



**JENNA LEURQUIN**

- PATISSERIE -

# **Employee Handbook**

# **IMPORTANT INFORMATION ABOUT THE EMPLOYEE HANDBOOK**

THIS HANDBOOK IS DESIGNED TO ACQUAINT EMPLOYEES WITH PASTRY ATELIER LLC (REFERRED AS “JL PATISSERIE”, THE “COMPANY”, “BAKERY”, “PASTRY ATELIER”, “US”, “WE”, “OUR”) AND PROVIDE SOME INFORMATION ABOUT WORKING HERE. THE HANDBOOK IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE EMPLOYEES WITH A SUMMARY OF SOME OF JL PATISSERIE’S GUIDELINES. THIS EDITION REPLACES ALL PREVIOUSLY ISSUED EDITIONS.

EMPLOYMENT WITH JL PATISSERIE IS AT-WILL. EMPLOYEES HAVE THE RIGHT TO END THEIR WORK RELATIONSHIP WITH JL PATISSERIE, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. JL PATISSERIE HAS THE SAME RIGHT. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS MADE BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESSED OR IMPLIED; NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION. NO REPRESENTATIVE OF JL PATISSERIE, OTHER THAN THE GENERAL MANAGER OF JL PATISSERIE, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE GENERAL MANAGER AND THE EMPLOYEE.

NO EMPLOYEE HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THE HANDBOOK, EMPLOYEES WHO HAVE QUESTIONS SHOULD SPEAK WITH THEIR IMMEDIATE SUPERVISOR OR THE HUMAN RESOURCES DEPARTMENT. IN ADDITION, THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK; EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT. THEREFORE, JL PATISSERIE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.

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# 1. INTRODUCTION

## 1.1 - Welcome

Welcome to the JL Patisserie team! We are delighted to have you on board and look forward to working with you to create delicious baked goods and provide excellent service to our customers. This employee handbook (“Handbook”) contains general information on policies, practices, and benefits of JL Patisserie. It is written to introduce employees to JL Patisserie and get familiarized with it, provide general guidelines on work rules, benefits, and other issues related to employment. Furthermore, this Handbook should attempt to answer any additional questions in connection with our workplace environment. This Handbook is designed as an overview and guideline and therefore cannot cover everything that pertains to employment in relation to JL Patisserie.

By adhering to following guidelines, you contribute significantly to the reputation and success of JL Patisserie. Remember, your role is not just about baking and selling products but also about creating delightful experiences that keep our customers coming back for more.

## 1.2 - Purpose of this Handbook

This Handbook, divided into roughly 14 chapters, aims to clarify, explain, and offer a handy reference for the general terms of employment at JL Patisserie. It covers a wide range of topics, including:

- Company policies and procedures
- Employment terms and conditions
- Employee benefits and perks
- Health and safety guidelines
- Code of conduct and professional standards

It cannot, by nature, cover everything and is therefore not meant to be exhaustive. It is also subject to change, and therefore not binding. It is simply a resource to guide employees to the standard policies of JL Patisserie.

As such, JL Patisserie does not intend that anything in this Handbook constitutes an employment contract or an offer of an employment contract, express or implied, or that this Handbook is in any way deemed by any person, to create any legally binding rights to continuing employment or to specific terms or conditions of employment.

Only Jenna Leurquin has the authority to enter into any agreement for employment for a specified period, and any such agreement must be in writing and signed by Jenna Leurquin and the employee.

## 1.3 - Changes in Policy

JL Patisserie reserves the right to modify any policies, benefits, or procedures at any time, excluding the "At-Will Employment" policy in Section 2.1 of this Handbook. Ideally, timely notification will be given to employees, although changes are considered adequate without such notice.

## 1.4 - About JL Patisserie

At JL Patisserie, we pride ourselves on crafting high-quality, handmade baked goods using the finest ingredients. Our mission is to bring joy to our community through our pastries, cakes, bread, and other treats. We are committed to maintaining a warm, friendly environment for both our employees and customers.

### Our Values

1. **Quality:** We are dedicated to producing the best baked goods by using top-notch ingredients and traditional baking methods.
2. **Customer Service:** We strive to exceed customer expectations with friendly, attentive, and personalized service.
3. **Teamwork:** We believe in fostering a supportive and collaborative work environment where every team member is valued.
4. **Innovation:** We encourage creativity and innovation in our recipes and processes to keep our offerings fresh and exciting.
5. **Community:** We are passionate about giving back to our community and building strong relationships with our customers and neighbors.

Please take the time to read through this handbook carefully. If you have any questions or need further clarification on any topic, do not hesitate to reach out to your manager or the Human Resources department.

**Once again, welcome to JL Patisserie. We are thrilled to have you as part of our team and look forward to achieving sweet success together!**

Sincerely

Jenna Leurquin  
CEO

## 2. GENERAL EMPLOYMENT

### 2.1 - “At-Will” Employment

While employed, all employment is considered “at-will,” meaning employees are free to resign at any time and for any reason, with or without notice. Similarly, JL Patisserie is free to conclude an employee’s employment at any time for any lawful basis, with or without cause.

Unlike the general policy changes mentioned in Section 1.3 of this Handbook, which may be amended, modified, or terminated at any time, the policy for at-will employment in this Section is considered immutable except for a situation wherein it is modified via a signed, written agreement between JL Patisserie and the employee at issue.

### 2.2 - Employment Classifications

At JL Patisserie, employees are assigned a classification to ensure a clear understanding of their work schedule, eligibility for benefits, and method of pay. All employment with JL Patisserie is "at-will," meaning either the employee or the company can terminate the employment relationship at any time, with or without cause or notice, regardless of classification.

Each employee will be informed of their classification at the time of hire and will be notified in writing of any subsequent changes to their status.

Our employment classifications are organized into two categories:

#### A. Classifications for Scheduling and Benefits Eligibility

This status determines an employee's work schedule and eligibility for company-sponsored benefit programs.

**Full-Time:** Full-Time employees are those who are regularly scheduled to work an average of 40 or more hours per week. Full-Time employees are eligible for health insurance, subject to the specific terms and waiting periods of this benefit plan.

**Part-Time:** Part-Time employees are those who are regularly scheduled to work fewer than 40 hours per week. Part-Time employees are not eligible for company-sponsored benefits like health insurance or paid vacation. However, they are entitled to all legally mandated benefits, such as Sick Time under the Arizona Fair Wages and Healthy Families Act, Social Security, and workers' compensation insurance.

**Temporary:** Temporary employees are hired to supplement the workforce for a specific project or a limited period of time. The duration of temporary employment is established at the time of hire. Temporary employees are not eligible for company-sponsored benefits. Their employment remains at-will and may be terminated at any time before the pre-determined end date.

#### B. Classifications for Overtime Pay (FLSA Status)

This status is determined by federal and state law and governs how an employee is paid.

**Non-Exempt:** Non-Exempt employees are entitled to overtime pay, calculated at one-and-a-half times their regular hourly rate, for all hours worked over 40 in a workweek.

**Exempt:** Exempt employees are paid on a salary basis and, due to their specific job duties and salary level, are "exempt" from federal and state overtime laws. Except for a few narrow exceptions, exempt employees receive a fixed salary for each workweek in which they perform any work, regardless of the quantity or quality of work performed.

### **3. EQUAL EMPLOYMENT OPPORTUNITY / HARASSMENT POLICY**

JL Patisserie is dedicated to the principles of equal employment opportunity and is committed to fostering a diverse and inclusive workplace. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, religion, national origin, disability, genetic information, or any other applicable status protected by state or local law. This policy applies to all aspects of employment, including recruitment, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

#### **3.1 - ADA (Americans with Disabilities Act) and Religious Accommodation**

JL Patisserie will make reasonable accommodation for qualified individuals with known disabilities and employees whose work requirements interfere with a religious belief unless doing so would result in an undue hardship to JL Patisserie or a direct threat. Employees needing such accommodation are instructed to contact their supervisor or Human Resources immediately.

#### **3.2 - EEO (Equal Employment Opportunity) Harassment**

JL Patisserie strives to maintain a work environment free of unlawful harassment. In doing so, JL Patisserie prohibits unlawful harassment because of age 40 and over, race, sex, color, religion, national origin, disability, genetic information, or any other applicable status protected by state or local law.

Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's age 40 and over, race, sex, color, religion, national origin, disability, genetic information, or any other applicable status protected by state or local law will not be tolerated. Prohibited behavior may include but is not limited to the following:

- Written form such as cartoons, e-mail, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs or jokes.
- Physical conduct such as assault or blocking an individual's movements.

This policy applies to all employees including managers, supervisors, co-workers, and non-employees such as members, customers, clients, vendors, consultants, etc.

#### **3.3 - Sexual Harassment**

JL Patisserie is committed to fostering a work environment in which all employees are treated with respect and dignity.

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, JL Patisserie believes it warrants separate emphasis.

Sexual harassment is a form of discrimination and is prohibited by law.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

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

Sexual harassment may include a range of behaviors and may involve individuals of the same or different gender.

These behaviors include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors;
- Sexual or derogatory jokes, comments, or innuendo;
- Unwelcomed physical interaction. Insulting or obscene comments or gestures;
- Offensive emails, voicemails, or text messages;
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct that includes leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters;
- Verbal sexual advances or propositions;
- Physical conduct that includes touching, assaulting, or impeding or blocking movements;
- Any other unwanted sexual advances that include visual, verbal, or physical conduct or behavior deemed inappropriate; and
- Harassment on the basis of any other protected characteristic.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Conduct that may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mail.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping, or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging and brushing up against another's body.

### **3.4 - Complaint Procedure**

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please file a complaint. JL Patisserie expects employees to make a timely complaint to enable JL Patisserie to investigate and correct any behavior that may be in violation of this policy.

All complaints will be promptly and thoroughly investigated, and appropriate corrective action will be taken if a violation of this policy is found. Confidentiality will be maintained to the extent possible.

JL Patisserie prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation.

#### **Reporting Options:**

1. Direct Supervisor/Manager: You may report your concern to your direct supervisor or manager.
2. Human Resources: You may report your concern directly to the HR department or Jenna Leurquin

We encourage written complaints, when possible, as this helps ensure a clear understanding of the issues. However, verbal complaints will also be accepted and investigated.

#### **What to Include in a Complaint (if possible):**

- Your name and contact information.
- The name(s) of the individual(s) involved in the alleged misconduct.
- A description of the incident(s), including dates, times, locations, and what was said or done.
- The names of any witnesses.
- Any documents or evidence related to the complaint.
- What resolution or outcome you are seeking (if known).

#### **Investigation Process:**

1. Receipt of Complaint: Upon receiving a complaint, JL Patisserie will conduct a prompt, thorough, and impartial investigation.
2. Confidentiality: Investigations will be conducted as confidentially as possible, with information shared only on a need-to-know basis to facilitate thorough investigation and appropriate response. Complete confidentiality cannot be guaranteed.
3. Interviews: The investigator will typically interview the complainant, the person(s) accused (the respondent(s)), and any relevant witnesses.
4. Evidence Review: Relevant documents or other evidence will be reviewed.
5. Determination: Based on the information gathered, JL Patisserie will make a determination as to whether the policy has been violated.

6. Communication: The complainant and the respondent(s) will be informed of the outcome of the investigation and any remedial actions taken, to the extent appropriate and permissible by privacy considerations.

**Corrective Action:**

If the investigation confirms that discrimination, harassment, or retaliation has occurred, JL Patisserie will take prompt and effective corrective and preventative action designed to stop the misconduct, prevent its recurrence, and remedy its effects. Such action may include, but is not limited to, training, coaching, warnings, suspension, or termination of employment of the offending individual(s), as well as other measures deemed appropriate.

## **4. COMPENSATION**

### **4.1 - Payment Schedule**

Employees are paid on a bi-weekly basis All employees can be paid by means selected during hiring process (including but not limited to direct deposit, checks etc).

### **4.2 - Wages**

Exempt employees (as defined in Section 2.2) will be paid based on an annually calculated salary. Non-exempt employees will be paid in accordance with all applicable federal and state laws. All overtime work by non-exempt employees must be approved in advance by JL Patisserie.

### **4.3 - Deductions and Garnishment**

JL Patisserie shall make deductions from an employee's pay as required by applicable laws, including, but not limited to, deductions for income tax withholding, Social Security and Medicare contributions, and in some cases voluntary deductions for health insurance premiums and other related contributions.

In the event an employee has been ordered by a court to satisfy a just debt via wage garnishment, JL Patisserie is obligated by law to make regular deductions from said employee's paychecks until either the debt has been satisfied or until JL Patisserie receives notification from a competent court of jurisdiction.

### **4.4 - Overtime Pay**

Overtime is additional compensation that is provided to non-exempt employees when they work more than 40 hours in a workweek and is governed by the Fair Labor Standards Act (FLSA). The federal overtime rate is time and one-half per hour worked beyond 40 hours and does not include paid time off (PTO).

### **4.5 - Tips**

Many of our valued customers choose to show their appreciation for excellent service by leaving tips. It is important for all employees who receive tips to understand how they are handled and the legal requirements for reporting them.

#### Nature of Tips:

Tips are voluntary monetary payments made by customers to employees. They are considered part of your compensation.

At JL Patisserie, we operate a tip pooling system for eligible employees. All tips received in cash are collected and then distributed among eligible front-of-house, non-managerial staff members based on the number of hours worked during the pool period.

Tips received directly by you from customers are generally yours to keep, subject to the tax reporting requirements outlined below.

#### Tips are Taxable Income:

It is crucial to understand that all tips received are considered taxable income by the Internal Revenue Service (IRS) and the Arizona Department of Revenue.

This applies to:

- Cash tips.
- Tips added to credit or debit card charges.
- Tips received from a tip pool or other tip-sharing arrangement.
- The value of any non-cash tips (e.g., tickets, other items of value).

Here are the key federal legal requirements in the United States for employees receiving tips, primarily governed by the Internal Revenue Service (IRS):

#### 4.5.1. Reporting Tips to the Employer:

##### **Mandatory Tip Reporting Procedures**

To ensure compliance with wage and hour laws and to maintain accurate company records, JL Patisserie has established a mandatory procedure for tip reporting. Adherence to this policy is required for all tipped employees.

- **Daily Reporting:** At the end of every shift, you are required to accurately fill out the official Tip Reporting Form. This must be completed before you leave for the day.
- **Weekly Submission:** Every Friday, you must submit a clear photograph of your completed Tip Reporting Form to Jenna Leurquin. This submission is mandatory.

##### **Important Tax Compliance Notice**

Please be aware that all tips you receive are considered taxable income by the IRS and the State of Arizona. It is your sole legal responsibility to report 100% of your tip income on your personal tax returns.

This includes tips received directly from customers, tips from other employees through tip-sharing arrangements, and charged tips (tips added to credit/debit cards) distributed to the employee by the employer.

#### 4.5.2. Employer's Responsibilities (Related to Employee Tip Reporting):

**Collect Tip Reports:** Employers must collect these tip reports from their employees.

**Withhold Taxes:** Based on the wages paid and the tips reported by the employee, the employer must withhold federal income tax, Social Security tax, and Medicare tax (and any applicable state and local income taxes) on those tips.

**Pay Employer's Share of Taxes:** The employer must also pay their share of Social Security and Medicare taxes on the reported tips.

**Report to IRS:** The employer reports this information to the IRS on forms like Form 941 (Employer's QUARTERLY Federal Tax Return) and includes the tip income on the employee's Form W-2 (Wage and Tax Statement) at the end of the year.

#### 4.5.3. Employee's Responsibility for Record Keeping:

Employees are responsible for keeping a daily record of all tips they receive. This is crucial for accurate reporting.

The IRS provides Form 4070A (Employee's Daily Record of Tips) for this purpose, though employees can use any reliable method.

#### 4.5.4. Employee's Responsibility for Reporting Tips on Their Tax Return:

**All Tips are Taxable Income:** Employees must report all tips received during the year as taxable income on their federal income tax return (e.g., Form 1040).

This includes:

- Tips reported to their employer (which will appear on their W-2).
- Any tips not reported to their employer .

If an employee did not report tips to their employer as required, they must calculate and pay their share of Social Security and Medicare taxes on those unreported tips using Form 4137 (Social Security and Medicare Tax on Unreported Tip Income) when they file their tax return.

Key Takeaways for Employees:

**Report ALL Tips on Tax Return:** Even tips not reported to the employer must be included on your personal income tax return. **Accurate Record Keeping is Essential:**

It is highly recommended and your responsibility to keep a daily, accurate record of all tips you receive. This will help you ensure accurate reporting to both JL Patisserie and the IRS.

The IRS provides Form 4070A (Employee's Daily Record of Tips) which you can use, or you may use any other reliable method of daily tracking.

#### **Importance of Compliance:**

Accurately reporting all your tip income is a legal requirement. Failure to report tips can result in penalties, interest, and back taxes owed to the IRS and state tax authorities. Compliance ensures you meet your tax obligations and contributes fairly to programs like Social Security and Medicare.

Important Considerations:

**Credit Card Tips:** Employers are aware of tips paid via credit card. They will typically include these in the employee's pay and withhold the transaction fees as well as the taxes accordingly.

**Service Charges:** Mandatory service charges are generally considered wages, not tips, and are handled differently for tax purposes by the employer.

It's crucial for both employers and employees to understand and comply with these rules to avoid penalties and ensure correct tax payments.

Tips added to credit/debit cards that are paid out to you by JL Patisserie are generally already known to us.

**Your Responsibility to Report Tips on Your Tax Return:**

In addition to reporting tips to JL Patisserie, you are responsible for reporting all your tip income on your annual federal and state income tax returns.

The tips you reported to JL Patisserie (and those we paid out from credit cards) will be included in Box 1 (Wages, tips, other compensation) and other relevant boxes on your Form W-2.

## **4.6 - Paid Time-Off (PTO)**

JL Patisserie does not maintain a universal Paid Time Off (PTO) policy applicable to all employees. Paid leave for vacation or personal reasons is not a standard benefit; rather, it is a specific term that may be included in an individual's employment contract at the time of hire.

Therefore, to understand your eligibility for any paid time off beyond legally required leave, you must refer to the specific terms of your signed employment agreement. If your contract does not explicitly grant paid time off, then none is provided.

## **4.7 - Sick Leave**

Our company is committed to the health and well-being of our employees. This policy outlines the availability of leave for health-related reasons for all eligible employees.

### **Eligibility and Accrual**

- Newly hired employees will be eligible to use accrued sick time after 90 calendar days of continuous employment.
- Eligible employees will accrue sick time, beginning on their first day of employment, at a rate of one hour for every 30 hours worked, with a maximum accrual of 40 hours per year.
- Eligible employees may use up to 40 hours of sick leave per year.

### **Using Sick Leave**

Sick Leave can be used for the following reasons:

- For your own mental or physical illness, injury, health condition, or for preventive medical care.
- To care for a family member with a mental or physical illness, injury, health condition, or who needs preventive medical care. A "family member" includes a child, parent, spouse, grandparent, grandchild, or sibling.
- For a public health emergency, such as when JL Patisserie or your child's school or place of care is closed by order of a public official.
- For absences related to domestic violence, sexual violence, abuse, or stalking, including seeking medical attention, legal services, or relocation for safety.

### **Requesting and Documenting Leave**

- All requests to use sick time **MUST** be submitted at the beginning of the absence period.

- For foreseeable absences, such as a scheduled medical appointment, employees are required to submit their request to Jenna Leurquin as far in advance as possible, but no later than the start of the scheduled absence.
- For unforeseeable illnesses, employees must notify their supervisor and submit their request to Jenna Leurquin at the beginning of their scheduled workday.
- Time off for an illness will be considered an unpaid absence unless a request for sick time is submitted and approved at the beginning of the absence.
- Documentation: JL Patisserie will not require documentation for sick leave less than three (3) consecutive workdays. For absences of three or more consecutive workdays, JL Patisserie we may require you to provide reasonable documentation (such as a doctor's note) confirming the leave was for a purpose permitted by this policy.

### **Approval and Recording**

- Following a timely request from an employee, all requests for sick time must receive final approval from Jenna Leurquin. Only after approval will the sick time be officially recorded and accounted for in payroll. Once approved, the hours will be recorded for the corresponding pay period.
- Adjustments to payroll for sick time will not be made retroactively.
- In accordance with federal and state law, paid sick time is not considered "hours worked." Therefore, these hours will not be counted toward the calculation of weekly overtime.

### **Carryover and Payout**

- Carryover: You may carry over any unused, accrued sick leave from one year to the next. However, the limit on the amount of sick leave that can be used in a single year remains 40 hours.
- No Payout at Separation: Accrued, unused Sick Leave is not paid out to an employee upon separation from employment, whether the separation is voluntary or involuntary.
- No Retaliation: JL Patisserie strictly prohibits any form of retaliation against an employee for lawfully exercising their right to use Sick Leave under this policy.

## **4.8 - Maternity Leave**

Eligible employees who are disabled on account of pregnancy, childbirth, or a related medical condition or has a spouse that needs support for such a condition are entitled up to the minimum time period as required under federal and state law.

