8 a.m. to 6 p.m. weekends. TILTON MARKET is either closed or partially closed during the holidays (See Section 6.7, Holidays).

The standard workweek for a full-time employee is 40 hours of work (see Section 5.3, Overtime). In the computation of employee benefits, the employee workweek is considered to begin on Sunday (starting at 12:00 a.m.) through Saturday (ending at 11:59 p.m.), unless a supervisor makes other arrangements with the employee.

### **3.6 LUNCH AND BREAK PERIODS**

Employees are allowed breaks according to their work schedule. The number of 15-minute breaks are noted on the schedule. Breaks will be coordinated with the supervisor and other employees. The goal would be to stagger the break schedule so that your absence does not create a problem for co-workers, vendors, or customers. Employees will not be paid for their break time. Break time will begin as soon as they are relieved from their duties. The time spent finding something to eat or drink is considered part of their break.

During the Employee's 15-minute or 30-minute break (meaning not a minute before or a minute after), they are allowed to pick up something to eat or drink free of charge. TILTON MARKET only asks that whatever they pick up, they FINISH it during the break. It is not to be brought back to their workstation and it is not to be brought home with them.

The use of the oven or the stove is not allowed.

Please DO NOT leave your break room trash or chairs lying around. Employees are expected to clean up after themselves and leave the area as they found it.

At any time, an employee has food or drink at their work station; they should tape a copy of the receipt to that item as proof of them purchasing the item.

### **3.7 NONSCHEDULED BREAK PERIODS**

TILTON MARKET does not provide for employees to take nonscheduled breaks during the work day except for the above outlined scheduled lunch and break periods (See Section 3.6 Lunch and Break Periods. This includes, but is not limited to smoking breaks. TILTON MARKET does not encourage its employees to smoke, and does not make accommodations for them to take an extra break to catch a smoke. This is unhealthy to the employee and unfair to the other nonsmoking employees who likewise would not get extra break

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time.

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

### **3.8 PERSONNEL FILES**

Employee personnel files include the following: job application, job description, résumé, payroll records, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of TILTON MARKET, and access to the information is restricted. Management personnel of TILTON MARKET who have a legitimate reason to review the files are allowed to do so.

Employees who wish to review their own file should contact an owner. With reasonable advance notice, the employee may review his/her personnel file in TILTON MARKET's office and in the presence of an owner.

### **3.9 PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify an owner of any changes in personnel data such as:

- Mailing address,
- Telephone numbers,
- Name and number of dependents, and
- Individuals to be contacted in the event of an emergency.

An employee's personnel data should be accurate and current at all times.

### **3.10 INCLEMENT WEATHER/EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the business will be made by an owner.

When the decision is made to close the store, employees will receive official notification from their supervisors. Your supervisor will be using the information on file, so make sure it is current. Or you can always contact an owner (see Section 2.3 for Contact Information)

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees would like to be paid, they are permitted to use their vacation time if it is available to them.

### **3.11 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS**

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

TILTON MARKET directly links wage and salary increases with performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason, among others, it is important to prepare for these reviews carefully, and participate in them fully.

### **3.12 OUTSIDE EMPLOYMENT**

Employees may hold outside jobs provided that they continue to meet the performance standards of their job description with TILTON MARKET. Unless an alternative work schedule has been approved by TILTON MARKET, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

TILTON MARKET's office space, equipment, and materials are not to be used for outside employment; and not under any circumstances, may they be taken off of the premises.

### **3.13 CORRECTIVE ACTION**

TILTON MARKET holds each of its employees to certain work rules and standards of conduct (see Section 4, Standards of Conduct). When an employee deviates from these rules and standards, TILTON MARKET expects the employee's supervisor to take corrective action.

Corrective action at TILTON MARKET is progressive. That is the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, and finally termination of employment. Probation will not be used as a corrective action. Although it may succeed as a disciplinary measure, it also puts undue hardship on the rest of the staff of TILTON MARKET. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, TILTON MARKET considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, any activity that is illegal, the use of company equipment and/or company vehicles without prior authorization of an owner, untruthfulness about personal work history, skills, or training, divulging Company business practices, and

misrepresentations of TILTON MARKET to a customer, a prospective customer, the general public, or an employee.