Such paid time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, and recovery from childbirth. Eligible employees wishing to take pregnancy leave must give notice to JL Patisserie as soon as possible. Said time periods for maternity leave are calculated on an annual basis and shall be included as paid time off (PTO).

## 4.9 - Family Medical Leave Act (FMLA)

Eligible employees may request a family and medical leave of absence under the federal Family Medical Leave Act ("FMLA") for any of the circumstances described below. Employees must request a planned family and medical leave as soon as possible before such leave begins. If the need for the leave is not foreseeable, employees must request the leave as soon as they become aware of the need for leave.

Family and medical leave may be taken for the following reasons:

- The birth of an employee's child or the placement of a child with the employee for foster care or adoption so long as the leave is completed within two (2) months of the birth or placement of the child;
- To care for an employee's "serious health condition";
- To care for an employee's spouse or registered domestic partner, child, or parent with a "serious health condition";
- To be with a spouse, child, or parent of an employee that is on active duty or has been notified of an impending call or order to active duty in the Armed Forces in support of a contingency operation; or
- To care for a covered servicemember (the employee's spouse, child, parent, or next of kin) with a severe illness or injury.

A "serious health condition" is one that requires inpatient care in a hospital or other medical care facility or continuing treatment or supervision by a health care provider.

## 4.10 - Employer Benefits

JL Patisserie offers the following benefits to eligible employees:

- **Health Insurance.** JL Patisserie offers a group health insurance plan to all non-exempt and full time employees. For more information on the specifics of the plan, please consult with management or HR on the specific options and plans.

## 4.11 - Government Benefits

In accordance with federal and state laws, every employee shall be entitled to the following government benefits:

**Workers' Compensation.** Any employee who is unable to work due to a work-related injury or illness shall be eligible for Workers' Compensation benefits in accordance with federal and state laws.

**Social Security Benefits (FICA).** Both JL Patisserie and the employees contribute funds to the federal Social Security program. This program is intended to provide the employees with retirement benefit payments and medical coverage upon reaching retirement age.

**Unemployment Insurance.** JL Patisserie pays federal and state taxes on all paychecks to provide employees with unemployment insurance coverage in the event they become unemployed through no fault of their own and due to other circumstances described by law. State agencies directly administer this insurance and determine benefit eligibility, amount (if any), and duration.

## 5. PAYROLL

All new hires are required to complete their onboarding paperwork promptly and accurately. Contract must be signed and brought back the next day. Please be aware that payroll processing cannot commence until all necessary paperwork is properly completed and submitted.

**Updating Personal Information:** If there are any changes to your personal situation, including your address, you must inform Human Resources (HR) immediately. Timely communication of these changes is crucial to ensure accurate and up-to-date records.

**Clocking In and Out:** Employees must clock in at the start of their shift. Proper clocking in and out ensures accurate tracking of working hours.

**Shift End and Task Continuation:** When your shift ends or if a task is permanently stopped, you must update your colleagues about the situation. This ensures that another employee can continue any unfinished work without disruption.

**Maintaining Workstation Cleanliness:** Before leaving work, please ensure that your workstation is clean and orderly. Maintaining a clean workspace is essential for a productive and pleasant work environment.

Accurately recording the time that you work is important since it is the basis of computing all hourly employee wages. You should not punch in more than five minutes prior to your scheduled shift. Clocking in more than five minutes prior to your scheduled shift may result in disciplinary action.

Any corrections to your punches must be approved by your supervisor. Hourly employees will be paid based on time actually worked.

It is your responsibility to check your schedule on a regular basis. No changes in your schedule are permitted without supervisor approval.

If you forget to punch in or out, let your supervisor know immediately so they may make the correction at that time. Failure to do so may result in delay of your paycheck or compensation on your paycheck.

Repeated failure to accurately record your time—including consistently forgetting to clock out for meal periods—will be addressed through the company's standard disciplinary process, which may include:

- Verbal Counseling
- Written Warning
- Suspension
- Termination of Employment

### 5.1 - Direct Deposit

A great convenience that we offer to our employees is direct deposit.

In order to set this up, you must fill out the online form when doing your onboarding. It usually takes 1-2 pay periods to process. You may set up multiple accounts and have different percentages

and/or amounts going into those accounts. When any changes are made to your direct deposit, you will have to wait the 1-2 pay periods for them to be processed. You will still receive a check stub every pay period showing the amount deposited into your account(s).

## **5.2 - Overtime**

The Company's endeavors to schedule an adequate number of employees to fulfill its requirements. Because this is a service business, there are times when customer commitments, holidays, or emergencies require some employees to work overtime. On such occasions, JL Patisserie expects that employees who are asked to work overtime will cooperate.

When hourly, non-exempt employees work overtime, they will receive payment on the basis of one and one-half (1-1/2) times their regular rate of pay for all hours worked in excess of forty hours during the work week. Employees working overtime must have the prior approval of their supervisor. Working overtime without authorization may result in disciplinary action up to and including termination.

## **5.3 - Paydays**

You will be paid on a bi-weekly basis. Pay checks are distributed every other Friday following the end of the pay period. Pay periods are every two weeks. Should you have any questions about your paycheck, please confer with your Supervisor, General Manager or Human Resources.

## **5.4 - Personal Data Changes**

In an effort to keep all employee records current, we ask that you notify your supervisor in writing of any changes in your name, address, phone number, marital status, number of dependents and persons to be contacted in case of emergency. Ask your supervisor for the necessary forms to do so. Periodically updated request forms will be sent to all employees. These forms are to be filled out and returned on a timely basis.

## **5.5 - Resignation**

If at some point you should decide to leave your employment with JL Patisserie, please give us the courtesy of as much advance notice as possible. Although notice is not required, it would be appreciated. Your supervisor must receive your resignation in writing. You may be asked to complete an exit interview.

## **5.6 - Final paycheck**

In case of discharge from the service, the wages due shall be paid at the end of the next regular pay period.

When an employee quits the service of JL Patisserie he/she/they/them shall be paid in the usual manner all wages due, no later than the regular payday for the pay period during which the termination occurred. If requested by the employee, such wages shall be paid by mail.

## **5.7 - Wage Increases**

Wage increases must be earned - they are not automatic. Wage increases are based on such items as your performance, attendance, conduct, ability, the manner in which you deal with members, supervisors and fellow employees and the financial condition of JL Patisserie.

## 6. BENEFITS

### 6.1 - Bereavement

JL Patisserie provides unpaid time off for employees to attend to matters related to the death of a family member. All regular full time employees may take up to three (3) days of unpaid leave following the death of an immediate family member. For the purpose of this policy, "immediate family" is defined as a spouse, domestic partner, child, parent, sibling, grandparent, or grandchild. Please notify your manager as soon as possible to request this leave. If someone within your immediate family passes away and you will be unable to work your scheduled shift, please contact your immediate Supervisor or Human Resources.

Proof of death and relationship to the deceased may be required.

### 6.2 - Employee Breaks and Meals

#### Meal breaks

Employees who work an eight-hour day or more are permitted a **non-compensated** meal break of 30 minutes. Meal breaks are not counted toward worked hours. Employees should clock out for their meal break and are to be completely relieved from duty during their meal break. You must clock out at the beginning of your meal period and clock back in when you return to work. Meal periods should generally be taken as scheduled or approved by your supervisor to ensure adequate coverage.

Food may not be consumed in the kitchen areas, according to state law, or in the store front area. Employees are not permitted to drink alcoholic beverages on property. Failure to comply may result in disciplinary action up to and including suspension-pending termination.

#### Rest breaks

JL Patisserie does not schedule formal rest breaks. Employees are expected to manage their personal needs (such as brief restroom breaks) in a way that does not disrupt workflow or customer service. If you need to step away for a longer period or leave the premises, you must clock out, and this time will be unpaid.

#### Smoking and Vaping Policy

JL Patisserie is committed to providing a safe and healthy work environment for all employees and a pleasant experience for our customers. This policy addresses smoking, including the use of traditional cigarettes, cigars, pipes, and the use of electronic smoking devices (e.g., e-cigarettes, vapes, vape pens, personal vaporizers).

Compliance with Law:

This policy is designed to comply with the Smoke-Free Arizona Act and any other applicable federal, state, or local laws and ordinances regarding smoking and vaping in public places and places of employment.

Prohibited Areas:

- Smoking and vaping are strictly prohibited inside all JL Patisserie buildings and enclosed workspaces at all times. This includes, but is not limited to, the kitchen, baking areas, storage rooms, offices, restrooms, break rooms, dining areas, and entryways.
- Smoking and vaping are also prohibited within 20 feet from entrances/windows/vents of all entrances, exits, open windows, and ventilation intakes of JL Patisserie premises to prevent smoke and vapor from entering the building.

Designated Smoking/Vaping Areas:

There are no designated smoking or vaping areas on JL Patisserie property. Employees who wish to smoke or vape must do so off company premises and must adhere to the distance requirements from entrances/exits as stated above.

During Work Hours:

- Employees may only smoke or vape during their scheduled, unpaid meal breaks and off company premises.
- Short "smoke breaks" or "vape breaks" outside of scheduled meal periods are not permitted as they disrupt workflow and are not considered paid time.
- Employees must ensure that the smell of smoke or vapor is not detectable on their clothing or person when returning to work, especially if working directly with food or customers. Consider hand washing and other measures.

Customer Areas:

Smoking and vaping are strictly prohibited in any areas accessible to customers, both indoors and in outdoor seating areas managed by JL Patisserie.

Company Vehicles:

Smoking and vaping are prohibited in all company-owned or leased vehicles.

Respect for Others:

Even when smoking or vaping in permitted areas during permitted times, employees are expected to be considerate of others and ensure their actions do not create a nuisance or health concern for colleagues, customers, or neighbors.

Consequences of Violation:

Violations of this Smoking and Vaping Policy may result in disciplinary action, up to and including termination of employment.

### **Breaks for Nursing**

JL Patisserie will provide reasonable break time for an employee to express breast milk for her nursing child for one year after the child's birth each time such employee has need to express the milk. We will also provide a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by an employee to express breast milk. This break time will be unpaid. Please speak with Jenna Leurquin to make arrangements.

If you have any questions or require clarification regarding the break policy, please do not hesitate to contact your supervisor or the HR department. We are committed to maintaining a supportive and productive work environment for all employees.

## 6.3 - Family and Medical Leave of Absence (FMLA)

JL Patisserie provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition;
- Serious health conditions that make the employee unable to perform the employee's job.

### **Definition of Serious Health Condition**

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### **Substitution of Paid Leave for Unpaid Leave**

JL Patisserie requires employees to use accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with JL Patisserie normal paid leave policies. If an employee fails to follow JL Patisserie's policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is without pay when paid leave benefits are exhausted.

### **Employee Responsibilities**

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with JL Patisserie's normal call-in procedures.

Employees must provide sufficient information for JL Patisserie to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform JL Patisserie if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also will be required to provide a certification and periodic recertification supporting the need for leave. JL Patisserie may require second and third medical opinions at JL Patisserie's expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with JL Patisserie's attendance guideline. Employees on leave must contact the Human Resource Manager at least two days before their first day of return.

### **The Organization's Responsibilities**

JL Patisserie will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, JL Patisserie will provide a reason for the ineligibility.

JL Patisserie will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If JL Patisserie determines that the leave is not FMLA-protected, JL Patisserie will notify the employee.

### **Unlawful Acts**

FMLA makes it unlawful for JL Patisserie to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

### **Enforcement**

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against JL Patisserie.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement, which provides greater family or medical leave rights.

## **6.4 - Holidays**

Neither the Fair Labor Standards Act (FLSA) at the federal level nor any Arizona state law requires private companies to close on holidays or to pay employees for unworked time on a holiday. The concept of official "federal holidays" applies to federal government employees and the banking system, not private businesses.

The only legal requirement is to pay overtime (1.5x regular pay) for any hours worked over 40 in that specific workweek. If a holiday falls in a week where an employee works 40 hours or less, no overtime is required.

JL Patisserie operates to serve our customers, and our business needs may require employees to work on state and federal holidays. As such, the company does not offer paid time off for holidays.

All hours worked on a holiday will be paid at the employee's regular rate of pay, unless overtime is required by law for working more than 40 hours in that workweek.

## **6.5 - Jury Duty**

As a good citizen you may have to serve on a jury. Regular full-time employees will receive their regular wage for time lost while serving for up to forty hours per year (less jury duty compensation).

Notify your supervisor as soon as you receive a jury summons. In this way, arrangements can be made in advance for getting your work done while you are away.

To be paid for jury duty, you must submit to your supervisor the appropriate county/federal Certificate of Jury Service, including date and time of service and release, and an Absence/Vacation form reflecting the time off work that was missed.

When excused from jury duty during regular work hours, you should report to work promptly.

Time off for jury duty will not be considered as time worked in computing overtime compensation.

## **6.6 - Voting Time Leave**

JL Patisserie provides paid leave for employees to vote, but the employee must make the request before election day. All employees are entitled to 3 consecutive hours of voting time between the opening and closing hours of the polls, which can be flexible.

## **6.7 - Military Leave**

Arizona, like all other states in the US, recognizes the importance of supporting its military service members. As such, the state's military leave law mandates that employers, both in the public and private sector, grant military leave to members of the National Guard and Military Reserve Components. In addition to state law, Arizona also upholds the federal Uniformed Services Employment and Reemployment Rights Act (USERRA). This act requires employers to allow employees to return to their jobs after military service without any loss of vacation days, seniority, or opportunities for promotion.

## **6.8 - Sick Leave**

All employees of JL Patisserie, including full-time, part-time, and temporary staff, are eligible for sick leave.

For more information, see Chapter 4.7.

## 6.9 - Policy on Absence Requests

At JL Patisserie, we understand that there may be times when employees need to take time off due to sickness or for personal reasons such as holidays. To ensure smooth operations and proper staffing, we have established the following guidelines for absence requests.

### Reporting Sickness

**Employees must report any sickness as soon as possible.** Prompt notification allows management to make the necessary arrangements to cover shifts and maintain the bakery's operations. The following procedures should be followed when reporting sickness:

1. **Immediate Notification:** If you are unable to come to work due to illness, notify your supervisor or the designated contact person immediately, preferably before the start of your shift.
2. **Method of Communication:** Use the agreed-upon method of communication, such as a phone call, email, or text message, to report your absence.
3. **Information to Provide:** When reporting sickness, provide the following information:
  - o Your name
  - o Your position
  - o The nature of your illness (briefly)
  - o The expected duration of your absence, if known
4. **Medical Documentation:** For absences longer than three days, or as required by management, you may be asked to provide a medical certificate or doctor's note.

### Requesting Holidays

**Employees must request holiday leave at least 2 weeks in advance.** This advance notice helps management plan and ensure adequate staffing levels. The following procedures should be followed when requesting holidays:

1. **Advance Request:** Submit your holiday request at least 2 weeks prior to the desired start date of your holiday.
2. **Request Form:** Use the designated holiday request form or system to submit your request. Ensure all required fields are completed.
3. **Approval Process:** Holiday requests will be reviewed and approved based on factors such as staffing needs, peak business periods, and other employees' approved leave.
4. **Confirmation:** Wait for confirmation from management before finalizing any holiday plans. Management will provide a written or verbal confirmation of your approved holiday leave.

## General Guidelines

- **Planning Ahead:** Plan your absences in advance whenever possible to minimize disruption to the bakery's operations.
- **Respecting Peak Periods:** Be mindful of peak business periods when requesting holidays, as leave may be limited during these times to ensure sufficient staffing.
- **Communication:** Maintain open communication with your supervisor regarding any changes to your availability or health status.

## Time Off Requests and Restricted Periods (Blackout Dates)

### 1. Purpose and Scope

JL Patisserie understands the importance of time off for our employees and endeavors to accommodate reasonable requests for Paid Time Off (PTO), vacation, or other forms of leave. However, due to the nature of our business and predictable periods of peak operational demand, it is sometimes necessary to restrict the approval of discretionary time off. This policy outlines these restricted periods, often referred to as "blackout dates."

### 2. Restricted Periods for Time Off (Blackout Dates)

To ensure adequate staffing and operational continuity during our busiest times, the approval of discretionary time off (such as vacation or personal days) will be restricted during the following periods:

- **Easter Period:** The week leading up to and including Easter Day annually
- **Thanksgiving Period:** The week leading up to and including Thanksgiving Day annually
- **December Holiday Period:** From December 18th through December 24th annually.

### 3. Considerations for Blackout Dates:

Why these periods are restricted: These periods represent critical business times for JL Patisserie requiring all available staff to meet customer demand and operational needs.

- **Advance Planning:** Employees are strongly encouraged to plan their discretionary time off outside of these blackout periods.
- **Pre-existing Approvals:** In rare circumstances, time off that was approved before the announcement of specific annual blackout dates might be honored, subject to manager review and critical business needs. However, this is not guaranteed.
- **Exceptions:**
  - This policy primarily applies to discretionary time off.
  - Requests for legally protected leave (e.g., FMLA, military leave, jury duty, legally mandated sick leave in applicable jurisdictions) will be handled in accordance with applicable laws and company policy, even during blackout periods.

- In cases of genuine, unforeseeable emergencies (e.g., bereavement leave for an immediate family member as defined in our Bereavement Policy), employees should speak with their manager immediately. Such requests will be considered on a case-by-case basis, balancing compassion with business needs.
- Fairness: While these restrictions are necessary, JL Patisserie will endeavor to apply this policy fairly and consistently. Opportunities for time off during other periods, including other holidays, will be managed according to our standard PTO and scheduling policies.

#### 4. Communication of Blackout Dates

While the general periods are outlined above, specific calendar dates for each year may be reiterated through company announcements or reminders as these periods approach.

#### 5. Questions

If you have any questions about this policy or need to discuss a potential conflict with a blackout period due to exceptional circumstances, please speak with your direct manager.

## **7. RIGHTS AND POLICIES**

### **7.1 - Equal Opportunity Employment**

JL Patisserie is an Equal Opportunity Employer, meaning employment opportunities are based upon one's qualifications and capabilities to perform the essential functions of a particular job and free from discrimination because of race, religion, sex, national origin, age, veteran status, disability, genetic information, or any other characteristic protected by law.

JL Patisserie's Equal Employment Opportunity policy governs all aspects of employment including, but not limited to, selection, job assignment, compensation, discipline, termination, and access to benefits and training. JL Patisserie strongly urges the reporting of all instances of discrimination and prohibits retaliation against any individual who reports discrimination or participates in an investigation of such a report. Appropriate disciplinary action, up to and including immediate termination, will be taken against any employee who violates this policy.

### **7.2 - Immigration Law Compliance**

JL Patisserie is committed to employing only United States citizens and aliens authorized to work in this country. In compliance with the Immigration Reform and Control Act of 1986, as amended, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present such documentation establishing the identity and eligibility of an employee. Former employees who are rehired must also meet the same said documentation if they have not in the past three (3) years.

### **7.3 - Accommodation for Employees with Disabilities**

JL Patisserie agrees to comply with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), and all applicable federal, state, and local fair employment practice laws and is committed to providing equal employment opportunities to qualified individuals with disabilities. Consistent with this commitment, JL Patisserie will provide reasonable accommodation to disabled applicants and employees if the reasonable accommodation would allow the individual to perform the essential functions of a job unless doing so would create an undue hardship.

If any employee believes they need an accommodation due to a disability, said employee is responsible for requesting any such accommodation from JL Patisserie.

An employee may make such requests orally or in writing and to include relevant information, such as:

- A detailed description of the accommodation being requested;
- A detailed reason for the accommodation; and
- How the accommodation will help said employee perform the essential functions of their duties and responsibilities.

After receiving an oral or written request by an employee, JL Patisserie will engage in an interactive dialogue to determine the precise limitations of an employee's disability and explore the potential reasonable accommodations that could overcome those limitations. JL Patisserie encourages employees to suggest specific reasonable accommodations that they believe would allow them to perform their specific job; however, JL Patisserie is not required to make the specific accommodation requested by an employee and may provide effective alternative accommodation, to the extent any reasonable accommodation can be made without imposing undue hardship on the functioning of JL Patisserie.

If a disability or need for accommodation is not obvious, JL Patisserie may request an employee to provide supporting documents showing that they have a disability within the meaning of the ADA, state, and local laws and that an employee's disability necessitates a reasonable accommodation. If the information provided in response to this request is insufficient, JL Patisserie may require said employee to schedule an appointment with a healthcare professional of their choosing and expense of JL Patisserie. In such an event, if said employee fails to provide the requested information or visit the designated health care professional, such accommodation requests may be denied. JL Patisserie will keep confidential any medical information obtained in connection with any request for reasonable accommodation.

## **7.4 - Minors**

JL Patisserie will hire in accordance with the Fair Labor Standards Act (FLSA) regulations pertaining to the employment of minors, in addition to any state regulations, including, but not limited to, hiring minors above the age of 14 years, assigning limited hours to employees under the age of 16 years, and only hiring employees above the age of 18 years for any work that might be deemed as hazardous.

## **7.5 - Relatives of Employees**

In pursuit of best practices, JL Patisserie reserves the right to decline employing an individual who is a relative of an employee or reassign or terminate the employment of someone who becomes the relative of another employee during the course of their employment. In the latter case, the employee must disclose, as soon as possible, if an employee is of another employee's relation to JL Patisserie.

## **7.6 - Privacy**

JL Patisserie is respectful of each employee's privacy. All employee information, including but not limited to personal, demographic, and any other personal details, will be shared as

required in day-to-day business activities. JL Patisserie doesn't ask for, create, request, or receive private healthcare information when conducting normal business activities from its employees. If, however, any employee voluntarily shares personal healthcare information with a member of JL Patisserie, all shared information will be kept confidential.

## **7.7 - Confidentiality**

JL Patisserie takes its protection of trade secrets and confidential business information in a strict manner. All employees must maintain trade secrets and other confidential business information in confidence. Although, employees are free to discuss such issues with co-workers or third (3<sup>rd</sup>) parties for the purpose of improving work conditions. Employees found to violate this policy will be subject to disciplinary action, up to and including termination of employment.

Trade secrets and confidential business information that is prohibited from being shared with third (3<sup>rd</sup>) parties shall include, but not be limited to, the following:

- Customer lists that could be used by another business, contractor, or individual to gain a competitive advantage;
- Any “insider information” that could be used to sell stocks, securities, or any other assets of JL Patisserie that provides an unfair financial benefit; and
- JL Patisserie’s day-to-day business practices which may also include:
  - Marketing strategies;
  - Production processes;
  - Research and development strategies;
  - Scientific and technological data;
  - Business records;
  - Specific product and service information;
  - Recipes and
  - Client information.

Employees should use their best efforts to prohibit disclosing confidential information, except as necessary to perform work hereunder.

In addition to protecting its own interests, JL Patisserie does not wish or desire to receive any confidential information from an employee or any third (3<sup>rd</sup>) party. JL Patisserie takes extra precautions when receiving any information from employees or third (3<sup>rd</sup>) parties to ensure it is not proprietary information of another entity.

## **8. ORIENTATION & TRAINING**

### **8.1 - Orientation**

As a new employee, you will be oriented on the policies and practices of the company to ensure a pleasant adjustment to your new job. Each new employee will meet with HR. During Orientation, employees will be complete final paperwork and benefit information, when applicable, and will review the Employee Handbook.

### **8.2 - Conduct at Work**

JL Patisserie has high standards both in the choice of its employees and in what it expects of them. All employees are expected to conform to the Company's expectations for their behavior and performance.

### **8.3 - Confidentiality**

The information you acquire during your employment regarding the business affairs of JL Patisserie and those who do business with the company is not to be discussed with individuals outside the Company, except as required in the normal course of business. Your duties as an employee of JL Patisserie and even after your employment ends require you not to disclose JL Patisserie's confidential information, which may include its operations or procedures, Customer's information, financial information, recipes, marketing strategy, potential acquisitions or a whole host of other information not normally available to others outside the Company. (You may be required to sign a confidentiality agreement acknowledging your obligation to keep this information confidential.)

### **8.4 - Attendance and Punctuality**

You are expected to report at your scheduled time and be ready to work.

If you can't report on time you must inform your supervisor (not a co-worker) before your scheduled shift, so other arrangements may be made for covering your shift/responsibilities. You are responsible for calling your supervisor as soon as you are aware that you will not be able to report to work and no later than one hour after the beginning of your starting time. Please make sure you call and talk directly to someone in management within your department. It is your responsibility to keep your Supervisor and/or Manager informed.

When sudden illness or urgent situations necessitate your absence, advise your supervisor by telephone immediately. Please make sure and speak directly to someone in management to confirm your absence.

Not reporting to work and not calling to report the absence is a no call/no show and is a serious matter. The first instance of a no call/no show will result in a final written warning.

The second separate offense may result in termination of employment with no additional disciplinary steps. Any no call/no show lasting three days is considered job abandonment and will result in immediate termination of employment.

## **8.5 - Entering and Leaving Premises**

Employees should not loiter on property when off-duty.

It is expected for all employees to use the back of the building as much as possible. Employees will enter through the back door and change to proper dress code before accessing their working stations.

## **8.6 - Our Work Day/Week**

The food industry is practically an around-the-clock, everyday operation, including Sundays and holidays. We cannot all have the same schedule or working hours. Your schedule will be arranged to give you reasonable working hours while meeting requirements of your department to give customers efficient and satisfactory service.

## **8.7 - Training**

In your first week you will be trained by a departmental trainer who will assist in setting you up for success in your role. Your immediate supervisor will take an active part in your training. During this time the employee will have an opportunity to find out if he/she is suited to, and likes, his/her new position.

Additionally, the initial employment period gives the employee's supervisor an opportunity to provide personalized training and guidance to you.

## 9. STANDARDS OF CONDUCT

### 9.1 - General

JL Patisserie's rules and standards of conduct are essential to a productive working environment. All employees must familiarize themselves with JL Patisserie's rules, and standards as each employee will be held to them. Any employee who disregards or deviates from JL Patisserie's rules and standards may be subject to disciplinary action, up to and including termination of employment. While not intended to be an all-inclusive list, the examples below represent behavior that is considered unacceptable in the workplace. Behaviors such as these, as well as other forms of misconduct in the workplace or online (i.e., on social media), may result in disciplinary action, up to and including termination of employment for the following employee actions:

- Theft or inappropriate removal or possession of JL Patisserie's property;
- Falsification of an employee's timekeeping records;
- The possession, distribution, sale, transfer, public discussion, or use of alcohol or illicit drugs in the workplace;
- Fighting or threatening violence in the workplace;
- Gossiping or spreading rumors about other employees;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of Employer-owned or customer-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules, which may not specifically mean breaking a rule of JL Patisserie but includes putting others in danger;
- Smoking in the workplace;
- Sexual harassment or other unwelcome verbal abuse;
- Excessive absenteeism or any absence without notice;
- Unauthorized use of telephones, computers, or other employer-owned equipment;
- Unauthorized disclosure of any confidential information;
- Being on the property of JL Patisserie during non-business hours and without JL Patisserie's permission;
- Divulging JL Patisserie's business practices or any other confidential information; and
- Direct misrepresentation of JL Patisserie or any aspect of their business to a customer, associate, contractor, vendor, or any other third (3<sup>rd</sup>) party.

If an employee should have further questions regarding the aforementioned standards of conduct, they should speak directly with management or HR.

## **9.2 - Ethics**

High standards of ethical behavior and workplace conduct make good business sense. They serve as the cornerstone of our reputation as an organization. Our ability to attract customer and quality employees depends on this reputation. Your actions may enhance, maintain, or damage the standard that we have developed. Therefore, we expect you to exercise the highest standards of ethics in all of your decisions that may impact the organization.

No workplace conduct statement can possibly cover every circumstance that may arise. Use good common sense. If there is any question, it is your responsibility to get clarification from senior management.

## **9.3 - Attendance**

Absenteeism and tardiness place an undue burden on other employees and on JL Patisserie as a whole. JL Patisserie expects that every employee will be regular and punctual in their attendance. Employees are also expected to return from scheduled breaks and meal periods on time.

If an employee is unable to arrive at work on time, or if an employee is late for any reason, said employee must notify a supervisor as early as possible, but prior to their scheduled starting time. In general, employees must make every effort to speak with their supervisors directly. It is not acceptable to leave a voicemail message with JL Patisserie, except in extreme emergencies. In cases that warrant leaving a voicemail message or when an employee's direct supervisor is unavailable, a follow-up call must be made later that day to other employees to inform the severity of the situation. Employees who are going to be absent for more than one day should contact their supervisor each day.

JL Patisserie reserves the right to ask for a physician's statement in the event of long-term illness (3 consecutive days), multiple illnesses, or injuries. If an employee fails to notify their supervisor after three (3) consecutive days of absence, JL Patisserie will presume that the employee has voluntarily resigned, and the employee will be removed from the payroll. JL Patisserie will review any extenuating circumstances presented by an employee that may have prevented them from calling before being removed from JL Patisserie's payroll. If an illness or emergency occurs during work hours, said employee should promptly report the incident to JL Patisserie. When possible, employees are required to notify of any medical-related or dental-related appointments as soon as possible to JL Patisserie.

JL Patisserie considers consistent attendance and punctuality to be the foundation for an excellent team structure. Should any undue or recurrent absence and tardiness be apparent, such employees may be subject to disciplinary action, up to and including termination of their employment.

## 9.4 - Professional Appearance

**Outer clothing:** employees shall wear clean outer clothing to prevent contamination of food, equipment, utensils, linens, and single service and single use articles. Black trousers are to be worn. No clothing displaying political signs, statements or slogans is allowed.

### Dress code

At JL Patisserie, we maintain a professional dress code rather than a formal uniform. This code requires all employees to wear black bottoms, a black top or a JL Patisserie tee shirt, and black shoes, with specific additions for roles: kitchen staff must have their hair tied and completely covered, and store front staff must have hair tied and wear their JL Patisserie apron.

### Bottoms Requirements

To maintain a consistent and professional appearance, the following standards for pants must be observed:

- Color: Bottoms must be solid black. No other colors, patterns, or significant embellishments are permitted.
- Style & Fit: Bottoms must be full-length, extending to at least the ankle.
- Bottoms must sit at or above the natural waistline. Low-rise styles that sit below the hipbone are not permitted.
- Bottoms should be appropriately sized, neither too tight nor excessively baggy.
- Prohibited: Shorts of any kind are not permitted. Capri pants, cropped pants, sweatpants, track pants, or any jeans other than black (unless specifically approved as part of a separate uniform policy) are not permitted.
- Pants with rips, tears, frays, or excessive fading are not permitted.

### Top Requirements

- Color: Solid black or a JL Patisserie tee shirt.
- Style: Must be a completely black top with sleeves (either short sleeves or long sleeves are acceptable).
- Not Permitted: see-through, hoodies, tank tops, low v neck, sleeveless tops, crop tops, tops with graphics, logos (other than a discreet Company Name logo if provided), writing, patterns, sheer fabric, or low necklines.
- The top should be professional and provide appropriate coverage.

### Footwear Requirements

Appropriate footwear is required for safety, professionalism, and comfort.

- Type: Shoes must be closed toe. The entire front of the foot must be covered.
- Examples of prohibited open-toe footwear include sandals, flip-flops, peep-toe shoes, and clogs with open toes.
- Heels: Shoes must be flat or have no discernible heel. High heels, stilettos, wedges, or any shoe with an elevated heel are not permitted.

- Condition: Shoes must be clean, well-maintained, and in good repair. Scuffed, dirty, or damaged footwear is not acceptable.
- Material: Shoes should be made of a durable material such as leather or a synthetic equivalent. Canvas sneakers may be permitted if they meet all other criteria and are kept clean.
- Socks must be worn.
- Safety: In areas where specific safety footwear is required (e.g., non-slip soles, steel-toes), those specific requirements supersede this general policy and must be adhered to.

### **Store front**

- A clean and tidy JL Patisserie apron must be worn at all times during your front-of-house shift.
- Aprons should be free of significant stains, wrinkles, or damage.
- Employees are responsible for the regular laundering and care of their assigned apron(s) to ensure they are presentable for each shift.
- Damaged aprons should be reported to a manager for replacement.

### **Rationale**

These standards are in place to:

- Present a unified, professional, and consistent brand image to our customers, partners, and the public.
- Ensure the safety of our employees by minimizing risks associated with inappropriate attire (e.g., trips, falls, or injuries from open-toe shoes).
- Promote an environment of respect and professionalism among colleagues.

### **Accommodations**

JL Patisserie is committed to providing reasonable accommodations to employees with disabilities or sincerely held religious beliefs that may affect their ability to comply with this dress code policy. Employees requiring an accommodation should contact Human Resources to discuss their specific needs. Medical documentation may be required to support a request for accommodation due to a disability.

### **Non-Compliance**

Employees are expected to arrive at work dressed in accordance with this policy. Failure to comply with these dress code standards may result in:

- Being asked to return home to change into appropriate attire. Time spent away from work to change may be unpaid, in accordance with applicable law.
- Progressive disciplinary action, up to and including termination of employment, for repeated violations.

If you have any questions regarding this Dress Code policy or what constitutes appropriate attire, please consult with your manager or Human Resources before reporting to work.

**Grooming:** Maintain good personal hygiene. Use deodorant or antiperspirant to manage perspiration and body odor. Choose a product that is effective for your needs and reapply if necessary during long shifts. Hair should be neatly tied back, and nails must be clean and trimmed. Avoid wearing strong fragrances. While good hygiene is crucial, avoid using strong perfumes or colognes, as some customers or coworkers may be sensitive to strong scents.

**Tattoos:** While the company embraces individual expression and generally accepts the presence of tattoos, we require all employees to maintain a professional appearance. Tattoos that contain imagery or language that is obscene, profane, racist, or sexually explicit are not permitted to be visible in the workplace. Employees with such tattoos are required to ensure they are fully covered during work hours.

## 9.5 - Personal cleanliness

**Hands and arms :** Employees shall keep their hands and exposed portions of their arms clean. Employees shall clean their hands and exposed portions of their arms with a cleaning compound in the handwashing facility provided for this purpose only and may not clean their hands in a sink used for food preparation, or in a service sink or a curbed cleaning facility used for the disposal of mop water and similar liquid waste.

Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles and:

- After touching bare human body parts other than clean hands and clean, exposed portions of arms;
- After using the bathroom;
- After caring for or handling service animals ;
- After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking;
- After handling soiled equipment or utensils;
- During food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks;
- When switching between working with raw food and working with ready-to-eat food; and
- After engaging in other activities that contaminate the hands.

**Fingernails:** In the interest of maintaining the highest standards of product integrity and safety, all personnel working in the production area are prohibited from wearing nail polish, gels, shellac, or any type of artificial nails (including but not limited to acrylics, tips, and press-on nails). This is a critical contamination control measure, as these items can chip, flake, or detach, posing a foreign body risk to our products. This rule must be adhered to regardless of whether gloves are worn. Any deviation from this policy is permissible only under rare, explicitly defined circumstances and requires prior written approval from a supervisor or manager.

## 9.6 - Hair Cleanliness and Hair Style

At JL Patisserie, maintaining high standards of hygiene and professionalism is crucial to our success and reputation. Proper hair cleanliness and appropriate hair styling are essential to ensure a clean and safe environment for food preparation and customer interaction. The following guidelines outline our expectations regarding hair cleanliness and hair styling for all employees.

### Hair Cleanliness

All employees must maintain clean hair at all times while on duty. This is essential to prevent contamination and ensure a hygienic work environment. The following practices must be adhered to:

1. **Regular Washing:** Hair should be washed regularly to maintain cleanliness and prevent any buildup of oils, dandruff, or other contaminants.
2. **Grooming:** Hair should be neatly groomed, free of tangles, and managed in a way that maintains a professional appearance.
3. **Hair Restraints:** Employees working in food preparation areas must use appropriate hair restraints, such as hairnets, caps, or other coverings, to prevent hair from coming into contact with food or food preparation surfaces.

### Hair Style

Employees are expected to maintain hairstyles that are both professional and practical for their work environment. The following guidelines must be followed:

1. **Professional Appearance:** Hairstyles should be neat, tidy, and appropriate for a professional bakery setting. Extreme or unconventional hairstyles that may be distracting or deemed unprofessional are not permitted.
2. **Length and Control:** Long hair must be tied back, secured, or completely covered to prevent it from falling into food, equipment, or work areas. This includes ponytails, buns, or braids.
3. **Facial Hair:** Facial hair, such as beards and mustaches, must be neatly trimmed and maintained. Employees involved in food preparation must wear beard nets or other appropriate coverings.
4. **Hair Accessories:** Hair accessories should be minimal, functional, and professional in appearance. Avoid large or decorative accessories that may not fit under hair restraints or could potentially fall into food.

### Compliance and Monitoring

- **Regular Checks:** Supervisors will conduct regular checks to ensure compliance with hair cleanliness and styling policies. Employees found not adhering to these standards will be asked to correct their hair styling or cleanliness immediately.
- **Personal Responsibility:** Employees are responsible for adhering to this policy and ensuring their hair is properly maintained and styled before starting their shifts.

If you have any questions or need assistance regarding this policy, please contact your supervisor or the Human Resources department. Employees are encouraged to seek guidance if they are unsure about acceptable hair cleanliness or styling practices.

## 9.7 - Jewelry (detailed in work contract)

At JL Patisserie, maintaining a safe and hygienic work environment is our top priority. To ensure the safety of our employees and the quality of our products, we have established specific guidelines regarding the wearing of jewelry in the workplace. This policy is designed to minimize the risk of injury and contamination while maintaining a professional appearance.

### 1. Jewelry Restrictions

- **Hands and Arms:** Employees are not permitted to wear any jewelry on their hands and arms while working back of the house. The only exception to this rule is a plain wedding band, which may be worn.
- **Hanging Jewelry:** No hanging jewelry, such as necklaces, dangling earrings, bracelets, or chains, is allowed. Such items can easily get caught in kitchen equipment and pose a safety hazard.

### 2. Safety Considerations

- **Risk of Contamination:** Jewelry can harbor bacteria and other contaminants, which can compromise food safety and hygiene. By restricting jewelry, we help ensure the highest standards of cleanliness in our kitchen and production areas.
- **Risk of Injury:** Hanging jewelry can become entangled in equipment, leading to serious injuries. Restricting jewelry minimizes this risk and promotes a safer work environment.

### 3. Compliance and Enforcement

- **Employee Responsibility:** All employees are responsible for complying with this jewelry policy. Please ensure that you remove any restricted jewelry before starting your shift.
- **Supervisory Role:** Supervisors are responsible for monitoring compliance with the jewelry policy. Employees found wearing prohibited jewelry will be asked to remove it immediately.
- **Disciplinary Action:** Repeated failure to comply with the jewelry policy may result in disciplinary action, up to and including termination of employment.

### 4. Exceptions

**Medical or Religious Reasons:** If you need to wear specific jewelry for medical or religious reasons, please discuss this with the HR Department. Reasonable accommodations will be considered on a case-by-case basis.

### 5. Locker and Storage Facilities

**Personal Storage:** We provide lockers and other storage facilities where you can safely store your jewelry and personal belongings during your shift. Please make use of these facilities to ensure that your items are secure.

## 6. Questions and Clarifications

If you have any questions or need clarification regarding this jewelry policy, please contact your supervisor or the HR Department. We are here to help and ensure that everyone understands and adheres to these important guidelines.

By adhering to this policy, we can maintain a safe, hygienic, and professional environment at JL Patisserie. Your cooperation is essential in helping us achieve this goal.

## 9.8 - Customer interaction

- **Greeting:** Welcome every customer with a warm smile and a friendly greeting as soon as they enter the patisserie. Make eye contact and use a cheerful tone.
- **Speed and Efficiency:** Serve customers promptly and efficiently without compromising on quality. Ensure that all orders are accurate and packaged neatly.
- **Assistance:** Offer assistance proactively. If a customer seems unsure or is browsing, ask if they need help finding something or if they have any questions about our products.
- **Product Knowledge:** Be knowledgeable about our products. Be prepared to answer questions about ingredients, allergens, and recommendations confidently. If a customer asks a question about any of our products that you cannot answer with 100% certainty, it is crucial that you do not guess. Politely inform the customer that you will find someone who can provide the correct information, and then get assistance from a manager or chef.
- **Personalization:** Whenever possible, personalize the interaction. Remember regular customers' preferences and engage in small talk to make them feel valued.
- **Problem Solving:** Handle any customer complaints or issues with patience and empathy. Apologize sincerely for any inconvenience and take immediate action to resolve the problem. Escalate to a supervisor if necessary.
- **Workspace:** Keep your work area clean and organized. Regularly sanitize surfaces and equipment.
- **Displays:** Ensure product displays are well-stocked and aesthetically pleasing. Rotate products to maintain freshness and visual appeal.
- **Restrooms and Seating Areas:** If applicable, check restrooms and seating areas regularly to ensure they are clean and welcoming.
- **Support Colleagues:** Help your coworkers when they are busy or need assistance. A strong team dynamic enhances overall customer service.
- **Positive Attitude:** Maintain a positive and cooperative attitude. Your enthusiasm and dedication contribute to a pleasant work environment and better customer experiences.
- **Reassure the customer about the freshness of our products.**

**Always stay polite.**

## **9.9 - Answering the Phone**

At JL Patisserie, answering the phone promptly and courteously is essential to providing excellent customer service and maintaining a professional image. The following guidelines outline our expectations for phone etiquette to ensure all interactions reflect our commitment to quality and customer satisfaction.

### **Prompt Answering**

Phones must be answered within a maximum of three rings. This ensures timely responses to customer inquiries and demonstrates our dedication to efficient service.