### **3.14 EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation** – voluntary employment termination initiated by an employee.
- **Termination** – involuntary employment termination initiated by TILTON MARKET.
- **Layoff** – involuntary employment termination initiated by TILTON MARKET for non-disciplinary reasons.

When a non-exempt employee intends to terminate his/her employment with TILTON MARKET, he/she shall give TILTON MARKET at least two (2) weeks written notice. Exempt employees shall give at least four (4) weeks written notice.

Since employment with TILTON MARKET is based on mutual consent, both the employee and TILTON MARKET have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for New Employees (See Section 3.4, Introductory/Probationary Period for New Employees).

Any employee who terminates employment with TILTON MARKET shall return all files, records, keys, and any other materials that are property of TILTON MARKET. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to TILTON MARKET will also be deducted from the employee's final check.

Employee's benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee elects to do so (See Section 5, Benefits). The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

### **3.15 SAFETY**

TILTON MARKET provides information to employees about workplace safety and health issues through regular internal communication such as:

- On the job training
- Bulletin board postings
- Memorandums

- **Section 8 - Safety Guidelines**

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, or cause hazardous or dangerous situations, or fail to report when appropriate, or remedy such situations may be subject to disciplinary action including termination of employment.

TILTON MARKET will do everything it can to increase safety and reduce the risk of injury. But because of the nature of the business some risky conditions are unavoidable. This list would include but not limited to: wet and slippery floors; blades that are sharp; boxes and cases that are constantly moved; boxes carts and mats that will be set in walk ways; people that will be kneeling down; etc. Every employee must be aware of these and other risks.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify the owner in writing at the time of the incident. Especially in these incidents reporting the incident as soon as possible is of utmost importance. Because of this, only signed written reports detailing the circumstances including all dates and naming any witnesses should be submitted. (See Section 3.17, Employee Requiring Medical Attention).

### **3.16 HEALTH-RELATED ISSUES**

Employees, who become aware of any health-related issue, including pregnancy, should notify an owner of health status. This policy has been instituted strictly to protect the employee.

A written “permission to work” from the employee’s doctor is required at that time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform the regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify an owner. Furthermore, Tilton Market does not guarantee holding open your position waiting for you to return.

### **3.17 EMPLOYEE REQUIRING MEDICAL ATTENTION**

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee’s personal physician must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, TILTON MARKET’s employees will not be responsible for transportation of another employee due to liabilities that may occur.

Employees cannot work around food if they are displaying signs of sickness. Furthermore, a physician’s “return to work” notice may be required.

### **3.18 BUILDING SECURITY**

Employees who are issued keys to the building are responsible for their safekeeping. The last employee, who leaves the building at the end of the business day, assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, cases' and walk-in's temperatures are at appropriate levels, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from an owner.

### **3.19 INSURANCE ON PERSONAL EFFECTS**

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at TILTON MARKET. TILTON MARKET assumes no risk for any loss or damage to personal property.

### **3.20 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY**

All Employees are expected to receive merchandise from vendors on behalf of TILTON MARKET. This process of checking in and validating the numbers is of utmost importance. The reason is simple. Anything that is received and checked in obligates TILTON MARKET to pay for it. Therefore, by signing your name to a delivery, you are certifying that everything on that invoice was received in sellable condition.

Also, no employee is allowed to accept free merchandise from a vendor. If a vendor wants to give out free samples, then the sample MUST first be given to an owner, who can then distribute it to others if he/she pleases.

If management should discover that you did not perform due diligence in accepting an order, and the vendor shorted TILTON MARKET on the delivery, or if you received free goods or services, then you will be liable to disciplinary action including termination.

### **3.21 EXPENSE REIMBURSEMENT**

Non-vendor related expenses incurred by an employee on behalf of TILTON MARKET must have prior approval by an owner. These expenses will immediately be reimbursed at the time that a receipt for the purchase is submitted.

### **3.22 PARKING**

Employees must park their cars in nonprime parking areas. TILTON MARKET reserves the best parking spots for their customers. By best, they are referring to those parking spots closest to the front door.

### **3.23 VISITORS IN THE WORKPLACE**

To provide for the safety and security of employees, visitors, and the facilities only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Having visitors is an unavoidable occurrence. However, employees are reminded that they are here to work. Excessively abusing this privilege will be equated to stealing time. Be polite, talk to your visitors, find out the importance of their visit, and if necessary make plans to complete your conversation at another time. This especially holds true for all cashiers. Cashiers are constantly dealing with the customer's and TILTON MARKET's interests. To add a conversation with a visitor to that mix is just too unpredictable. It must be avoided.

### **3.24 IMMIGRATION LAW COMPLIANCE**

TILTON MARKET employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with TILTON MARKET within the past three years or if their previous I-9 is no longer retained or valid.

### **3.25 EMPLOYEE PURCHASES**

TILTON MARKET grants employees the convenience of charging purchases for in store merchandise. The charge(s) will then be deducted from their next paycheck.

TILTON MARKET offers their employees a 10% discount on their in-store purchase (see 6.11 Employee 10% Discount)

### **3.26 THE CUSTOMER IS PRIMARY**

Employees will make every effort to focus on the customer's needs. There will be no side talking with friends or co-workers while waiting on a customer. Employees should make the customer feel like they are the only one in their universe.

# SECTION 4

## STANDARDS OF CONDUCT

The work rules and standards of conduct for TILTON MARKET are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.13, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records (See Section 5.2, Timekeeping);
- Working under the influence of alcohol or illegal drugs (See Section 4.6, Substance Abuse);
- Possession, distribution, sale, transfer, or use of alcohol\* or illegal drugs in the workplace (See Section 4.6, Substance Abuse);
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of company-owned or customer-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Smoking in the workplace;
- Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment, Including Sexual Harassment);
- Excessive absenteeism or any absence without notice (See also, Section 4.1 Attendance/Punctuality and 4.2, Absence without Notice);
- Unauthorized use of telephones, or other company-owned equipment (See Section 4.4, Telephone Use);
- Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage);
- Unauthorized disclosure of business "secrets" or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct.

\* **Exception to note-** There are situations and times when the owners will bring alcohol into the building as part of a celebration. An example of this is our egg nog tradition. Since incorporation, it has been a TILTON MARKET holiday tradition to serve egg nog that contains alcohol. It has also been a TILTON MARKET tradition to hold a small Christmas party after hours on Christmas Eve during which alcoholic beverages are available. No one should jump to a conclusion that because of these two examples TILTON MARKET allows alcohol at the work place or is forcing someone to drink. These events are the exception and the only

exception. Furthermore, any employee who attends these events should drink responsibly and is liable for their own actions.

#### **4.1 ATTENDANCE/PUNCTUALITY**

TILTON MARKET expects that every employee will be regular and punctual in attendance. This means being at the work place, ready to work, at their starting time each shift. Absenteeism and tardiness place a burden on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor within a reasonable amount of time (~1 hour) before your starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. The company phone number is 609-641-5118. Furthermore, anyone of the owners can be reached after hours (See Section 2.3 Owners Contact Information).

Should undue tardiness become apparent, disciplinary action may be required.

If there comes a time when you will need unauthorized time off, please make every effort to find another employee to replace you. The preferred alternative to not showing up would be to personally find another employee to cover your shift.

#### **4.2 ABSENCE WITHOUT NOTICE**

When you are unable to work due to illness or an accident, please notify an owner. This will allow the Company to arrange for temporary coverage of your duties and helps schedule other employees to fill the void. If you do not report for work and TILTON MARKET is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will therefore be removed from the schedule and payroll.

Remember it is the employee's responsibility to contact TILTON MARKET.

If you become ill while at work or must leave the work place for some other reason before the end of the workday, be sure to inform your supervisor of the situation.

#### **4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT**

TILTON MARKET is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Employees should always believe that they can raise concerns and make reports without fear of reprisal. If an employee prefers to make a comment secretively, then if possible, every care will be taken to withhold that employee's name.