### **Courteous and Polite Interaction**

Staying courteous and polite is mandatory during all phone interactions. The following practices must be adhered to:

- 1. Professional Greeting:** Begin each call with a professional and friendly greeting. For example, "Good morning/afternoon, thank you for calling JL Patisserie. This is [Your Name], at our XXX location, how may I assist you?"
- 2. Positive Tone:** Maintain a positive and friendly tone throughout the conversation. Smile while speaking, as this can be perceived in your voice.
- 3. Active Listening:** Listen attentively to the caller's needs and respond appropriately. Avoid interrupting and ensure you understand the caller's request or concern.
- 4. Clear Communication:** Speak clearly and at a moderate pace to ensure the caller can understand you. Avoid using jargon or technical terms that the caller may not be familiar with.
- 5. Polite Responses:** Use polite phrases such as "please," "thank you," and "you're welcome", "my pleasure" to convey respect and professionalism.
- 6. Putting Callers on Hold:**
  - Always ask for permission before placing a caller on hold: "May I place you on hold for a moment while I [reason for hold, e.g., check that information/find Mr. Smith]?"
  - Wait for their affirmative response.
  - Do not leave callers on hold for extended periods (e.g., more than 30-60 seconds). If the wait will be longer, return to the caller, offer an update, and ask if they prefer to continue holding or receive a call back.
  - When returning to a call, thank them for holding: "Thank you for holding, [Caller's Name if known]."

7. **Transferring Calls:** If a call needs to be transferred, inform the caller of the transfer and ensure they are connected to the appropriate person or department. For example, "Let me transfer you to [Department/Person], please hold for a moment."
8. **Taking Messages:** If the requested person is unavailable, take a detailed message, including the caller's name, contact information, and the purpose of the call. Ensure the message is promptly delivered to the intended recipient.
9. **Problem Resolution:** Address any issues or concerns raised by the caller efficiently and effectively. If you are unable to resolve the issue, escalate it to a supervisor or manager for further assistance.
10. **When the customer's question can not be answered suggest to write an email to [orders@jlpatisserie.com](mailto:orders@jlpatisserie.com).**
11. **Handling Difficult Callers**

- Remain calm, polite, and professional, even if the caller is angry or upset.
- Listen patiently to their concerns without interrupting.
- Empathize with their frustration (e.g., "I understand this must be frustrating for you.").
- Do not take a hostile tone or argue with the caller.
- Focus on what you can do to help resolve the issue.
- If you cannot resolve the issue, explain what steps you will take or escalate the call to a supervisor or manager as per company procedure. Inform the caller of this process.
- Never hang up on a caller unless the call becomes abusive and you have given a warning (e.g., "If you continue to use abusive language, I will have to end this call."). Consult your manager if unsure.

## Documentation and Follow-Up

- **Record Keeping:** Document important information from phone calls as needed, such as customer orders, inquiries, or complaints, to ensure proper follow-up and resolution.
- **Follow-Up:** If a follow-up is required, ensure it is conducted in a timely manner and that the caller is informed of any updates or resolutions.

## 9.10 - Emails

### Personal email

E-mail is to be used for business purposes. While personal e-mail is permitted, it is to be kept to a minimum. Personal e-mail should be brief and sent or received as seldom as possible. JL Patisserie prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time. No one may solicit, promote, and advertise any outside organization, product, or service using e-mail or anywhere else on JL Patisserie premises at any time. Management may monitor e-mail from time to time. Employees are

prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's e-mail messages.

## **Professional email**

At JL Patisserie, prompt and professional email communication is essential to maintaining high standards of customer service and business operations. The following guidelines outline our expectations for answering emails to ensure all interactions are handled accurately and courteously.

### Prompt and Accurate Responses

Emails must be answered as correctly and promptly as possible. This ensures that customers and colleagues receive timely and accurate information. The following practices must be adhered to:

1. **Timely Responses:** Aim to respond to emails within 24 hours of receipt. For emails requiring more time to provide a comprehensive response, acknowledge receipt and inform the sender of the expected response time.
2. **Accurate Information:** Provide clear, concise, and accurate information in your responses. Verify details before sending and ensure that all necessary information is included.
3. **Professional Language:** Use professional and courteous language in all email communications. Avoid slang, jargon, and overly casual expressions.

### Handling Negative or Hate Mail

**Negative or hate mail must be forwarded to management immediately.** The following procedures should be followed:

1. **Do Not Engage:** Do not respond directly to negative or hate mail. Engaging with such emails can escalate the situation and is not productive.
2. **Forward to Management:** Forward the email to your supervisor or the designated management contact. Include a brief note explaining the context, if necessary.
3. **Documentation:** Keep a copy of the email and any relevant information for documentation purposes.

### Email Etiquette

- **Professional Greeting:** Start each email with a professional greeting, addressing the recipient by name if known. For example, "Dear [Recipient's Name]," or "Hello [Recipient's Name],"
- **Clear Subject Line:** Use a clear and relevant subject line that reflects the content of the email.
- **Structured Format:** Use paragraphs and bullet points to organize information and make the email easy to read.

- **Polite Closing:** End the email with a polite closing, such as "Sincerely," "Best regards," or "Thank you," followed by your name and contact information.

### Confidentiality and Security

- **Confidential Information:** Do not include sensitive or confidential information in emails unless absolutely necessary. If required, use secure methods of communication.
- **Attachments:** Ensure that any attachments are relevant, appropriately labeled, and free from viruses or malware before sending.
- **Never communicate personal phone numbers to customers**

If you have any questions or need assistance regarding this policy, please contact your supervisor or the Human Resources department. Employees are encouraged to seek guidance if they are unsure about any aspects of email communication.

## 9.11 - Systems

JL Patisserie's computer network, access to Internet, e-mail and voice mail systems are business tools intended for employees to use in performing their job duties. These systems are intended for employees in performing their jobs. Therefore, all documents and files are the property of JL Patisserie. All information regarding access to JL Patisserie's computer resources, such as user identifications, modem phone numbers, access codes, and passwords are confidential JL Patisserie's information and may not be disclosed to non-personnel.

All computer files, documents, and software created or stored on JL Patisserie's computer systems are subject to review and inspection at any time. In this regard, employees should not assume that any such information is confidential, including e-mail either sent or received.

Computer equipment is not to be removed from JL Patisserie's premises without written approval from a department head. Upon separation of employment, all communication tools are to be returned to JL Patisserie. Personal computers and pads should not be used on the premises.

### **Personal Use of the Internet**

Some employees need to access information through the Internet in order to do their job. Use of the Internet is for business purposes during the time employees are working. Personal use of the Internet should not be on business time, but rather before or after work or during breaks or lunch period. Regardless, JL Patisserie prohibits the display, transmittal, or downloading of material that in violation of JL Patisserie guidelines or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time.

## **Software and Copyright**

JL Patisserie fully supports copyright laws. Employees may not copy or use any software, images, music, or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization. Employees may not use unauthorized copies of software on personal computers housed in JL Patisserie's facilities.

## **Unauthorized Use**

Employees may not attempt to gain access to another employee's personal file, e-mail messages or send a message under someone else's name without the latter's express permission.

Employees are strictly prohibited from using JL Patisserie's communication systems in ways that management deems to be inappropriate.

If you have any question whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

## **Voice Mail**

JL Patisserie voice mail system is intended for transmitting business-related information. Although JL Patisserie does not monitor voice messages as a routine matter, JL Patisserie reserves the right to access and disclose all messages sent over the voice mail systems for any purpose. Employees must use judgment and discretion in their personal use of voice mail and must keep such use to a minimum.

## **Communication and Information Sharing**

### **1. Policy Statement and Importance**

Effective and timely communication is essential for the smooth operation of JL Patisserie, fostering teamwork, ensuring all employees are informed, and maintaining a positive work environment. JL Patisserie is committed to providing employees with necessary work-related information and expects employees to stay informed through designated communication channels.

### **2. Official Company Communication Channel(s)**

- **Primary Digital Communication Platform:**
  - To streamline communication and ensure important information is accessible, JL Patisserie will utilize a primary digital communication platform for official work-related announcements, updates, scheduling information (where applicable), team collaboration, and general company news.

- Currently, *we are exploring the use platforms like Slack or Discord for this purpose. Further details and training will be provided.*
- JL Patisserie reserves the right to change this primary digital communication platform in the future. Employees will be notified and provided with necessary access and guidance if such a change occurs.
- **Employee Responsibility:**
  - All employees who have provided a personal email address for work communications and/or have been provided with access to the designated company communication platform are **expected to regularly check this platform (e.g., daily before or during their shift, or as otherwise instructed) for important updates and information.**
  - It is the employee's responsibility to stay informed of communications distributed through this official channel.
  - If an employee has difficulty accessing or using the designated platform, they must immediately notify their supervisor for assistance.
- **Appropriate Use:** This platform is intended for work-related communication. While some informal, positive team interaction may be acceptable, all communication on this platform must adhere to JL Patisserie's policies, including the Code of Conduct (Chapter Anti-Harassment and Anti-Discrimination Policy) Inappropriate, offensive, or non-work-related content that is disruptive is prohibited.
- **Other Official Channels (As Applicable):**
  - **In-Person Communication:** Direct communication with supervisors and colleagues remains vital.
  - **Staff Meetings:** Important information may be shared during scheduled staff meetings. Attendance may be required.
  - **Bulletin Boards:** Official notices and updates may also be posted on designated staff bulletin boards located near the space where you have your meals. Employees are encouraged to check these regularly.
  - **Email (For Specific Roles/Purposes):** While aiming to centralize on one platform, email may still be used for specific communications, particularly for employees in roles requiring regular email correspondence or for sending formal documents. Employees provided with a company email address or who use personal email for work are expected to check it regularly.

### 3. Employee Contact Information

- Employees are responsible for providing JL Patisserie with their current and accurate contact information (e.g., phone number, personal email address if they consent to its use for work communications) and for promptly notifying Jenna Leurquin of any changes.
- JL Patisserie will use this information for legitimate work-related communication, including scheduling, emergency notifications, and distribution of important company updates.

### 4. Use of Personal Devices for Company Communication

- If accessing the designated company communication platform or work-related email on a personal electronic device (e.g., smartphone, tablet), employees are expected to adhere to the Use of Personal Electronic Devices Policy (Chapter 9.11), particularly regarding security and appropriate use during work hours.
- JL Patisserie is not responsible for data charges incurred on personal devices unless a specific reimbursement agreement is in place.

## 5. Professionalism in Communication

- All work-related communication, regardless of the channel, should be professional, clear, concise, and respectful.
- Avoid jargon where possible, or explain it if necessary.
- Proofread messages for clarity and tone before sending.

## 6. Confidentiality in Communication

- Be mindful of the confidential nature of some company information. Do not share sensitive or proprietary JL Patisserie information through non-secure channels or with unauthorized individuals, even on internal platforms. Adhere to the Confidentiality Policy.

## 7. Feedback and "Open Door" Communication

- JL Patisserie encourages open communication and feedback. If employees have questions, concerns, suggestions, or need clarification on any information, they are encouraged to speak with their direct supervisor or Jenna Leurquin.

**Limiting Communication Channels.** By designating a primary digital communication platform, our aim is to reduce confusion, ensure information is easily found, and improve the efficiency of our communications. We appreciate your cooperation in utilizing the designated channel(s) as your primary source for company information.

## 9.12 - Social Media

At JL Patisserie, we encourage our employees to share their passion and enthusiasm for our products and activities on social media. However, it is important to adhere to specific guidelines to ensure that our brand is represented accurately and professionally.

A blog, wiki, or social networking site is not the ideal place to make a complaint regarding alleged discrimination, unlawful harassment, or safety issues. Complaints to the Company must be made consistent with the complaint process in this handbook so that JL Patisserie can address them.

When you use social media, use good judgment. It is extremely important that all employees use common sense and careful judgment when communicating with others online.

We request that you be respectful of JL Patisserie, our employees, our customers, our partners and affiliates, and others.

Nothing in this guideline is meant to interfere with employees' rights under federal law to engage in protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.

Personal use of social media is never permitted on working time by means of JL Patisserie's computers, company-issued mobile devices, networks, and other IT resources and communications systems. Use of personal mobile devices during work time should be kept to a minimum. Postings by an employee on a blog, wiki, or social networking site are considered personal communications and are not company communications. All social media postings on behalf of JL Patisserie must be preapproved and sent by authorized employees. Personal postings by an employee concerning JL Patisserie are not prohibited provided they comply with guidelines set forth below or in this handbook.

JL Patisserie strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, JL Patisserie prohibits the use of electronic devices and other communication systems that are disruptive, offensive to others, and directly or indirectly harmful.

## **Guidelines for Posting on Social Media**

### **Brand Representation**

- When posting about JL Patisserie, employees must ensure that the content aligns with our brand values and image. Posts should be positive, respectful, and professional.
- Use official logos, trademarks, and branding elements as provided by the company. Do not alter or modify these elements in any way.

### **Confidentiality and Privacy**

- Do not share any confidential or proprietary information about JL Patisserie, its operations, employees, or customers.
- Obtain explicit permission before posting images or videos of colleagues or customers.
- Copyright and Intellectual Property
  - Respect copyright laws by only using content that you have created or that you have permission to use. This includes images, videos, music, and text.
  - When reposting or sharing content from JL Patisserie's official social media accounts, always credit the source and do not edit or alter the original content.

## **Content Approval**

- For any posts related to official events, promotions, or new products, seek approval from Management before posting.
- Ensure that any statements or claims made about our products are accurate and verifiable.

## **Responsibility and Accountability**

- Remember that you are a representative of JL Patisserie both on and off the clock. Be mindful of how your posts might be perceived by the public.
- If you see any negative or inappropriate content related to JL Patisserie on social media, report it to the Management immediately.

## **Personal Social Media Accounts**

- If you post any comment that promotes or endorses JL Patisserie products or services in any way, the law requires that you disclose that you are employed by JL Patisserie.
- While employees are welcome to share their personal experiences with JL Patisserie on their own social media accounts, they must include a disclaimer stating that the views expressed are their own and do not represent the views of the company.
- Avoid engaging in discussions that could potentially harm the reputation of JL Patisserie.

## **Enforcement**

Online communication may not be used to solicit others for personal business ventures, religious or political causes, third (3<sup>rd</sup>) party organizations, or other matters unrelated to the duties and responsibilities of employment.

The following behaviors are examples of previously stated or additional actions that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images;
- Stealing, using, or disclosing someone else's passwords without authorization;
- Copying, pirating, or downloading software and electronic files without permission;
- Sending or posting confidential material, trade secrets, or proprietary information outside of JL Patisserie;
- Violating copyright laws;
- Failing to observe licensing agreements;
- Engaging in unauthorized transactions that may incur a cost to JL Patisserie or initiate unwanted internet services and transmissions;

- Sending or posting messages or material that could damage JL Patisserie’s image or reputation;
- Participating in the viewing or exchange of pornography or obscene materials;
- Sending or posting solicitations or advertisements not related to business purposes or activities;
- Lending or posting messages that disparage another organization’s products or services;
- Passing off personal views as representing those of JL Patisserie; and
- Engaging in any activity that is inappropriate, disruptive, or illegal.

If any employee should become aware of another employee’s acts online, it should be reported immediately to JL Patisserie.

Abuse of this policy may result in disciplinary action, up to and including termination of employment.

For any questions or further clarification on this policy, please contact management or HR. Thank you for your cooperation and commitment to maintaining the integrity of JL Patisserie's brand.

### **9.13 - Use of Phones and PDA on the Work floor**

Employee work hours are valuable and should be used for business. Excessive personal phone calls can significantly disrupt business operations. Employees should use their break or lunch period for personal phone calls.

To maintain a professional and efficient work environment, JL Patisserie has established the following guidelines regarding the use of personal phones during work hours:

- 1. Locker Storage:**
  - All personal phones should ideally be stored in the provided lockers before starting your shift.
- 2. Carrying Phones on the Workfloor:**
  - If an employee feels obliged to bring their phone onto the workfloor, it must be kept safely in a pocket or another secure place.
  - Phones should not be consulted during your shift to ensure focus and productivity.
  - No phones are allowed on the store front
- 3. Consulting Phones:**
  - If an employee needs to consult their phone for a personal matter during the shift, this will be considered as taking a break. Step aside and answer your call away from the store front.

Confidential information should not be discussed on a cell phone or PDA. Phones and PDAs with cameras should not be used in a way that violates other JL Patisserie guidelines such as, but not limited to, EEO/Sexual Harassment and Confidential Information.

By following these guidelines, we ensure that the work environment remains focused and productive for everyone. Thank you for your cooperation.

## 9.14 - Listening to Music

At JL Patisserie, we understand that background music can enhance the atmosphere and create a pleasant environment for both employees and customers. However, it is important to ensure that the music played is appropriate and does not interfere with customer interactions or workplace efficiency. The following policy outlines the guidelines for playing music on speakers within the bakery.

### Guidelines for Playing Music

- **Music Selection:** Music played on speakers should be easy listening, instrumental, or light vocal music that is generally soothing and non-distracting.
- **Volume Control:** Music should be kept at a low to moderate volume to ensure that it does not disrupt conversations between employees and customers or interfere with the bakery's operations. The volume should allow for clear communication at all times.
- **Management Approval:** All music selections played on the speakers must be approved by management. Management reserves the right to decide which music is appropriate for the bakery's atmosphere and clientele.
- **Special Occasions:** During special occasions or events, management may select specific music that aligns with the theme or nature of the event. Employees should follow management's directions regarding music choices for these occasions.

### Implementation

- **Music Devices:** Only approved devices and speakers should be used to play music. Personal devices such as smartphones or personal speakers are not allowed.
- **Playlist Approval:** Playlists or albums intended for regular rotation must be submitted to and approved by management. Management will review and curate playlists to ensure they meet the bakery's standards.
- **Volume Adjustments:** Employees should regularly check and adjust the volume as needed, especially during peak hours or when customer interactions are frequent.

### Employee Conduct

- **Professionalism:** Employees should maintain professionalism and ensure that music does not interfere with their duties or customer service. If a customer requests lower volume or expresses dissatisfaction with the music, employees should address the concern promptly and courteously.
- **Feedback:** Employees are encouraged to provide feedback or suggestions regarding the music to management. However, the final decision rests with management to maintain consistency and appropriateness.

For any questions or assistance regarding the music policy, employees should contact their supervisor or the Human Resources department. Employees are also encouraged to report any issues related to music selection or volume to ensure a harmonious work environment.

## 9.15 - Employee Discount

At JL Patisserie, we value the hard work and dedication of our team members. As a token of our appreciation, we are pleased to offer an employee discount on our delicious products. This policy outlines the details and guidelines for using the employee discount.

### Eligibility

All employees of JL Patisserie are eligible for the employee discount. This includes full-time, part-time, and temporary staff members. **Please note that the discount is available only to current employees. Former employees are not eligible for this benefit.**

### Discount Details

- **Discount Rate:** Eligible employees receive a 15% discount on all regular-priced bakery items.
- **In-Store Purchases:** The discount applies only to purchases made in-store at any of our bakery locations.
- **Personal Use:** The discount is intended for personal use only. Employees may use the discount for their own purchases and those of immediate family members. Items bought with employee discount can not be sold to third parties

### Guidelines for Using the Employee Discount

1. **Identification:** Employees must present their employee ID or inform the cashier of their employment status at the time of purchase to receive the discount.
2. **Purchase Limits:** The discount is limited to a maximum purchase of \$100 per day. For purchases exceeding this amount, the discount will apply to the first \$100, and the remaining balance will be at regular price.
3. **Exclusions:** The employee discount cannot be combined with other promotions, discounts, or special offers unless explicitly stated.
4. **No Resale:** Items purchased with the employee discount are for personal consumption or gift-giving only and may not be resold.

### Conduct and Compliance

- **Honesty:** Employees are expected to use the discount honestly and in accordance with the guidelines outlined in this policy.
- **Misuse:** Any misuse of the employee discount, including attempts to use it for unauthorized purchases or for non-eligible individuals, will result in disciplinary action, up to and including termination of employment.

### How to Apply the Discount

1. Inform the staff member at the cash register that you wish to use your employee discount.
2. Request approval for your purchase from the on-duty manager or supervisor.
3. Another member of staff must be the one to register the discount and complete the sale in the cash register.
4. Employees are strictly prohibited from applying their own discount or handling their own purchase transaction.
5. Receipt: Ensure that the discount is correctly applied before completing the transaction.

**Transport** : JL Patisserie package or bags can be used for the items bought on discount.

If you have any questions about the employee discount policy or encounter any issues when using your discount, please speak with your supervisor or contact the Human Resources department for assistance.

## 9.16 – Employee Beverage Policy

JL Patisserie offers a complimentary beverage to employees during their scheduled workday. Please adhere to the following guidelines:

### 1. Eligibility:

Each employee is entitled to one (1) complimentary eligible beverage per scheduled workday.

This entitlement is per workday, not per location. If an employee works at multiple JL Patisserie locations on the same day, they are still entitled to only one (1) complimentary eligible beverage for that entire workday.