In order to validate and properly record any report or comment, the EMPLOYEE MUST SUBMIT IT IN WRITING to a supervisor or owner. This will insure that the details of the claim are being accurately reported in the claimant's language. It will also provide a paper trail stating when the claim was presented. Failure to report in a written format will be interpreted as the employee just blowing off smoke and venting their feelings. It would not validate the claim and no further action by the supervisor or owner will be required or expected.

An owner will then respond to this matter in writing and in a timely and if possible, confidential manner.

#### **4.4 TELEPHONE USE**

TILTON MARKET telephones are intended for the use of serving our customers and for conducting the Company's business.

Personal usage during business hours is discouraged except for extreme emergencies. Such personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the work place, employees must inform family members and friends to limit personal telephone calls during working hours.

Employees should not be using their cell phones for any reason during work hours, unless their supervisor has given them permission for that one-time exception.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See Section 3.12, Corrective Action).

#### **4.5 PUBLIC IMAGE**

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

The following items are considered inappropriate working attire for TILTON MARKET:

- Dirty or torn clothing
- Open-toed sandals
- Spaghetti-strapped shirts
- Tank tops or revealing shirts
- Sheer clothing
- Pants that drop below the waist

- T-shirts with inappropriate or offensive gestures or advertising

Aprons and jackets are available for employees to use.

Consult your supervisor if you have any questions about appropriate business attire.

#### **4.6 SUBSTANCE ABUSE**

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the Company while they are on Company premises or elsewhere on Company business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

Company property: All Company owned or leased property used by employees.

Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.

Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.

Illegal drug:

- a. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
- b. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- c. Inhalants used illegally.

Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the Company's policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

#### **4.7 TOBACCO PRODUCTS**

The use of tobacco products is not permitted anywhere on the Company's premises except in authorized and designated locations. The designated outside smoking areas are located on the Zion Road side outside the building and in TILTON MARKET's unpaved parking lot. Employees must follow all rules posted in designated smoking areas and adhere to all policies associated with this policy (See Sections 3.7, Non-Scheduled Break Periods and 3.15, Safety).

Cashiers who have the opportunity to sell tobacco products must conform to the existing laws or personally suffer the consequences of the law and of TILTON MARKET. These laws include but are not limited to restricting the sale of tobacco to any underaged customers. Likewise, the law requires that every customer who appears to be under the age of 27, be carded before they can purchase tobacco.

#### **4.8 INTERNET USE**

TILTON MARKET employees are not allowed use of the onsite Internet or e-mail for personal use.

Employees may use the Internet when appropriate to access information needed to conduct business of TILTON MARKET. Employees may use e-mail when it involves appropriate business correspondence.

Use of the Internet must not disrupt operation of the company's computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. TILTON MARKET reserves the right to access and monitor all files and messages on its systems.

## **SECTION 5**

### **WAGE AND SALARY POLICIES**

#### **5.1 WAGE OR SALARY INCREASES**

Increases will be determined on the basis of the current success of the business, the employee's performance, adherence to company policies and procedures, and ability to meet or exceed duties per the job description and/or performance goals (See Section 3.11, Performance Review/Planning Sessions). The employee's job description and performance goals will play a major role in charting the employee's progress and value, however, nothing can compare to the appreciation from the employee's supervisor for their contribution to the workload. Therefore, this intangible factor will also be used.

Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, TILTON MARKET does not grant "cost of living" increases. Performance and market conditions are the keys to wage increases within TILTON MARKET. The employee must show that they are fully competent or better than fully competent in all areas of their job description.

#### **5.2 TIMEKEEPING**

Accurately checking your paycheck for time worked is the responsibility of every employee. Time worked is the time actually performing assigned duties. It should reflect the time submitted on the work schedule. If there is a discrepancy either more or less, it should be immediately brought to an owner's attention.

TILTON MARKET does not pay for extended breaks or time spent on personal matters.

The posted work schedule is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another employee's time record will result in disciplinary action, including termination of employment.

Authorized personnel will review time records each week. Questions regarding the timekeeping system should be directed to an owner.

#### **5.3 OVERTIME**

TILTON MARKET is open for business 7 days a week. Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 hours per week, at a rate of one and one-half times the non-

exempt employee's regular hourly rate. Time off for personal time, vacations, holidays, sick leave time, or any other leave of absence will not be considered hours worked when calculating overtime.

## **5.4 PAYDAYS**

All employees are paid weekly via direct deposit. Tilton Market will make every effort to submit the weekly payroll by the first Monday following the pay week. Under current circumstances, this normally means that a paycheck will be deposited into the employee's bank account on the Wednesday of that week. An employee is responsible to verify that the funds are present in their bank account before charging against those funds. It is and never will be the employer's fault because an employee **assumed** their pay had been deposited and it was not.

# **SECTION 6**

## **BENEFITS AND SERVICES**

TILTON MARKET offers a benefits program for its regular full-time and regular part-time employees. However, the existence of these programs does not signify that an employee will necessarily qualify for the benefits included in and administered through these programs.

### **6.1 HEALTH INSURANCE**

- Prior to every August 1, Tilton Market will review the feasibility of offering Healthcare Coverage to its employees
- Also prior to August 1, Tilton Market will distribute to all eligible employees a handout in writing stating Tilton Market's Healthcare benefits

### **6.2 COBRA BENEFITS**

The Federal Consolidated Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the TILTON MARKET's health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or leave of absence, divorce or legal separation and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at TILTON MARKET's group rates plus an administration fee. TILTON MARKET provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under TILTON MARKET's health insurance plan. The notice contains important information about the employee's rights and obligations.

### **6.3 SOCIAL SECURITY/MEDICARE**

TILTON MARKET withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

### **6.4 SIMPLE IRA**

The Simple Investment Retirement Account (Simple IRA) plan offers TILTON MARKET employees a unique opportunity for savings, financial growth and favorable tax treatment.

The IRA plan helps contributors save in several ways:

- Gross taxable income is reduced
- All contributions are tax deferred
- Withdraws can be made after the age of 65
- The convenience of payroll deduction
- TILTON MARKET will automatically make a safe harbor contribution to each qualified employee in the amount of 3% of their annual compensation.

The Simple IRA plan is administered through an Investment firm and managed internally by TILTON MARKET.

Eligibility occurs after

1. The employee reaches 21 years of age and is a US resident
2. Employee has completed 1 year of service during which they worked over 1000 hours
3. Employee is not a member of a union who has bargained separately for benefits

TILTON MARKET may also declare a profit share, but is never required to do so

### **6.5 VACATION**

Paid Vacation Time is available to regular full-time and regular part-time employees following their first-year anniversary with TILTON MARKET. Employees must have vacations approved before it is considered granted.

- a) Vacation time accrues from the employee's first hour of work at a rate of 0.04 hours per Regular Time or Overtime hours worked
- b) The only hours used to calculate Vacation Time are Regular and Overtime hours. No other type of hours will be used.
- c) There is no restriction on why Vacation Time is being used.
- d) Regarding First Year Employees: Until an employee's first year anniversary, even though vacation time accrues, no vacation time will be available for that employee to redeem. Furthermore, should any employee leave before their first-year anniversary, they would forfeit all accrued vacation time. An exception would be for Paid Sick Leave. Therefore, in order to be compliant with the state's Paid Sick Leave Act
  - A first-year employee can take Paid Sick time off

- This Paid Sick Time can only be taken after their 120<sup>th</sup> day after their first day of work.
  - It cannot be on a holiday, nor the day before or the day after that holiday, unless it is preapproved by a manager
  - The accrual for this First-year employee's Paid Sick Leave will begin with their first hour of work, and accrue at a rate of 0.0333 hours per hours of Regular or Overtime Hours worked.
  - The total amount of Paid Sick Leave cannot go over 40 hours for this first year of work.
  - If Paid Sick Leave is used, it will be deducted from any Vacation Time calculated in Section 6.5e below.
  - Calculations for this Paid Sick Time will be available at the employee's request.
- e) At the end of an employee's first year anniversary, the total number of regular and overtime hours will be divided by 52. This amount will then be credited to their vacation account. Then going forward vacation time will accrue as stated in Section 6.5a. above.
- f) No Vacation Time will accrue once vacation time equals 160 hours. At that point, it is up to the employee to use it/ cash it out/ or loss it.