### 2. Eligible Beverages:

The complimentary beverage is limited to:

- One (1) house drip coffee (regular or decaf) or latte, but not Matcha hot or cold
- One (1) standard brewed tea (hot or iced, from our standard tea selection)
- The maximum size for the complimentary beverage is 12 ounces (oz).

### 3. Excluded Beverages:

Specialty drinks such as, but not limited to, matcha lattes, specialty teas not part of our standard brewed selection, bottled drinks, juices, and any other premium or specially prepared beverages are not included as part of this complimentary employee beverage policy. These items may be purchased at the standard employee discount (see Employee Discount Policy).

Cup Usage – Our Commitment to Sustainability:

To support our sustainability efforts and reduce waste, the complimentary beverage must be served in one of the following:

- The employee's own clean, personal reusable mug or cup (not exceeding 12 oz for the complimentary portion).
- A reusable, washable "for-here" ceramic mug or glass provided by JL Patisserie
- Disposable paper or plastic cups are NOT to be used for employee complimentary beverages.

### 4. Filtered Water:

- Filtered water is available free of charge to all employees throughout their shift.
- Similar to the complimentary beverage policy, employees must use their own clean, personal reusable water bottle or a reusable, washable glass provided by JL Patisserie for filtered water.
- Disposable paper or plastic cups are NOT to be used for accessing filtered water.

5. Timing and Consumption:

- Complimentary beverages should generally be consumed during designated break times or in a manner that does not interfere with work duties, customer service, or food safety protocols.
- Please ensure all personal cups/mugs are kept clean and stored appropriately when not in use.

6. Procedure for Obtaining Complimentary Beverage:

- To receive your complimentary eligible beverage, you must ring it up through the cash register/Point of Sale (POS) system.
- You will need to use your employee name or assigned employee identification to apply the "Complimentary Employee Beverage" discount or tender type, which will zero out the cost for one eligible beverage up to 12 oz.
- This procedure must be followed for every complimentary beverage taken to ensure accurate tracking.

7. Policy Adherence:

- This policy is provided as a benefit and JL Patisserie reserves the right to modify or discontinue this policy at any time.
- Abuse of this policy (e.g., taking more than the allotted complimentary beverage, using disposable cups for complimentary or water provisions, taking excluded beverages without payment) may result in disciplinary action.

We appreciate your cooperation in adhering to this policy and supporting our commitment to sustainability.

## 9.17 - Waste and Unsold Goods

At JL Patisserie, we are committed to managing our resources responsibly and ethically. This includes handling waste and unsold goods in a manner that aligns with our policies and values. As part of our commitment to operational excellence, all unsold, expired, or otherwise unsaleable products must now be returned to the Tempe facility for proper accounting and inventory reconciliation. This policy is critical for accurate waste tracking and financial reporting. The items to be returned include, but are not limited to, all expired beverages, unsold perishable foods such as sandwiches, deserts, viennoiseries, breads and any other goods past their sell-by date. It is imperative to distinguish between company product waste (for return) and general refuse (for on-site disposal). Adherence to this procedure is mandatory.

### Policy Overview

To maintain consistency and fairness, **no employee is permitted to take home, consume, or otherwise utilize waste or unsold goods.** This policy is in place for several important reasons:

1. **Food Safety:** To ensure that all products consumed by our employees and customers meet our strict health and safety standards.
2. **Fairness:** To prevent any perceptions of favoritism or unfair advantages among employees.
3. **Inventory Management:** To maintain accurate records of our inventory and reduce unnecessary waste.
4. **Brand Integrity:** To uphold the integrity and reputation of JL Patisserie by ensuring that all products in circulation meet our quality standards.

### **Handling Waste and Unsold Goods Disposal Procedures**

- **Daily Assessment:** At the end of each day, unsold goods are to be assessed according to their quality and shelf life.
- **Designated Disposal:** Goods that do not meet our quality standards or that are beyond their shelf life will be returned to Tempe of according to our established waste management procedures.
- **Donation Programs:** When feasible and safe, some unsold goods that are still within their quality parameters may be donated to local charities or food banks. This helps us give back to the community while reducing waste. Only Management will decide what, when, how and to which association unsold goods will be donated.

### **Employee Conduct**

- **Strict Prohibition:** Employees must not take home, consume, or redistribute any waste or unsold goods, unless specifically specified by Jenna Leurquin. This includes items that are slightly damaged, past their prime, or otherwise deemed unsellable.
- **Report Misconduct:** Any employee who observes others violating this policy should report the behavior to a supervisor or the Human Resources department immediately. All reports will be handled confidentially.

### **Consequences of Policy Violation**

Non-compliance with this policy can lead to serious consequences, including but not limited to:

- **Disciplinary Action:** Employees found in violation of this policy may face disciplinary action, which could range from a verbal warning to termination, depending on the severity and frequency of the violation.
- **Legal Implications:** In certain cases, unauthorized taking of goods may be considered theft and could result in legal action.

## **Commitment to Sustainability**

We are dedicated to sustainability and responsible resource management. Our policy on waste and unsold goods is part of a broader effort to minimize our environmental footprint and contribute positively to our community.

## **9.18 - Personal Items**

At JL Patisserie, maintaining a professional and cohesive work environment is essential for both safety and efficiency. To ensure this, the following policy regarding personal items in the workplace must be strictly followed.

### **Personal Property**

Employees should not leave money or valuable items unattended. Employees should safeguard their valuables and keep their lockers and desks properly secured. JL Patisserie is not responsible for an employee's lost or stolen property.

### **Prohibition of Personal Items**

Employees are not permitted to bring personal utensils, decorations, or any other personal items into the bakery's work areas unless communicated.

This includes, but is not limited to:

- Knives, spatulas, or any other cooking utensils
- Personal mugs, plates, or containers not used for transporting the drink and food consumed during the working shift
- Decorative items such as posters, plants, or photos

### **Special Utensil Requests**

If a specific utensil or item is required for work purposes and is not already provided by JL Patisserie, employees may submit a request for this item. The following process will be followed:

1. **Request Submission:** Employees should submit a detailed request to their supervisor or directly to management, explaining the necessity of the item.
2. **Management Review:** The management team will review the request to determine if the item is necessary and appropriate for the bakery's operations.
3. **Decision and Purchase:** If the item is approved, JL Patisserie will purchase the item. The item will remain the property of JL Patisserie.

### **Ownership and Responsibility**

- **Ownership:** Any item purchased by JL Patisserie for use in the bakery remains the property of JL Patisserie, regardless of who requested it.

- **Usage:** Approved items must be used solely for work purposes and in accordance with the bakery's guidelines and standards.
- **Maintenance:** Employees are responsible for the proper care and maintenance of these items. Any damage or loss should be reported immediately to a supervisor.

### **Reasons for the Policy**

1. **Safety:** Personal items can pose safety hazards or introduce allergens or contaminants into the bakery environment.
2. **Consistency:** Standardizing the tools and equipment used ensures consistency in our products and processes.
3. **Professionalism:** A professional workspace helps maintain the bakery's image and operational efficiency.

If you have any questions or need assistance regarding this policy, or if you need to report any violations, please contact your supervisor or the Human Resources department.

## **9.19 - Use of Personal Electronic Devices (Laptops/Tablets) for Work Purposes**

JL Patisserie understands that in certain situations, employees may wish to use their personal laptops or tablets ("Personal Devices") for work-related tasks. This policy outlines the guidelines and expectations for such use.

### 1. General Principle:

- Company-provided equipment is the standard for performing work tasks that require a computer or tablet.
- The use of Personal Devices for work is generally not required and should be considered an exception, typically for convenience or specific, pre-approved tasks.

### 2. Approval and Permitted Use:

- Employees who wish to use a Personal Device for work-related tasks must first obtain approval from their direct supervisor or Jenna Leurquin.
- Approval will be granted on a case-by-case basis, considering the nature of the work, security implications, and business needs.
- Permitted uses may include e.g., accessing company email if configured securely, reviewing online training materials, specific project work as approved.
- Personal Devices should not be used for tasks involving sensitive customer data (like full payment card information) or proprietary company information (like detailed financial records or recipes) unless explicitly authorized and with appropriate security measures in place.

### 3. Connecting to Company Network (Wi-Fi):

If approved, Personal Devices may be connected to the JL Patisserie designated Wi-Fi network.

Employees must not attempt to bypass any network security measures or access unauthorized parts of the company network.

Use of a Virtual Private Network (VPN), if provided or required by JL Patisserie for certain access, must be adhered to.

#### 4. Security Requirements for Personal Devices Used for Work:

If a Personal Device is approved for work use, especially if accessing company data or networks, the employee is responsible for ensuring the following minimum security measures are in place on that device:

- **Up-to-date Antivirus Software:** The device must have reputable antivirus/anti-malware software installed and regularly updated.
- **Operating System Updates:** The device's operating system and all relevant software (e.g., web browsers) must be kept up-to-date with the latest security patches.
- **Strong Passwords/Authentication:** The device itself must be protected by a strong password, PIN, biometric authentication (e.g., fingerprint, facial recognition), or other robust authentication method.
- **Secure Wi-Fi:** When used off-site for work purposes (e.g., remote access), connect only to trusted and secure Wi-Fi networks. Avoid using public, unsecured Wi-Fi for sensitive work.

JL Patisserie reserves the right to require verification of these security measures or to restrict access if a device is deemed insecure.

#### 5. Data Security and Confidentiality on Personal Devices:

- Any JL Patisserie data (including customer information, internal communications, proprietary information) accessed or stored temporarily on a Personal Device remains the property of JL Patisserie and is subject to our Confidentiality policy.
- Employees must take reasonable precautions to prevent unauthorized access, disclosure, loss, or theft of company data on their Personal Devices.
- Avoid downloading or storing sensitive company data permanently on Personal Devices unless absolutely necessary and approved. If temporary storage is required, such data should be securely deleted from the Personal Device once the task is complete.
- In the event a Personal Device containing company data is lost or stolen, the employee must immediately report it to Supervisor/Manager.

#### 6. No Expectation of Privacy for Work-Related Activity:

- While using a Personal Device for work-related activities, especially when connected to company networks or accessing company systems/data, employees should have no expectation of privacy regarding that work-related activity.
- JL Patisserie reserves the right to monitor, access, or inspect work-related data or communications on Personal Devices if there is a legitimate business need, such as a security investigation or legal requirement, to the extent permitted by law.

#### 7. Technical Support:

- JL Patisserie is not responsible for providing technical support, maintenance, or repair for employees' Personal Devices.
- Employees are responsible for the upkeep, security, and proper functioning of their own devices.

#### 8. Company Not Liable for Personal Devices:

- JL Patisserie is not liable for any loss, damage, or theft of an employee's Personal Device, even if it occurs on company premises or while being used for work purposes. Employees bring and use Personal Devices at their own risk.
- JL Patisserie is not responsible for any loss of personal data, software corruption, or hardware issues that may arise on a Personal Device, even if potentially related to its use for work.

#### 9. Appropriate Use:

- When using a Personal Device for work, employees are expected to adhere to all other company policies, including the Code of Conduct, Social Media Policy, and policies regarding appropriate use of company resources.
- Excessive personal use of the device during work hours, even if it's a personal device, should be avoided if it interferes with work duties.

#### 10. Discontinuation of Use:

- JL Patisserie reserves the right to revoke approval for the use of Personal Devices for work at any time, for any reason.
- Upon termination of employment, employees must ensure all company data is removed from their Personal Devices.

### **9.20 - Protection of Recipes and Proprietary Formulas**

JL Patisserie's recipes, formulas, preparation techniques, ingredient lists, and associated process documentation ("Proprietary Formulas") are valuable trade secrets and the exclusive intellectual property of JL Patisserie. Protecting these Proprietary Formulas is critical to our business success and competitive advantage.

Any recipes or processes you work on, create, or contribute to while employed at JL Patisserie are the property of the company. This includes new ideas, improvements to existing methods, and any techniques developed as part of your job. This information is a company asset and remains the property of JL Patisserie both during and after your employment. Therefore, this proprietary information cannot be shared, copied, or used for any personal or external commercial purposes.

#### 1. Confidentiality of Proprietary Formulas:

- All Proprietary Formulas are to be treated as strictly confidential information.
- Employees are prohibited from disclosing, sharing, or discussing Proprietary Formulas with anyone outside of JL Patisserie employees who have a legitimate need to know for their job duties. This includes, but is not limited to, friends, family members, former employees, or competitors.
- This obligation of confidentiality continues indefinitely, even after employment with JL Patisserie ends.

#### 2. Access to Proprietary Formulas:

- Access to detailed Proprietary Formulas will be limited to employees whose job responsibilities specifically require such knowledge (e.g., bakers, pastry chefs, recipe developers, designated management).
- Employees will only be given access to the specific Proprietary Formulas necessary for them to perform their assigned tasks.

#### 3. Prohibition on Copying and Removal:

**Copying:** Unauthorized copying, photographing, transcribing, or any other form of duplication of recipe sheets, formula books, digital recipe files, or any documents containing Proprietary Formulas is strictly prohibited.

**Removal:** Taking recipe sheets, formula books (or portions thereof), ingredient specification sheets, digital files containing recipes, or any other documents detailing Proprietary Formulas off JL Patisserie premises is strictly prohibited without the express, prior written authorization from Jenna Leurquin.

This includes taking such materials home, to another workplace, or storing them on personal electronic devices (computers, tablets, phones, cloud storage) not authorized by JL Patisserie.

#### 4. Use of Proprietary Formulas:

Proprietary Formulas are to be used solely for the purpose of producing JL Patisserie products in accordance with our quality standards and procedures, and only on JL Patisserie premises or other authorized locations.

Proprietary Formulas may not be used for personal baking projects, for side businesses, or for the benefit of any other individual or entity.

#### 5. Digital Recipe Files:

If Proprietary Formulas are stored digitally (e.g., on company computers, tablets, or cloud-based systems), access will be password-protected and restricted.

Employees with authorized access must not share their login credentials.

Downloading, copying, or transferring digital recipe files to unauthorized devices or locations is strictly prohibited.

#### 6. Return of Materials:

Upon termination of employment, or at any time upon request by management, employees must immediately return all company property, including any documents or digital files containing Proprietary Formulas, regardless of how they came into the employee's possession.

#### 7. Consequences of Violation:

Any unauthorized use, disclosure, copying, or removal of JL Patisserie's Proprietary Formulas is a serious violation of company policy and will be subject to disciplinary action, up to and including immediate termination of employment.

JL Patisserie also reserves the right to pursue all available legal remedies, including seeking injunctive relief and monetary damages, against any individual who misappropriates or improperly uses its trade secrets and Proprietary Formulas.

#### 8. Reporting Concerns:

If an employee becomes aware of any potential unauthorized use, disclosure, or mishandling of Proprietary Formulas, they must immediately report it to their manager or Jenna Leurquin.

We trust our employees to respect and protect these vital company assets. Your cooperation is essential to the continued success of our bakery.

### **9.21 - Non-Compete and Non-Solicitation**

As a condition of employment and in consideration of access to JL Patisserie's confidential information, trade secrets (including proprietary recipes and formulas), customer relationships, specialized training, and goodwill, employees may be required to agree to certain non-competition and non-solicitation provisions, potentially through a separate written agreement. The general principles of these expectations are outlined below:

**1. Purpose:**

The purpose of these provisions is to protect JL Patisserie's legitimate business interests, including its valuable trade secrets, customer goodwill, specialized knowledge, and investments in its employees, from unfair competition.

**2. Non-Competition:**

During employment with JL Patisserie and for a period of six (6) months following the termination of employment for any reason, applicable employees may be restricted from directly or indirectly engaging in, owning, managing, operating, controlling, being employed by, consulting for, or otherwise participating in any business that is a bakery, café, or food service establishment specializing in the production and sale of products like artisan breads, custom cakes, pastries within a 10 mile radius of any JL Patisserie location at which the employee worked or had significant responsibilities.

Note: The specifics of who this applies to (e.g., all employees, or only key roles like bakers, managers, recipe developers) and the exact scope, duration, and geographic limitations would need to be carefully defined and legally reviewed.

**3. Non-Solicitation of Customers:**

During employment with JL Patisserie and for a period of one (1) year following the termination of employment for any reason, employees agree not to directly or indirectly solicit, induce, or attempt to solicit or induce any customer or active prospective customer of JL Patisserie with whom the employee had contact or about whom the employee learned confidential information during their employment, for the purpose of providing products or services that are competitive with those offered by JL Patisserie.

**4. Non-Solicitation of Employees (No-Poach):**

During employment with JL Patisserie and for a period of one (1) year the termination of employment for any reason, employees agree not to directly or indirectly solicit, induce, recruit, or encourage any then-current employee of JL Patisserie to terminate their employment relationship with JL Patisserie or to become employed by or associated with the employee or any competitor of JL Patisserie.

**5. Applicability and Separate Agreements:**

The specific terms, applicability, and enforceability of non-competition and non-solicitation obligations may be further detailed in a separate written agreement signed by the employee. Where such an agreement exists, its terms will prevail.

JL Patisserie may, at its discretion, require such agreements from employees in positions with access to sensitive information, customer relationships, or specialized training.

**6. Acknowledgment:**

Employees acknowledge that these restrictions are reasonable and necessary to protect JL Patisserie's legitimate business interests.

**6. Enforcement:**

JL Patisserie reserves the right to seek all available legal and equitable remedies, including injunctive relief and monetary damages, for any breach or threatened breach of these non-competition or non-solicitation provisions.

If you have any questions or need clarification regarding this policy, please contact the Human Resources department. Employees are encouraged to seek guidance if they are unsure about any activities that may potentially violate this policy.

## 9.22 - Discussing Wages, Benefits, and Working Conditions

JL Patisserie believes in open communication and transparency where appropriate. We also respect our employees' rights under applicable labor laws.

### 1. Employee Right to Discuss Wages, Benefits, and Working Conditions:

- Employees have the right to discuss their wages, benefits, and other terms and conditions of employment with their colleagues. JL Patisserie does not prohibit employees from such discussions.
- This right is protected by federal law (National Labor Relations Act) and allows employees to engage in concerted activities for mutual aid or protection.

### 2. Confidentiality of Other Employees' Information:

- While you are free to discuss your own compensation and benefits, employees (especially those in managerial, supervisory, HR, or payroll roles) who have access to confidential wage, salary, or benefit information of other employees as part of their job duties are prohibited from disclosing that confidential information to unauthorized individuals.
- Accessing or attempting to access another employee's confidential pay or benefit information without authorization is prohibited.

### 3. Time and Place of Discussions:

- Discussions regarding wages, benefits, and working conditions should generally occur during non-work time (such as breaks or meal periods) and in non-work areas to avoid disruption to business operations, customer service, or the work of other employees.
- While such discussions are permitted, they should not interfere with an employee's own work performance or the work performance of others during work hours. Significant time spent on non-work-related discussions during work time that impacts productivity or customer service may be addressed through standard performance management.

### 4. Professionalism and Respect:

- All discussions in the workplace, including those about compensation and working conditions, should be conducted in a professional and respectful manner.
- This policy does not protect discussions that are slanderous, malicious, intentionally false, harassing, or that unlawfully disparage JL Patisserie's products or services in a way not related to legitimate terms and conditions of employment.

### 5. No Retaliation:

- JL Patisserie strictly prohibits any form of retaliation against employees for discussing their wages, benefits, or other terms and conditions of employment, or for engaging in other protected concerted activities.
- If you believe you have been retaliated against for such discussions, please immediately report your concerns to your manager.

### 6. Inquiries About Compensation:

Employees with questions about their own pay, benefits, or how their compensation is determined are encouraged to speak with their direct supervisor or Jenna Leurquin.

While employees are permitted to discuss their wages, benefits, and working conditions with their colleagues as outlined above, these internal employment matters are generally not appropriate topics for **discussion with customers, vendors, or other external parties**. Such discussions can be unprofessional and detract from the customer experience or business relationship. Employees are expected to maintain a professional focus on customer service and business-related topics when interacting with external parties.

This includes:

- Verbal conversations with clients about compensation or benefits.
- Written communications, including emails, messages, or any other form of correspondence.
- Posts, comments, or messages on social media platforms, including Facebook, Twitter, Instagram, LinkedIn, or any other online forums or networks.

### **Reasons for the Policy**

**Professionalism:** Maintaining a professional environment includes keeping personal and sensitive information, such as salaries and benefits, confidential.

**Privacy:** Employee compensation and benefits are private matters that should not be disclosed to clients or the public.

**Business Integrity:** Discussing salaries and benefits with clients can lead to misunderstandings, dissatisfaction, or misrepresentation of the bakery's policies and practices.

### **Consequences of Policy Violation**

Failure to comply with this policy will result in disciplinary action, including but not limited to:

**Verbal and Written Warnings:** Initial infractions will result in verbal or written warnings.

**Suspension:** Continued violations may lead to suspension from duties.

**Termination:** Persistent disregard for this policy can result in termination of employment.

If you have any questions or need assistance regarding this policy, or if you need to report any violations, please contact your supervisor or the Human Resources department. All reports will be treated confidentially and investigated thoroughly.