On February 3, 2018 Tilton Market converted to the above calculations. At that time, all employee's vacation accounts were credited for their current accrued vacation values. No further calculations or funding will apply or is necessary.

Vacation time can be redeemed by requesting it from your supervisor. Earned vacation leave cannot be taken before it is accrued or approved.

TILTON MARKET encourages all employees to make the most of their vacation time. Regular breaks from daily work make everyone more productive.

## **6.6 RECORD KEEPING**

Each employee is responsible for verifying his/her paycheck to make sure all stated hours are correct. Vacation hours accrued and used are also noted on each employee's pay stub. These paystubs are available online. Contact your supervisor for information on how to access these pay stubs.

## **6.7 HOLIDAYS**

TILTON MARKET observes the following paid holidays per year for all non-exempt employees:

New Year's Day	Memorial Day
Easter	Independence Day
Thanksgiving Day	Labor Day
Christmas Day	

Each employee's holiday pay is based on the employee's standard work week and the following table:

<b>Number of hours worked</b>	
<b><u>in a normal week</u></b>	<b><u>Holiday Pay</u></b>
0 to 9.5	1 hours
10 to 19.5	2 hours
20 to 29.5	4 hours
30 to 39.5	6 hours
over 40	8 hours

Because TILTON MARKET is busiest around a holiday and because each employee's contribution is necessary to a smooth-running operation, Holiday pay will be forfeited if the employee is absent from work either:

- 4 days before the holiday or
- 3 days after the holiday

Furthermore, paid sick leave will not be allowed on the holiday (assuming the store is open) or the day prior to or the day after the holiday.

The above forfeiture might be waived if the employee can find someone to work their hours and the switch is approved by their supervisor

## **6.8 JURY DUTY/MILITARY LEAVE**

Employees will be granted time off to serve on a jury or military leave without pay. All regular employees either full-time or part-time will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

## **6.9 EDUCATIONAL ASSISTANCE**

TILTON MARKET recognizes that the skills and knowledge of its employees are critical to the success of the Company. TILTON MARKET may offer educational assistance in a narrow range of programs, which TILTON MARKET feels will be beneficial to you as an employee of TILTON MARKET. Each request should be presented by the employee and evaluated on its merits. If assistance will be given, TILTON MARKET will state the specifics in writing.

## **6.10 TRAINING AND PROFESSIONAL DEVELOPMENT**

TILTON MARKET recognizes that the skills and knowledge of its employees are critical to the success of the Company. Therefore, TILTON MARKET encourages its employees who are interested in continuing education and job specific training to research these further. Each requested should then be presented by the employee and evaluated on its merits. If assistance will be given, TILTON MARKET will state the specifics in writing.

## **6.11 EMPLOYEE 10% DISCOUNT**

TILTON MARKET grants employees a 10% discount on any item (except cigarettes). This discount is calculated at the time of purchase. It is received regardless of how the order is paid.

- This is a discount that TILTON MARKET gives to their employees. It is NOT something that employees can issue to any customer at any time or place.
- For clarification, only individuals that reside in the same house as the employee may qualify to use the employee's discount.
- Applying this discount to unauthorized individuals will be subject to disciplinary action including termination of employment.

## **6.12 Paid Sick Leave**

Tilton Market will incorporate its Vacation Policy (Section 6.5) to conform to with the State of New Jersey's paid sick leave (ACS/IR A1827). Because our vacation policy more than adequately covers the requirements of this act, Tilton Market shall be considered in compliance.

Because of the nature of our business and the need to be fully staffed around a holiday, Paid Sick Leave cannot be used on a Holiday, nor the day before or the day after a holiday. See section 6.7 for a list of holidays

# **SECTION 7**

## **EMPLOYEE COMMUNICATIONS**

### **7.1 STAFF MEETINGS**

Staff meetings will be held as needed. These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition. Unfortunately, because every employee works a different schedule and employees are always needed to keep the business running, the majority of communications will be done orally or as a memo attachment to a paycheck.

### **7.2 BULLETIN BOARDS**

The two walls outside of the office will be designated as bulletin boards and provide employees access to important posted information and announcements. The employee is responsible for reading necessary information posted on these bulletin boards.

### **7.3 SUGGESTION BOX**

TILTON MARKET encourages employees who have suggestions that they do not want to offer orally or in person to write them down and slide them under the office door knowing that only an owner or manager has access to the office. If this is done anonymously, every care will be taken to preserve the employee's privacy.

## **7.4 PROCEDURE FOR HANDLING COMPLAINTS**

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem to the satisfaction of either one, then TILTON MARKET encourages employees to put their complaint in writing. Be as specific as possible including people involved, witnesses, date and time of day and submit this to an owner either via email, regular mail, or by handing it to them. Complaining about it in any other manner will not validate it as an official complaint and will not be addressed.

# **SECTION 8**

## **SAFETY GUIDLINES**

### **Stocking**

- In order to reduce stress to the back, keep cases close to the body when lifting/carrying.
- Use thermal gloves when stocking frozen foods. Cold temperatures can reduce circulation, causing stress on the hands.
- Use knee pads when stocking low shelves for long periods of time. This reduces the stress on the knees and legs when kneeling.
- Use a step stool to reach items on the tops of high shelves.
- Use a kneeler or stool when working at low shelves for long periods of time. This reduces stress on the knees and legs when squatting and kneeling.
- Rotate your stocking tasks to avoid prolonged kneeling, squatting, and overhead reaching.
- Use a cart to move items from the back room to the shelves where they are stocked.
- Use the correct safety cutter for the job. Keep safety cutters sharp. Using dull tools requires more force.
- Before stocking, ensure that the floor areas are level and free of debris and spills. Report any floor problems to your manager that need repair immediately.
- Use boxes or totes with hand holds, where suitable.
- Ensure that there is adequate room around carts for lifting tasks. You should be able to walk around the cart, rather than reaching or bending.

### **Meat & Deli**

- Keep all knives, grinders, cutters, and other equipment sharp and in good repair. Dull or improperly working equipment requires more force to operate.

- Try different knives to see which are more comfortable to use. Some designs work well for specific cutting, trimming, or portioning tasks and should be considered "special purpose" tools.
- Wear thermal gloves for use when handling frozen items.
- Avoid continuous cutting or grinding. Whenever possible, break up these tasks with other, less strenuous tasks throughout your shift.
- Use a food processor to prepare ingredients for stuffing and other items.
- Keep large boxes and heavy items close to the body. This helps to reduce stress on the back.
- Arrange the wrapping station so that labels are within easy reach so you do not have to twist or walk to get to them.
- If overhead storage is necessary, use it for light items such as foam trays.
- Use a step stool to reach items on high shelves.
- Select tongs with long handles to reach items in the front of the case.
- Avoid working with the hands/wrists held in a bent or twisted position.

**Produce**

- Keep manual food processing equipment (knives, slicers, etc.) sharp and in good repair. Equipment that is dull or is not working properly may require excess force to operate.
- To reduce stress on your back, keep boxes, melons, bags of potatoes, or other heavy items close to the body when lifting and carrying.
- Use carts to move heavy items; position carts alongside displays to minimize reaching and carrying.

**Checkout, Bagging, and Carryout**

- Perform work within the preferred work zone.
- Move the cart closer to your body to avoid extended reaches when loading bags into carts.
- When assisting customers with carry outs, use a cart to carry bags and groceries outside the store.

**I have been handed a copy TILTON MARKET’S Employee Manual. It is 28 pages and 8 sections in its entirety. I promise to read it and agree to abide by it. I realize that it is subject to change and when it changes, I will be notified in writing. A current copy of this employee’s manual will always be available at the Company’s website [www.TiltonMarket.com](http://www.TiltonMarket.com)**

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Employee Signature

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Date

**Witnessed by:**

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Business Representative

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Date