By adhering to this policy, you help protect the privacy of our employees and the integrity of our business operations.

## **9.23 - Remote Work (Homeworking) Policy**

### **1. Purpose and Scope:**

JL Patisserie recognizes that certain job functions may, under specific circumstances and with prior approval, be performed effectively from a remote location (e.g., an employee's home). This policy outlines the guidelines and expectations for employees authorized to perform remote work.

It is important to understand that due to the nature of our business, the vast majority of roles at JL Patisserie require on-site presence to perform essential job functions related to baking, customer service, and direct operational support. Therefore, remote work is an exception, not a standard practice, and is not available for all positions.

### **2. Eligibility and Approval:**

- Remote work arrangements are not an entitlement and are granted at the sole discretion of JL Patisserie management.
- Eligibility for remote work will be determined on a case-by-case basis, considering factors such as:
  - The nature of the employee's job responsibilities and whether they can be performed effectively off-site.
  - The employee's demonstrated ability to work independently, manage their time effectively, and maintain productivity without direct supervision.
  - The availability of a suitable and secure remote work environment.
  - The potential impact on team collaboration and bakery operations.
  - Business needs and operational requirements.
- Employees interested in a remote work arrangement must submit a written request to their direct supervisor or Jenna Leurquin outlining the reasons for the request and how they plan to fulfill their job duties remotely.
- All remote work arrangements must be formally approved in writing by Jenna Leurquin before commencement. The terms of the arrangement like duration, specific days, expected deliverables, e.a. will be documented.

### **3. Work Hours, Overtime, and Timekeeping:**

- Employees working remotely are expected to maintain their regular work schedule and be available during agreed-upon work hours, unless otherwise specified in their approved remote work arrangement.
- Non-exempt employees working remotely must accurately record all time worked using the JL Patisserie designated timekeeping system, including meal breaks, in accordance with our standard Timekeeping policy.
- Overtime work for non-exempt remote employees must be approved in advance by their supervisor, consistent with our Overtime policy.
- Working "off the clock" is strictly prohibited for non-exempt remote employees.

### **4. Remote Work Environment:**

- Employees approved for remote work are responsible for providing and maintaining a safe, secure, and distraction-free work environment in their remote location.
- This includes:
  - A dedicated workspace conducive to productivity.
  - Reliable high-speed internet access sufficient for work tasks.
  - Adequate lighting, ventilation, and ergonomic setup.
- JL Patisserie is generally not responsible for the costs associated with setting up or maintaining a home office (e.g., internet bills, utilities, furniture), unless specifically agreed upon in writing as part of the remote work arrangement.
- Employees should take reasonable steps to ensure the safety and security of their remote workspace, particularly if handling confidential company information.

### **5. Equipment and Supplies:**

**Company-Provided Equipment:** If JL Patisserie provides equipment (e.g., laptop, monitor, phone) for remote work, employees are responsible for its proper care,

maintenance, and security. Company equipment should be used primarily for business purposes and must be returned upon termination of the remote work arrangement or employment.

**Personal Equipment:** If an employee is approved to use their personal equipment (e.g., personal computer, phone) for remote work, they are responsible for its maintenance and security (refer to Use of Personal Electronic Devices Policy)what . JL Patisserie is not responsible for damage to or loss of personal equipment.

**Office supplies** needed for remote work will be provided by JL Patisserie upon request.

## **6. Communication and Availability:**

- Remote employees are expected to be readily available and responsive via agreed-upon communication channels (e.g., email, phone, video conferencing) during their scheduled work hours.
- Regular communication with supervisors and team members is essential. Remote employees may be required to attend virtual meetings or periodically report to the bakery for in-person meetings or tasks as needed.

## **7. Data Security and Confidentiality:**

- Employees working remotely must adhere to all JL Patisserie policies regarding data security, confidentiality, and protection of proprietary information, including recipes.
- Sensitive company information must be handled with the same level of care as it would be on bakery premises.
- Secure practices for accessing, transmitting, and storing company data must be followed (e.g., using secure Wi-Fi, company VPN if provided, password protection).
- Any suspected or actual data breach or security incident involving company information must be reported immediately to a manager or to Jenna Leurquin.

## **8. Performance and Productivity:**

- Performance standards and expectations for remote employees are the same as for on-site employees.
- Productivity and work quality will be monitored and evaluated based on agreed-upon metrics and deliverables.
- Failure to meet performance expectations may result in the modification or termination of the remote work arrangement.

## **9. Workers' Compensation:**

Work-related injuries sustained by an employee while working remotely in their designated home workspace during scheduled work hours may be covered by JL Patisserie's workers' compensation insurance, provided the injury arises out of and in the course of employment. Employees must report any work-related injury immediately to their supervisor, in accordance with our standard accident reporting procedures.

Employees are responsible for maintaining a safe remote work environment to prevent injuries.

## **10. Modification or Termination of Remote Work Arrangement:**

JL Patisserie reserves the right to modify or terminate an employee's remote work arrangement at any time, with or without cause or notice, based on business needs, performance issues, or other factors.

Similarly, an employee may request to end their remote work arrangement and return to on-site work, subject to discussion and approval by management.

## **11. Not a Universal Benefit:**

Remote work is a specific work arrangement and not a company-wide benefit. Its availability is dependent on job role and company discretion. This policy does not create a contract or guarantee of remote work.

## **9.24 - Company Meetings and Briefings**

### **1. Purpose and Scope**

JL Patisserie is committed to open communication, transparency, and ensuring all employees are aligned with our company's goals, values, and operational requirements. Regularly scheduled company-wide meetings are a key component of this commitment. This policy outlines the expectations regarding attendance and participation in such meetings.

### **2. Annual All-Staff Meeting**

**Purpose:** An all-staff meeting will be held annually to:

- Review company performance, achievements, and challenges from the past period.
- Discuss upcoming projects, strategic initiatives, and key objectives.
- Provide updates on relevant industry trends, changes in regulations, or new legal requirements affecting our business and your roles.
- Reinforce company policies, procedures, and expectations.
- Present the upcoming operational calendar, key dates, and planned events.
- Foster team cohesion and provide a forum for company-wide Q&A with leadership or departmental breakouts.

**Scheduling:** The date, time, and location for the Annual All-Staff Meeting will be announced well in advance, typically with at least four weeks' notice, to allow employees to make necessary arrangements.

**Mandatory Attendance:**

- Attendance at the Annual All-Staff Meeting is mandatory for all employees. This is a condition of employment as it ensures all team members receive critical business information directly.
- Employees who are unable to attend due to pre-approved Time Off, documented sick leave, or other genuinely unavoidable, pre-approved conflicts must notify their manager as soon as the conflict is known.
- Alternative arrangements to receive the meeting information (e.g., summary documents, a separate briefing) will be made where feasible for excused absences.

- Unexcused absences may result in disciplinary action.

Compensation for Attendance:

- All non-exempt (hourly) employees will be compensated for their time spent attending this mandatory meeting, including any overtime if applicable, in accordance with federal and state wage and hour laws.
- The meeting will typically be scheduled during regular business hours. If any portion falls outside an employee's regular schedule, appropriate compensation will be provided.

Preparation and Participation: Employees are expected to arrive on time and participate attentively and professionally. Materials may sometimes be distributed in advance, and employees are encouraged to review them.

### 3. Other Departmental or Team Meetings

From time to time, individual departments or teams may hold mandatory meetings to discuss specific projects, operational matters, or training. Attendance and compensation for these meetings will follow the same principles outlined above. Notice for these meetings will be provided by your department manager or team leader.

## 4. Kitchen Team 'Family Meal'

### 4.1. The Spirit of the 'Family Meal'

At JL Patisserie, we value teamwork and camaraderie. To foster a positive and connected environment within our kitchen team, we support the idea of an occasional informal "Family Meal." This is an opportunity for kitchen team members to gather, share a simple meal, and enjoy casual conversation on a Friday around lunchtime.

- When: Proposed for Friday lunchtimes.
- Who: Primarily for members of the kitchen team.
- Purpose: To provide a moment to connect socially, chat about "this and that," and share a break together. It is not intended as a formal meeting for work discussions, problem-solving, or elaborate culinary endeavors.
- Frequency: This is not a mandatory weekly event. It is a proposal for a pleasant shared experience that can occur when the team feels inclined and circumstances allow.

### 4.2. Food and Contribution

The spirit of the 'Family Meal' is simplicity.

Company Provision: JL Patisserie may sometimes provide pasta for the 'Family Meal' to facilitate this gathering. However, the company is not obliged to provide food for every instance, or at all.

Team Contribution: If the company does not provide food on a particular occasion, team members are welcome to bring their own individual lunches to eat together. While spontaneous sharing is natural, we ask team members to refrain from organizing formal potlucks, as these can sometimes create an unintended imbalance in contributions.

### 4.3. Attendance – Purely Voluntary

Your participation in any 'Family Meal' is entirely voluntary and not mandatory.

There is no expectation or pressure to attend. Whether or not you join is a personal choice.

### 4.4. Time and Compensation

The 'Family Meal' is intended to take place during your regular, unpaid lunch break. If you choose to participate, this time is considered part of your unpaid meal break, provided you are fully relieved of all work duties during this time.

Participation will not result in additional compensation unless it is formally scheduled by management as a paid, mandatory team meeting or event (which would be communicated separately and clearly).

#### 4.5. Shared Responsibility & Etiquette

If a 'Family Meal' takes place, everyone who participates is encouraged to help with simple setup and cleanup to ensure shared spaces remain tidy.

While conversations are casual, all interactions should remain respectful and align with JL Patisserie's Code of Conduct and professional standards.

#### 5. Questions

If you have questions about upcoming company meetings or are unable to attend a mandatory meeting, please discuss this with your direct manager as soon as possible.

## 9.25 - Professional Communication and Workplace Conduct

JL Patisserie is committed to fostering a positive, respectful, and productive work environment for all employees. Effective and professional communication is essential to achieving this goal.

### 1. Respectful Communication:

All employees are expected to communicate with colleagues, supervisors, customers, and vendors in a respectful, courteous, and professional manner at all times.

Disagreements should be handled constructively and professionally.

### 2. Discouraging Harmful Gossip and Rumors:

Spreading unsubstantiated rumors, engaging in malicious gossip, or making intentionally false or misleading statements about colleagues, management, or JL Patisserie can be damaging to morale, trust, and the overall work environment. Such behavior is discouraged.

Employees are encouraged to obtain information from official company sources or their supervisors rather than relying on or perpetuating rumors.

While employees have the right to discuss legitimate terms and conditions of employment, this does not extend to knowingly spreading false information with malicious intent or engaging in behavior that creates a hostile work environment for others.

### 3. Addressing Concerns Productively (Instead of "Tattling"):

- JL Patisserie encourages employees who have legitimate concerns about workplace issues, potential policy violations, safety hazards, unethical conduct, harassment, or discrimination to bring these matters forward in a constructive and appropriate manner.
- Appropriate Channels for Reporting Concerns:
  - Your direct supervisor or manager.
  - Jenna Leurquin
- When reporting a concern, please provide specific facts and details to the best of your ability.
- Focusing on personal grievances unrelated to work performance or company policy, or making repeated, unfounded complaints intended to harass or disrupt, is not productive and may be addressed as a conduct issue.

#### **4. Maintaining a Positive Work Environment:**

Employees are expected to contribute positively to the work environment. This includes:

- Focusing on teamwork and collaboration.
- Avoiding participation in or perpetuation of negativity or cliques that undermine team cohesion.
- Supporting colleagues and fostering an atmosphere of mutual respect.

#### **5. Distinction from Protected Activity:**

This policy is not intended to interfere with, restrain, or coerce employees in the exercise of their rights to engage in protected concerted activities under the National Labor Relations Act, including discussing wages, hours, or other terms and conditions of employment for their mutual aid or protection.

Reporting genuine concerns about illegal activity, harassment, discrimination, or safety hazards is protected and encouraged.

#### **6. Consequences of Unprofessional Conduct:**

Engaging in malicious gossip, spreading known falsehoods, bullying, or other conduct that significantly disrupts the workplace, undermines morale, or violates other company policies may result in disciplinary action, up to and including termination of employment.

Our goal is to maintain a workplace where everyone feels respected and can focus on their work and contributing to the success of JL Patisserie

If you have any questions or need assistance regarding this policy, or if you need to report legitimate concerns, please contact your supervisor or the Human Resources department. All reports will be treated confidentially and investigated thoroughly.

## 9.26 - Company Property and Equipment

### 1. Introduction

JL Patisserie provides employees with the necessary property, equipment, tools, supplies, and resources ("Company Property") to perform their job duties effectively. This chapter outlines the policies regarding the proper use, care, and security of all Company Property. Adherence to these policies is essential for operational efficiency, safety, cost control, and the protection of company assets.

### 2. Definition of Company Property

Company Property includes, but is not limited to:

- Physical Premises: The bakery building, all interior and exterior spaces, and associated fixtures.
- Equipment and Machinery: Ovens, mixers, dough sheeters, proofers, refrigerators, freezers, slicers, display cases, coffee machines, dishwashers, and any other specialized bakery equipment.
- Tools and Utensils: Knives, spatulas, whisks, measuring cups/spoons, baking pans, decorating tools, and any other items used in food preparation and service.
- Technology: Computers, point-of-sale (POS) systems, tablets, printers, telephones, security systems, and any associated software or data.
- Vehicles: Any vehicles owned or leased by JL Patisserie.
- Supplies and Inventory: Ingredients, packaging materials, cleaning supplies, office supplies, and finished products.
- Furniture and Furnishings: Tables, chairs, display units, and office furniture.
- Uniforms and Linens: Company-provided aprons, shirts, hats, towels, and other linens.
- Keys and Access Cards: Keys to doors, cash registers, storage areas, and any electronic access cards.
- Documents and Records: Recipes (Proprietary Formulas), financial records, customer lists, employee files, training materials, and any other business-related documentation, whether in physical or electronic format.
- Intellectual Property: As defined in Section Protection of Recipes and Proprietary Formulas and Section Trademarks.

### 3. Proper Use and Care of Company Property

- Business Use Only: Company Property is intended for legitimate JL Patisserie business purposes only. Personal use of Company Property is generally prohibited unless specifically authorized by management.
- Authorized Use: Employees should only use or operate Company Property for which they have received proper training and authorization.
- Manufacturer's Instructions: Always operate equipment according to the manufacturer's instructions and established safety procedures. If unsure, ask your supervisor.
- Care and Maintenance: Employees are expected to treat all Company Property with care and respect, keeping it clean, well-maintained, and in good working order.

- Follow all cleaning and sanitation schedules for equipment and work areas.
- Report any damage, malfunction, defect, or need for repair of Company Property to your supervisor immediately. Do not attempt to repair equipment yourself unless trained and authorized to do so.
- Conserve supplies and ingredients, minimizing waste.
- Security: Employees are responsible for helping to secure Company Property against loss, theft, damage, or unauthorized use.
  - Lock doors and storage areas as required.
  - Do not leave valuable items or sensitive information unattended.
  - Be vigilant and report any suspicious activity to management.

#### **4. Specific Equipment and Technology Policies**

- Point of Sale (POS) System:
  - Only authorized employees may operate the POS system.
  - All sales transactions must be accurately recorded in the POS system.
  - Cash handling procedures must be strictly followed.
  - Do not share your POS login credentials.
- Computers and Internet Access:
  - Company computers and internet access are provided for business-related tasks.
  - Incidental personal use may be permitted during non-work time (e.g., breaks) but should not interfere with work, involve inappropriate content, or violate any company policies.
  - Do not download or install unauthorized software on company computers.
  - Adhere to all data security and confidentiality policies when using company computers and accessing company networks or data.
- Telephones:
 

Company telephones are primarily for business use. Personal calls should be kept brief and limited to essential communications or made during breaks.
- Company Vehicles:
  - Only authorized and licensed employees may operate company vehicles.
  - Company vehicles are to be used for business purposes only unless specifically authorized.
  - Drivers must adhere to all traffic laws, company safety rules, and maintain the vehicle in a clean and orderly condition. Report any accidents or maintenance needs immediately.

#### **5. Personal Property on Premises**

- While JL Patisserie may provide limited storage space (lockers, designated areas), the company is not responsible for the loss, theft, or damage of personal property brought onto company premises by employees (e.g., cell phones, purses, clothing, personal mugs).
- Employees are encouraged to secure their personal belongings and avoid bringing valuable items to work unnecessarily.

#### **6. Inspections and Searches**

- To ensure safety, security, and compliance with company policies, JL Patisserie reserves the right to inspect company-provided property such as lockers, desks,

equipment, and company vehicles, as well as any items brought onto company property, to the extent permitted by law.

- Employees should have no expectation of privacy in company-provided workspaces or equipment.
- Searches, if conducted, will be done in a reasonable and non-discriminatory manner.

## **7. Damage, Loss, or Misuse of Company Property**

- Employees may be held responsible for the cost of repair or replacement of Company Property that is damaged, lost, or destroyed due to their negligence, carelessness, or willful misconduct.
- Unauthorized use, misappropriation, or theft of Company Property is a serious offense and will result in disciplinary action, up to and including termination of employment, and may lead to legal action.

## **8. Return of Company Property**

- Upon termination of employment for any reason, or at any time upon request by management, employees must immediately return all Company Property in their possession or control.
- This includes, but is not limited to, keys, access cards, aprons, equipment, tools, documents, electronic files, and any other items belonging to JL Patisserie.
- Failure to return Company Property may result in deductions from the final paycheck (to the extent permitted by Arizona law) or other legal action to recover the property or its value.

This chapter serves to protect the assets of JL Patisserie and ensure all employees understand their responsibilities regarding the items entrusted to them for their work.

## **9. Reporting and Accountability**

- If you witness any damage to JL Patisserie property, whether accidental or intentional, report it to your supervisor immediately.
- The company will conduct a thorough investigation of any reported incidents to determine the appropriate course of action.

By respecting JL Patisserie property, we can ensure a pleasant and efficient working environment for everyone. For any questions or further clarification on this policy, please contact Human Resources.

## **10. Cash Handling and End-of-Day Procedure**

### **1. Purpose and Scope**

Accurate cash handling is essential for the financial integrity of JL Patisserie. This policy outlines the procedures for managing cash in the register, end-of-day reconciliation, and securing funds. This policy applies to all employees authorized to handle cash transactions and to Team Leaders/Managers responsible for overseeing cash procedures.

## 2. General Cash Handling Responsibilities

- All employees handling cash are expected to do so with accuracy and integrity.
- All employees have to check if bill is real.
- Care should be taken when making change to minimize errors.
- Report any concerns about cash handling, register malfunctions, or suspected discrepancies immediately to the Team Leader or Manager on duty.
- The cash drawer should be kept closed and locked when not in active use. Never leave an open cash drawer unattended.

## 3. End-of-Day Procedure (Effective as soon as we have safes installed)

The following procedure must be followed at the close of business each day:

- Responsibility: The Team Leader or Manager on duty is primarily responsible for overseeing and performing the end-of-day cash procedure.
- First step: count everything and report on cash drawer sheet,
- Cash Deposit: prepare envelope and only put following bills in the envelope: \$20, \$50, \$100; keep all coins and \$1, \$5, and \$10 dollar bills,
- Counting: Carefully count all bills put in the envelope and write the total on the envelope or the label,
- Close the envelope or close the bag,
- The Team Leader/Manager must clearly write the date, total cash amount enclosed, and their signature on the envelope.
- Securing the Deposit: The sealed deposit envelope or the bag must be immediately placed into the company safe by the Team Leader/Manager.

## 5. Cash Discrepancies (Shortages/Overages)

Due to multiple team members using the same cash register throughout the day, identifying the source of individual cash handling errors can be challenging.

Reporting: Any discrepancy (shortage or overage) between the counted cash and the POS system's expected cash total will be investigated.

Persistent or significant shortages may lead to further investigation and potential disciplinary action for the team or review of cash handling procedures.

Overages: If a cash overage occurs (i.e., the actual cash is more than expected), the overage amount will also be documented and included in the daily deposit.

## 6. Security

Access to the safe is restricted to authorized Team Leaders and Managers only.

Cash handling procedures may be subject to unannounced audits by management.

Employees must not make change for personal use from the register or use company funds for personal reasons.

## 7. Policy Acknowledgment

By continuing employment with JL Patisserie you acknowledge that you have read, understood, and agree to comply with this Cash Handling and End-of-Day policy. Non-compliance may result in disciplinary action, up to and including termination of employment.

## 9.27 – Workplace Violence Prevention

### 1. Policy Statement and Commitment

JL Patisserie is unequivocally committed to providing a safe and secure work environment for all employees, customers, and visitors, free from violence, threats, harassment, intimidation, and other disruptive behavior. We have a zero-tolerance policy for workplace violence, whether committed by employees, former employees, customers, vendors, or visitors.

All employees are expected to contribute to a safe working environment and to treat each other with dignity and respect. This policy applies to all conduct that occurs on JL Patisserie premises, during work-related activities off-site (e.g., deliveries, events), and any conduct outside of work that adversely affects the workplace or employee safety.

### 2. Definition of Workplace Violence

Workplace violence includes, but is not limited to, the following behaviors:

- **Physical Acts:** Hitting, slapping, pushing, kicking, punching, or any other form of physical assault or unwanted physical contact.
- **Threats:** Any oral or written expression, or symbolic gesture, that could be interpreted by a reasonable person as conveying an intent to cause physical harm to person or property. This includes direct threats, veiled threats, and conditional threats.
- **Intimidation:** Behavior that creates a reasonable fear of injury or a hostile environment, such as stalking, bullying, aggressive or menacing gestures, or intentionally destroying property.
- **Harassment:** Behavior that demeans, embarrasses, humiliates, or bullies an individual (refer also to our Anti-Harassment and Anti-Discrimination Policy, Section. Severe or pervasive harassment can be a form of workplace violence.
- **Possession of Weapons:** Bringing, possessing, or using firearms, explosives, knives (other than those required for specific, authorized culinary tasks and used safely), or any other dangerous weapons onto JL Patisserie property or to work-

related functions, except as expressly permitted by law and with prior authorization from your manager.

- **Domestic Violence Impacting the Workplace:** When domestic violence or its effects spill over into the workplace, such as through threats, stalking, or harassment of an employee at work.

### 3. Prohibited Conduct

All forms of workplace violence, as defined above, are strictly prohibited. This includes violence or threats directed at any individual, including coworkers, supervisors, subordinates, customers, vendors, or visitors.

### 4. Reporting Procedures – "See Something, Say Something"

The prevention of workplace violence requires the active participation of all employees.

**Immediate Danger:** If you witness or experience a situation involving workplace violence that poses an **immediate threat to safety, immediately contact 911** or local law enforcement. Once safe, also report the incident to Jenna Leurquin.

**Reporting Threats or Concerns:** Any employee who experiences, witnesses, or becomes aware of any act or threat of violence, potentially violent situation, concerning behavior, or violation of this policy must **immediately report it to:**

- Their direct supervisor or manager.
- Jenna Leurquin
- Reports can be made verbally or in writing. All reports will be taken seriously and investigated promptly and thoroughly.
- Do not assume that a situation is not serious enough to report or that someone else has already reported it. When in doubt, report it.

### 5. Investigation

JL Patisserie will promptly and thoroughly investigate all credible reports of workplace violence, threats, or concerning behavior. Investigations will be conducted as discreetly and confidentially as possible, consistent with a thorough investigation and legal requirements. All employees are expected to cooperate fully with any investigation.

### 6. No Retaliation

JL Patisserie strictly prohibits any form of retaliation against any individual who, in good faith, reports a concern about workplace violence, makes a complaint, or participates in an investigation. Retaliation is a serious violation of this policy and will result in disciplinary action.

### 7. Consequences of Violation

Any employee found to have violated this Workplace Violence Prevention policy will be subject to disciplinary action, up to and including immediate termination of employment. Such actions may also lead to criminal prosecution or civil liability.

Non-employees (e.g., customers, vendors) who engage in workplace violence may be removed from the premises, banned from future entry, and reported to law enforcement.

## **8. Support for Victims**

JL Patisserie is committed to supporting employees who are victims of workplace violence or domestic violence that impacts the workplace. This may include providing information on available resources such as local support services, or assistance in developing a safety plan. Employees experiencing domestic violence who have concerns about their safety at work are encouraged to speak with Jenna Leurquin.

## **9. Training and Awareness**

JL Patisserie may provide training and information to employees on recognizing and preventing workplace violence, as well as procedures for responding to violent incidents.

This policy is intended to help ensure a safe and secure environment for everyone at JL Patisserie. Your cooperation and vigilance are essential.

Thank you for your cooperation and commitment to a violence-free workplace.

## **9.28 - Weapons in the Workplace**

### **1. Policy Statement and Commitment**

JL Patisserie is committed to maintaining a safe and secure work environment for all employees, customers, and visitors. To support this commitment, and in accordance with our rights as a private property owner, JL Patisserie has established the following policy regarding weapons in the workplace.

### **2. Definition of "Weapon"**

For the purposes of this policy, "weapon" includes, but is not limited to:

- Firearms (e.g., handguns, rifles, shotguns, stun guns, tasers, BB guns, pellet guns, etc.), whether loaded or unloaded.
- Ammunition and explosive devices or materials.
- Knives with blades longer than 3 inches (excluding culinary knives essential for and used exclusively in assigned food preparation duties by authorized personnel and handled in a safe and appropriate manner).
- Martial arts weapons (e.g., nunchaku, throwing stars).
- Clubs, batons, brass knuckles, or similar items.
- Bows and arrows, crossbows.
- Pepper spray or mace (unless carried for personal protection in a manner consistent with state law and not used irresponsibly or aggressively on company property).
- Any other object designed or used to inflict harm or intimidate others.

### **3. Prohibition of Weapons on Company Property**

- Except as expressly permitted by this policy (see Section 4), all employees, customers, vendors, and visitors are **strictly prohibited** from bringing, possessing, carrying, storing, transferring, selling, or using any weapon, concealed or otherwise, onto or in any JL Patisserie property.
- "Company Property" includes, but is not limited to:
  - The interior of all JL Patisserie buildings (including kitchen, retail areas, offices, restrooms, storage areas, break rooms).
  - Company-owned or leased vehicles.
  - Company parking lots and walkways directly adjacent to the building.
  - Any location where JL Patisserie business is being conducted (e.g., off-site catering events, farmers' markets booths organized by the bakery).

#### 4. Exceptions

- **Law Enforcement Officers:** Sworn federal, state, or local law enforcement officers acting in their official capacity are permitted to carry service weapons on company property.
- **Culinary Knives:** Knives that are essential tools for specific, authorized culinary job duties (e.g., chef's knives, paring knives used by bakers and kitchen staff) are permitted but must be used, stored, and handled safely and exclusively for their intended work purpose. They are not to be carried outside of work areas or used as weapons.
- **Securely Stored Firearms in Personal Vehicles (Arizona Law Consideration):** In accordance with Arizona law (A.R.S. § 12-781), employees who are legally permitted to possess a firearm may keep a lawfully possessed firearm in their locked, privately owned motor vehicle that is parked in a JL Patisserie parking lot, provided the firearm is not visible from outside the motor vehicle. However, such firearms **may not be removed from the vehicle or brought into any JL Patisserie building or onto other company property** unless the individual is an authorized law enforcement officer as described above. JL Patisserie assumes no liability for the theft of or damage to firearms stored in personal vehicles on its property.
- **Other Specific Written Authorization:** Any other exception to this policy must be expressly authorized in writing by Jenna Leurquin and will be considered on a case-by-case basis for legitimate and specific security or business needs (e.g., licensed armored car personnel).

#### 5. Reporting a Weapon on Company Property

- Employees who observe or become aware of any weapon on company property in violation of this policy, or who feel threatened by the presence of a weapon, must **immediately report** the situation to their direct supervisor, Jenna Leurquin, or, if there is an immediate threat of violence, to 911 or local law enforcement first, followed by a report to management once safe.
- Do not attempt to confront an individual with a weapon or to disarm them. Prioritize your safety and the safety of others.

## **6. No Retaliation**

JL Patisserie prohibits retaliation against any employee who, in good faith, reports a violation or suspected violation of this Weapons in the Workplace Policy.

## **7. Searches**

JL Patisserie reserves the right to conduct searches of company property (e.g., lockers, desks, work areas) and personal items brought onto company property (e.g., bags, backpacks, containers) if there is a reasonable suspicion that this policy is being violated, to the extent permitted by law. Searches will be conducted in a fair and consistent manner. Refusal to cooperate with a search may lead to disciplinary action.

## **8. Consequences of Violation**

- Any employee who violates this Weapons in the Workplace Policy will be subject to disciplinary action, up to and including immediate termination of employment.
- Violations may also be reported to law enforcement, potentially leading to criminal charges.
- Non-employees (e.g., customers, vendors) who violate this policy will be asked to remove the weapon from the premises or leave the property. Failure to comply may result in law enforcement being called.

This policy is in place to ensure the safety and security of everyone associated with JL Patisserie. Your full cooperation is expected and appreciated.

## **Support and Resources**

- **Employee Assistance Program (EAP):** Employees affected by concerns related to weapons can access confidential counseling and support services through our Employee Assistance Program.
- **Resources:** Additional resources and support materials are available from the HR Department to help employees understand and comply with the weapons policy.

Thank you for your cooperation and commitment to a weapons-free workplace.

## **9.29 - Parking**

### **1. Purpose**

This policy outlines the parking regulations for employees at JL Patisserie. The purpose of this policy is to ensure sufficient and convenient parking for our valued customers, maintain an orderly and safe parking area, and provide clear guidelines for employee parking. Your cooperation is essential.

### **2. Customer Parking Priority**

- Providing easily accessible parking for our customers is a top priority for JL Patisserie.
- Therefore, employees are **strictly prohibited** from parking their personal vehicles in the parking spaces located directly in **front of the bakery/storefront** or in any areas clearly designated or understood to be **primary customer parking areas** during business hours or their scheduled work shifts.
- These prime parking spaces must remain available for customer use.

### 3. Designated Employee Parking Areas

- Employees are required to park their personal vehicles in designated employee parking areas as instructed by management.
- If the designated employee parking areas are full, please consult with your supervisor for alternative parking instructions. Do not park in prohibited customer areas.

### 4. General Parking Regulations

- Park your vehicle within designated parking space lines. Do not block driveways, loading zones, fire lanes, pedestrian walkways, or other vehicles.
- Drive slowly and cautiously in all parking areas, being mindful of pedestrians and other vehicles.
- Lock your vehicle and secure any valuables. JL Patisserie is **not responsible for any theft, loss, or damage** to employee vehicles or their contents while parked on or near company property. Parking is at the employee's own risk.
- Overnight parking is generally not permitted unless specifically authorized by management for a valid business reason.
- Do not use parking areas for vehicle maintenance or repairs (e.g., oil changes).

### 5. Parking for Employees with Disabilities

- Employees with valid state-issued disability parking permits may park in designated accessible parking spaces, provided such spaces are available. If designated employee parking does not offer accessible options convenient to the employee's needs, please discuss alternative arrangements with Jenna Leurquin to explore reasonable accommodations.

### 6. Temporary Parking Needs (e.g., Deliveries for Work)

- If an employee needs to temporarily park closer to an entrance for a work-related reason (e.g., loading/unloading heavy items for the bakery), they must first obtain permission from their supervisor and move their vehicle to a designated employee parking spot as soon as the task is completed.

### 7. Consequences of Violation

- Failure to adhere to this Parking Policy may result in:

- A verbal warning.
- A written warning.
- Employees may be required to move their vehicle immediately if parked in a prohibited area.
- Repeated violations or refusal to comply may lead to further disciplinary action, up to and including termination of employment.

We appreciate your understanding and cooperation in following these parking guidelines to ensure a positive experience for our customers and a well-managed parking environment. If you have any questions about parking, please speak with your supervisor.

## **9.30 - Gambling in the Workplace**

### **1. Policy Statement**

JL Patisserie prohibits gambling activities on company premises, during work hours, or using company resources. This policy is in place to maintain a productive, professional, and distraction-free work environment, prevent potential conflicts or disruptions, and ensure compliance with applicable laws.

### **2. Definition of Gambling**

For the purposes of this policy, "gambling" includes, but is not limited to:

- Playing games of chance for money or other things of value (e.g., card games like poker, dice games).
- Operating or participating in betting pools (e.g., sports pools, office pools for events) where money or items of value are wagered, unless expressly authorized by JL Patisserie management for a specific, company-sanctioned social event and conducted in compliance with all applicable laws.
- Lottery ticket pools organized or actively promoted on company time or premises where significant time is spent managing them or pressure is put on others to participate.
- Online gambling or betting using company computers, networks, or during work hours.
- Any other activity that involves risking money or something of value on an uncertain outcome with the hope of winning a prize.

### **3. Prohibited Activities**

- Employees are prohibited from engaging in any form of gambling, as defined above, on JL Patisserie premises at any time.
- Employees are prohibited from engaging in gambling activities during their paid work hours, regardless of location (including remote work).

- Company resources, including but not limited to computers, internet access, telephones, email systems, and company time, may not be used for gambling-related activities.

#### 4. Exceptions (Limited and Specific)

- **Occasional, Voluntary, and De Minimis Social Activities:** Exceptionally, minor, voluntary, and casual social activities that might technically involve a small element of chance but are primarily for social team building (e.g., a small, informal pot for a birthday celebration where participation is entirely voluntary and the amounts are trivial, or a company-organized raffle for charity where tickets are sold) may be permissible *only if*:
  - They do not involve significant amounts of money or items of value.
  - Participation is entirely voluntary and no employee feels pressured to participate.
  - They do not disrupt work or productivity.
  - They are infrequent and not a regular occurrence.
  - They comply with all applicable laws.
  - Such activities should be cleared with your manager if there is any doubt about their appropriateness.
- This exception does **not** extend to organized sports betting pools, regular card games for money, or online gambling.

#### 5. Problem Gambling and Support

JL patisserie recognizes that problem gambling can be a serious issue. While this policy prohibits gambling in the workplace, employees who believe they or a colleague may be struggling with a gambling problem are encouraged to seek confidential assistance. Resources may include:

- The National Council on Problem Gambling Helpline: 1-800-522-4700
- Arizona-specific problem gambling resources, e.g., "The Arizona Council on Compulsive Gambling"

#### 6. Consequences of Violation

- Engaging in prohibited gambling activities in violation of this policy may result in disciplinary action, up to and including termination of employment.
- The severity of the disciplinary action will depend on the nature and circumstances of the violation.

### 9.31 - Conflicts of Interest

#### 1. Policy Statement and Purpose

Employees of JL Patisserie have an obligation to conduct business activities with undivided

loyalty to the company and to avoid any situation that could present a conflict, or the appearance of a conflict, between their personal interests and the interests of JL Patisserie. This policy is established to provide guidance on identifying, disclosing, and managing potential or actual conflicts of interest to ensure that business decisions are made in the best interest of JL Patisserie.

## **2. Definition of Conflict of Interest**

A conflict of interest exists when an employee's private interests interfere, or appear to interfere, in any way with the interests of JL Patisserie as a whole. This can include situations where an employee, or a member of their immediate family, receives improper personal benefits as a result of their position with JL Patisserie.

"Immediate family" typically includes an employee's spouse, domestic partner, parents, children, siblings, and members of the same household.

## **3. Examples of Potential Conflicts of Interest**

The following are examples of situations that may create a conflict of interest. This list is not exhaustive, and employees should use good judgment in evaluating any situation:

- **Outside Employment or Business Ventures:**
  - Engaging in outside employment, consulting, or business ventures that compete directly with JL Patisserie.
  - Performing outside work that interferes with the employee's job performance, attendance, or ability to fulfill their responsibilities at JL Patisserie.
  - Using JL Patisserie's time, resources, equipment, confidential information, or proprietary formulas for any outside employment or business venture.
- **Financial Interests:**
  - Having a significant financial interest (e.g., ownership, investment) in a company that is a competitor, supplier, or customer of JL Patisserie, if this interest could influence the employee's decisions on behalf of JL Patisserie.
  - Borrowing money from or lending money to customers, suppliers, or competitors (excluding recognized financial institutions).
- **Gifts, Gratuities, and Entertainment:**
  - Accepting or offering gifts, gratuities, favors, or entertainment from or to customers, suppliers, or competitors that are more than nominal in value or could be perceived as influencing business decisions.
- **Personal Relationships:**
  - Having a direct supervisory or reporting relationship with an immediate family member or someone with whom the employee has a close personal or romantic relationship, where such a relationship could affect objectivity in employment decisions (e.g., hiring, promotion, performance reviews, compensation).

- Favoring friends or relatives in business dealings (e.g., awarding contracts to a company owned by a family member without proper due diligence).
- **Use of Company Information or Assets:**
  - Using confidential company information (e.g., recipes, customer lists, financial data, business plans) for personal gain or for the benefit of an outside party.
  - Using company assets, property, or resources for personal benefit or for an outside business interest without authorization.
- **Serving on Boards or as an Advisor:**
  - Serving as a director, officer, employee, or consultant for an outside company that is a competitor, supplier, or customer of JL Patisserie without prior disclosure and approval.

#### **4. Duty to Disclose Potential Conflicts**

- Employees have a responsibility to promptly and fully disclose any actual or potential conflict of interest, or any situation that might reasonably be perceived as a conflict of interest, to their direct supervisor or Jenna Leurquin.
- Disclosure should be made as soon as the employee becomes aware of the potential conflict and before any transaction or decision related to the matter is made.
- When in doubt, it is always best to disclose the situation. Failure to disclose a known conflict of interest is a violation of this policy.

#### **5. Managing Approved Conflicts**

- If a disclosed situation is determined to present a conflict of interest, JL Patisserie management will work with the employee to determine an appropriate way to manage, mitigate, or eliminate the conflict. This may include recusal from certain decisions, reassignment of duties, divestment of conflicting interests, or other appropriate measures.
- Not all disclosed situations will necessarily prohibit an employee from continuing their involvement, provided the conflict can be managed appropriately and in the best interest of JL Patisserie.

#### **6. Gifts, Gratuities, and Entertainment**

- Employees should not solicit gifts, gratuities, or entertainment from customers, suppliers, or competitors.
- Employees may accept unsolicited, modest gifts or entertainment of nominal value or items of a promotional nature like pens or calendars that are customary in business relationships, provided they are not intended to, and do not appear to, influence business decisions.
- Gifts of cash or cash equivalents (e.g., gift cards that are easily converted to cash) are generally prohibited, regardless of value.
- Offering gifts or entertainment to external parties must also be reasonable, customary, and not intended to improperly influence a business decision, and must comply with any applicable laws.

- If you are offered or wish to offer a gift or entertainment that may fall outside these guidelines, you must discuss it with your supervisor or Jenna Leurquin for approval beforehand.

## **7. Consequences of Violation**

- Violations of this Conflict of Interest policy, including failure to disclose a potential conflict or engaging in prohibited activities, may result in disciplinary action, up to and including termination of employment.
- In some cases, violations may also have legal consequences for the employee and JL Patisserie.

Maintaining high ethical standards and avoiding conflicts of interest are essential for the integrity and reputation of JL Patisserie. Your cooperation in upholding this policy is expected.

If employees have any question whether a situation is a conflict of interest, discuss the matter with your manager. If there is disagreement, refer the matter to Jenna Leurquin for a final determination.

## **9.32 – Smoking and vaping**

The purpose of this policy is to maintain a healthy and pleasant environment for all employees and customers by regulating smoking activities.

### **1. Policy Statement and Purpose**

JL Patisserie is committed to providing a safe, healthy, and comfortable work environment for all employees and a pleasant experience for our customers. This policy outlines the rules regarding smoking, including the use of traditional tobacco products (cigarettes, cigars, pipes), and the use of electronic smoking devices (e.g., e-cigarettes, vapes, vape pens, personal vaporizers, and any other nicotine delivery systems or similar devices, collectively referred to as "vaping").

This policy is designed to:

- Comply with the Smoke-Free Arizona Act and any other applicable federal, state, or local laws and ordinances.
- Protect employees and customers from exposure to secondhand smoke and vapor.
- Maintain the cleanliness and hygiene of our premises, particularly in food preparation and service areas.
- Minimize fire hazards.

## 2. Prohibited Areas – Indoors

Smoking and vaping are **strictly prohibited inside all JL Patisserie buildings and enclosed workspaces** at all times. This includes, but is not limited to:

- Kitchen and baking areas
- Food storage and preparation areas
- Retail and customer service areas
- Dining areas
- Offices
- Restrooms
- Break rooms
- Hallways and stairwells
- Storage rooms and closets
- Loading docks (if enclosed)

## 3. Prohibited Areas – Outdoors Near Building

Smoking and vaping are also prohibited within **20** feet of all:

- Entrances and exits to JL Patisserie buildings.
- Openable windows.
- Ventilation intakes and air conditioning units.  
This is to prevent smoke and vapor from entering the building and affecting indoor air quality.

## 4. Designated Smoking/Vaping Areas

JL Patisserie does **not** provide a designated smoking or vaping area on its property. Employees who wish to smoke or vape must do so entirely off company premises and must adhere to the distance requirements from entrances/exits as stated above, as well as any public ordinances.

## 5. During Work Hours and Breaks

- Employees may only smoke or vape during their scheduled, **unpaid breaks** (refer to Break and Meal Period Policy).
- Smoking or vaping must occur **off company premises** (if no designated area is provided) or **only within the officially designated outdoor smoking/vaping area** (if one is provided).
- Short, unscheduled "smoke breaks" or "vape breaks" during paid work time are **not permitted** as they disrupt workflow, impact productivity, and are not considered paid time.
- Upon returning to work after smoking or vaping, employees must take measures to ensure that the odor of smoke or vapor is not present on their person or clothing, especially when working in food preparation/service areas or interacting directly

with customers. This may include washing hands, using breath mints (not gum while handling food), or other appropriate steps.

## **6. Customer Areas**

Smoking and vaping are strictly prohibited in all indoor and outdoor areas accessible to or used by customers, including any outdoor seating areas managed by JL Patisserie, unless a specific outdoor area is legally designated, clearly marked, and physically separated for smoking/vaping in full compliance with all applicable laws.

## **7. Company Vehicles**

Smoking and vaping are strictly prohibited in all vehicles owned, leased, or rented by JL Patisserie.

## **8. Health Considerations and Respect for Others**

- This policy is in place for the health and comfort of all individuals. Please be considerate of non-smokers and non-vapers.
- Even in designated outdoor areas (if provided), ensure that smoke or vapor does not drift into non-smoking areas or affect others.

## **9. Cessation Assistance**

JL Patisserie encourages employees who wish to quit smoking or vaping to seek assistance. Resources may include:

- The Arizona Smokers' Helpline (ASHLine) or similar state-sponsored programs.
- National resources like 1-800-QUIT-NOW or [smokefree.gov](http://smokefree.gov).

## **10. Consequences of Violation**

Violations of this Smoking and Vaping Policy may result in disciplinary action, up to and including termination of employment. This includes smoking or vaping in prohibited areas, outside of permitted break times, or failing to adhere to cleanliness and consideration standards.

We appreciate your full cooperation in maintaining a healthy, safe, and pleasant environment at JL Patisserie.

## 9.33 - Drug and Alcohol-Free Workplace / Substance Abuse Policy

### 1. Policy Statement and Commitment

JL Patisserie is committed to providing a safe, healthy, productive, and drug-free and alcohol-free work environment for all employees. The unlawful manufacture, distribution, dispensation, possession, sale, or use of controlled substances or alcohol in the workplace is strictly prohibited. Being under the influence of alcohol, illegal drugs, or impairing substances (including misuse of prescription or over-the-counter medication) while on duty is also strictly prohibited.

This policy is in place to protect the safety and well-being of our employees, customers, and visitors; maintain product quality and integrity; ensure operational efficiency; and comply with applicable laws.

### 2. Scope

This policy applies to all employees of JL Patisserie. It covers conduct on company premises, in company vehicles, while performing company business at any location, and any off-duty conduct that adversely affects an employee's job performance, the safety of others, or JL Patisserie's legitimate business interests and reputation. "Company premises" includes all property owned, leased, or controlled by JL Patisserie, including parking lots.

### 3. Prohibited Substances and Conduct

The following are strictly prohibited:

- **Illegal Drugs:** The use, possession, sale, purchase, transfer, manufacture, or distribution of illegal drugs or controlled substances (as defined by federal or state law) by employees.
- **Alcohol:**
  - Being under the influence of alcohol while on duty, performing company business, or on company premises.
  - The consumption of alcohol on company premises or during work hours, except for specifically authorized company-sanctioned events where alcohol consumption is permitted by management, and even then, responsible consumption is required and impairment is not tolerated.
  - The possession of open containers of alcohol or the unauthorized storage of alcohol on company premises or in company vehicles.
- **Impairment:** Reporting to work or working while impaired by alcohol, illegal drugs, or any other substance (including lawfully prescribed medications or over-the-counter drugs if they impair the employee's ability to perform their job safely and effectively).
- **Misuse of Prescription or Over-the-Counter (OTC) Medications:** The use of any prescription or OTC medication in a manner inconsistent with its prescribed or

- recommended dosage, or its use by an individual for whom it was not prescribed, if such use results in impairment on the job.
- **Drug Paraphernalia:** The possession, sale, or use of drug paraphernalia.

#### 4. Prescription and Over-the-Counter (OTC) Medications

Employees are responsible for ensuring that their use of any legally prescribed medication or over-the-counter drug does not impair their ability to perform their job duties safely and effectively.

If an employee is taking a prescribed or OTC medication that may cause impairment or affect their ability to perform their job safely (e.g., cause drowsiness, affect coordination or judgment), they **must notify their supervisor or Jenna Leurquin before starting work.**

JL Patisserie may need to assess whether a temporary modification of duties or other reasonable accommodation is necessary and possible to ensure safety. A doctor's note confirming fitness for duty or outlining any necessary restrictions may be required.

This policy does not prohibit the proper use of lawfully prescribed medication as directed by a physician. However, impairment from such medication while on duty is prohibited.

#### 5. Marijuana (Arizona Specific Consideration)

- While Arizona law permits the medical use of marijuana under certain conditions and the recreational use of marijuana for adults, **JL Patisserie maintains a drug-free workplace policy.**
- The use, possession, distribution, or being under the influence of marijuana (including THC products) **on company premises, during work hours, or while performing company business is strictly prohibited**, regardless of whether its use is medically authorized or otherwise legal under state law.
- Federal law still classifies marijuana as a Schedule I controlled substance. As such, impairment by marijuana in the workplace is not permitted and can affect an employee's ability to perform their job safely and effectively, particularly in a food production and customer service environment.
- JL Patisserie reserves the right to take disciplinary action for violations of this policy related to marijuana, consistent with its approach to other prohibited substances.

#### 6. Drug and Alcohol Testing

##### I. Employee and Applicant Drug and Alcohol Testing

To promote a safe and productive workplace, JL Patisserie reserves the right to conduct the following types of Drug and Alcohol test for all employees:

- A. Pre-Employment
- B. Reasonable Suspicion
- C. Random
- D. Post-accident
- E. Return-to-Duty/Follow-up Testing

## II. Categories of Employee Substance Testing

### A. Pre-Employment Testing:

- All persons seeking employment with JL Patisserie might undergo post-offer, pre-employment drug testing. Applicants will be informed that as a condition of employment they must pass a drug-screening test.
- Applicants who test positive will be notified that they have not met the standards for employment and will be informed they can have the confirmed positive test re-tested by a government certified lab selected by the applicant.

### B. Reasonable Suspicion Testing:

An employee will be asked to submit to drug and alcohol testing when JL Patisserie reasonably suspects the employee is impaired or has used illegal drugs.

1. Reasonable suspicion testing may result from one of the following examples, and is not limited to the following:

- a) Specific, personal and articulable observations concerning the appearance, behavior, speech or performance of the employee.
- b) Violation of a safety rule, or other unsafe work incident, which, after further investigation of the employee's behavior, leads the supervisor/ manager to believe that the employee is functioning, is impaired.
- c) Other physical, circumstantial or contemporaneous indicators of impairment.

2. When a supervisor/manager has reasonable suspicion to request testing, the supervisor/manager will arrange to transport the employee to the collection site and will arrange for the employee's transport home.

3. JL Patisserie will place the employee on a paid/unpaid leave pending the receipt of drug testing. JL Patisserie will pay the employee for the leave when test result is negative and not pay the employee for the leave when test is positive.

### C. Random Testing:

Except on work sites prohibited by state or local statute or ordinances, all employees will be subject to drug and alcohol testing at any time on a random basis as a term and condition of continuing employment.

Random testing will be spread reasonably throughout the year and will be unannounced to ensure that no employee receives advanced knowledge of the time of testing. All employees will have an equal chance of being selected each time a random selection is made.

### Post-accident Testing:

An employee must submit to a drug and alcohol test after an on the job accident, including workplace injuries.

1. An accident for purposes of this policy is defined as an incident or occurrence in which:

- a) A person dies or requires medical treatment.
- b) Property damage is estimated at greater than \$250.
- c) The accident involves use of a JL Patisserie vehicle.
- d) The accident involves an employee in a personal vehicle accident while on the job.

2. An employee who is involved in an accident must immediately report the accident to his/her supervisor/manager.
3. When a supervisor/manager observes or is notified of an accident as defined in #1 above, the supervisor/manager will initiate drug and alcohol testing. The supervisor/manager will order the employee to submit to a urine and/or breath test. The supervisor/manager will arrange to transport the employee to the collection site and will arrange for the employee's transport home.
4. JL Patisserie will place the employee on a paid leave pending the receipt of drug testing. JL Patisserie will pay the employee for the leave when test result is negative and not pay the employee for the leave when test is positive.

D. Return to Duty/Follow-up Testing

III. **The Kinds of Substances Tested for Will Include the Following Substances or Their Metabolites**

- A. Marijuana
- B. Cocaine
- C. Opiates
- D. Phencyclidine (PCP)
- E. Amphetamines
- F. Alcohol

If JL Patisserie elects to allow an employee to return to work following a positive test result, the employee must first pass a drug and alcohol test and subsequently submit to a program of unannounced testing for a period of not more than 12 months from the date of return to duty.

**Authorization:** The decision to require a reasonable suspicion or post-accident test will be made by Supervisor in consultation with Human Resources or Jenna Leurquin. Pre-employment testing is part of the standard hiring process for applicable positions.

**Testing Procedure:**

All drug and alcohol testing will be conducted by a certified, independent laboratory or medical facility chosen by JL Patisserie. Our drug testing vendor, Impact Employee Solutions (IES), automatically chooses the closest location to an employee's home address once their tests have been ordered. That way, they always have a convenient trip to the testing facility.

Testing will be conducted in a manner that ensures employee privacy and accuracy of results, including adherence to chain-of-custody procedures.

Employees will be required to provide a urine, breath, saliva, or other specimen as determined by the testing facility and applicable law for the substances being tested.

A Medical Review Officer (MRO), who is a licensed physician, may review positive test results to determine if there is a legitimate medical explanation for the result before it is reported to the company as positive. Employees will have an opportunity to speak with the MRO.

### **Actions While Awaiting Test Results:**

In cases of reasonable suspicion testing or post-accident testing where impairment is suspected, the employee will typically be removed from performing their duties and sent home pending the results of the test.

### **Pay Status During Post-Incident or Reasonable Suspicion Testing**

In the event an employee is required to submit to drug or alcohol testing based on reasonable suspicion or post-accident circumstances, they will be placed on paid administrative leave pending the receipt of the test results. The handling of this pay is dependent on the test outcome and the employee's pay status classification.

- For Non-Exempt (Hourly) Employees: If the test result is negative, the employee will be returned to work and will retain the wages paid during the administrative leave. If the test result is positive, this is a violation of company policy. The paid administrative leave will be retroactively converted to an unpaid disciplinary suspension. Consequently, any wages paid to the employee for the leave period will be deducted from their final paycheck.
- For Exempt (Salaried) Employees: A positive test result constitutes a violation of a major company safety rule. In accordance with federal and state wage laws, no deductions will be made from an exempt employee's salary for the work week in which the administrative leave occurred. However, a positive test result will lead to immediate disciplinary action, up to and including termination of employment.

### **Transportation from Work/Testing Site:**

If an employee is suspected of being impaired by drugs or alcohol, or if they are being sent for a drug/alcohol test based on reasonable suspicion or after an accident where impairment is a concern, they will NOT be permitted to drive themselves from the workplace or the testing facility.

JL Patisserie will arrange and pay for appropriate transportation (e.g., taxi, rideshare service, or arrange for a family member to pick them up) to their home or another safe location, and if applicable, to and from the testing facility.

This measure is taken for the safety of the employee and the public.

### **Consequences of Policy Violations**

- Positive Test Result: A confirmed positive test result for illegal drugs, or for alcohol at or above a prohibited level may result in disciplinary action, up to and including immediate termination of employment.
- Refusal to Test: Refusal to submit to a drug or alcohol test when required under this policy, including failure to provide an adequate specimen without a valid medical explanation, or attempting to adulterate, substitute, or tamper with a test specimen, will be treated as a positive test result and may result in disciplinary action, up to and including immediate termination of employment.
- Other Violations: Violations of other provisions of this policy (e.g., sale of drugs on company property) will also result in disciplinary action, up to and including termination.

### **Confidentiality**

All information, interviews, reports, and test results related to drug and alcohol testing are confidential and will be handled in accordance with applicable privacy laws. Information will be shared only with those company personnel who have a legitimate, job-related need to know.

### **Employee Assistance**

JL Patisserie encourages employees who may have a substance abuse problem to seek assistance. Seeking help will not excuse policy violations but may be considered in determining appropriate action.

### **Legal Compliance**

This policy will be administered in compliance with all applicable federal, state, and local laws. This policy does not create a contract of employment. JL Patisserie reserves the right to modify this policy.

### **Searches**

Consistent with our policy on workplace searches, JL Patisserie reserves the right to conduct searches of company property and personal belongings brought onto company premises if there is a reasonable suspicion of a violation of this Substance Abuse Policy, to the extent permitted by law.

### **At-Will Employment**

Nothing in this policy is to be construed to prohibit JL Patisserie from maintaining a safe and secure work environment or to limit its right to impose disciplinary actions, as it may deem appropriate for reasons of misconduct or poor performance, regardless of whether the misconduct or poor performance arises out of the use of alcohol and/or drugs. Such disciplinary actions may include termination of employment. Employment is at-will and subject to termination by JL Patisserie or the employee at any time, with or without notice and with or without cause.

### **A special note about our customers consuming alcohol and drugs on our premises:**

If customers use drugs on our Terrace/Premises: You are not responsible for their decision to use drugs.

However, you are responsible for how you respond once you become aware of it and for taking reasonable steps to prevent our premises from becoming known as a place where such activity is tolerated.

If you knowingly allow illegal drug use to continue on JL Patisserie premises without taking action, our liability could increase significantly. It could also lead to issues with your business license, lease, or insurance.

What should you do?

- Prioritize Safety: safety is paramount. You should not engage in confrontations that could put you at risk.
- Do not directly accuse or confront aggressively.

- If safe to do so, a manager might politely inform the individuals that such activity is not permitted on the premises and ask them to leave.
- If they refuse, or if staff feel unsafe, you should disengage and immediately call the police or your local security service. Provide a description of the individuals and their location.
- Documentation: Keep an internal incident report of what happened, when, who was involved (if known), and what actions were taken.

#### Finding a Discarded Needle (e.g., in the Restroom)

This is a significant health and safety hazard due to the risk of needlestick injuries and bloodborne pathogens.

You are not responsible for someone discarding a needle.

What should you do ?

**IMMEDIATE ACTION - SAFETY FIRST:**

**DO NOT TOUCH THE NEEDLE WITH BARE HANDS.**

- **Secure the Area:** Immediately prevent anyone else from entering the restroom or area where the needle is found. If it's in a restroom stall, lock it if possible or put up a sign ("Temporarily Out of Order - Do Not Enter").
- **Alert Management Immediately.**
- **Safe Disposal:** Ideally, only trained personnel should handle sharps.
- **Required Equipment:** Puncture-proof gloves (heavy-duty, not thin latex).
- **Tongs, forceps, or pliers** (to pick up the needle without touching it directly).
- **A designated, puncture-proof, sealable sharps container** (specifically designed for medical waste, often red or yellow, with a biohazard symbol).

**Procedure:**

- Put on gloves.
- Using the tongs/forceps, carefully pick up the needle, keeping the sharp end away from your body.
- Place the needle, sharp end first, into the sharps container. Do not try to recap, bend, or break the needle.

- Securely close the sharps container.
- Remove gloves carefully and wash hands thoroughly with soap and water.
- Store the sharps container in a secure location until it can be disposed of according to local health regulations (often through a medical waste disposal service or local health department program).

If Untrained/Unequipped: Do not attempt to remove it yourself.

- Secure the area.
- Contact your local health department, police non-emergency line, or a specialized biohazard cleanup service for guidance or assistance. They may have resources or protocols for safe removal.
- Cleaning: After the needle is safely removed, the area should be thoroughly cleaned and disinfected with a bleach solution or appropriate disinfectant, by staff wearing protective gloves.
- Incident Report: Document the finding and disposal.

## **9.34 - Outside Employment**

### **1. Policy Statement**

JL Patisserie recognizes that employees may choose to engage in employment outside of their work hours with JL Patisserie ("Outside Employment"). While JL Patisserie generally does not prohibit Outside Employment, it is expected that such employment will not interfere with an employee's job performance, attendance, or ability to fulfill their responsibilities at JL Patisserie, nor create a conflict of interest.

An employee's position with JL Patisserie is considered their primary employment responsibility.

### **2. No Interference with JL Patisserie Job Performance**

- Outside Employment must not, in any way, adversely affect an employee's performance of their duties at JL Patisserie. This includes, but is not limited to:
  - Causing tardiness or absenteeism from scheduled shifts at JL Patisserie.
  - Leading to fatigue that impairs the employee's ability to work safely, effectively, or provide good customer service at JL Patisserie.
  - Diminishing the employee's overall productivity or quality of work at JL Patisserie.

- Interfering with the employee's availability for their scheduled shifts or required overtime at JL Patisserie (if applicable and communicated with reasonable notice).

### 3. No Conflict of Interest

- Outside Employment must not create a conflict of interest, or the appearance of a conflict of interest, with JL Patisserie. (Refer also to Chapter Conflict of Interest).
- This includes, but is not limited to:
  - Working for a direct competitor of JL Patisserie (e.g., another local bakery, café, or food service establishment specializing in similar products) if such employment could lead to the disclosure or misuse of JL Patisserie's confidential information (including recipes), trade secrets, customer lists, or business strategies.
  - Engaging in Outside Employment that could negatively impact JL Patisserie's reputation or business relationships.
  - Soliciting JL Patisserie customers or employees for the benefit of the Outside Employment.

### 4. Use of Company Resources and Time

- Employees are strictly prohibited from using JL Patisserie's time, resources, equipment, supplies, confidential information, or facilities for any Outside Employment.
- Outside Employment activities must be conducted entirely outside of the employee's scheduled work hours for JL Patisserie.

### 5. Disclosure of Potential Conflicts

- While employees are not generally required to disclose all Outside Employment, if an employee believes that their Outside Employment *could potentially* create a conflict of interest as described in Section 3, or could reasonably be perceived as such, they are **strongly encouraged to discuss the situation with their direct supervisor or Jenna Leurquin** in advance.
- This allows JL Patisserie and the employee to proactively address any potential issues.
- JL Patisserie may require disclosure if there is a reasonable belief that Outside Employment is impacting job performance or creating a conflict.

### 6. No Effect on JL Patisserie Employment Status

- Engaging in Outside Employment does not alter an employee's at-will employment status with JL Patisserie.
- JL Patisserie's policies, work rules, and performance expectations continue to apply.

## 7. Consequences of Violation

- If an employee's Outside Employment is found to interfere with their job performance at JL Patisserie, create a conflict of interest, or violate any aspect of this policy, the employee may be required to discontinue the Outside Employment or make adjustments to ensure compliance.
- Failure to address such issues or continued violation of this policy may result in disciplinary action, up to and including termination of employment with JL Patisserie.

JL Patisserie trusts its employees to use good judgment regarding Outside Employment. If you have any questions about this policy or a potential situation, please speak with your supervisor or Jenna Leurquin.

### 9.35 - Theft and Dishonesty

The purpose of this policy is to maintain a trustworthy and secure workplace by clearly outlining the expectations and consequences regarding theft.

#### 1. Policy Statement and Zero Tolerance

JL Patisserie maintains a strict **zero-tolerance policy** regarding theft, fraud, and any other form of dishonest conduct by employees. Honesty and integrity are fundamental expectations for all individuals associated with our bakery. Theft in any form undermines trust, harms the business, and negatively impacts all employees.

Any employee found to have engaged in theft or dishonest acts will be subject to disciplinary action, up to and including immediate termination of employment, and may also face criminal prosecution and/or civil action to recover losses.

JL Patisserie will take measures to prevent theft, including implementing security protocols and conducting regular audits of company assets.

#### 2. Definition of Theft and Dishonest Acts

For the purposes of this policy, theft and dishonest acts include, but are not limited to:

- **Unauthorized Taking of Company Property:**
  - Stealing cash from registers, safes, or deposits.
  - Stealing or misappropriating company funds or financial assets.
  - Unauthorized removal or personal use of company products (e.g., baked goods, ingredients, beverages) without payment or explicit authorization under a specific company benefit (like the Employee Beverage Policy).
  - Unauthorized removal or personal use of company supplies, equipment, tools, uniforms, or any other physical assets.
- **Fraudulent Activities:**
  - Falsifying time records (e.g., "buddy punching," recording time not actually worked).

- Falsifying expense reports or other company records for personal gain.
- Misusing employee discounts or complimentary item policies.
- Processing fraudulent refunds or voids.
- Intentionally undercharging or giving away products without authorization.
- **Misappropriation of Information:**
  - Unauthorized use or disclosure of confidential company information, including proprietary recipes (trade secrets), customer lists, or financial data for personal gain or to benefit a third party (refer also to Chapter Protection of Recipes and Chapter Conflict of Interest).
- **Theft of Property Belonging to Others:**
  - Stealing personal property belonging to other employees, customers, or vendors while on company premises or during work-related activities.
- **Intellectual Property Theft:**
  - Unauthorized copying, distribution, or use of JL Patisserie's copyrighted materials, trademarks, or other intellectual property for personal gain or unauthorized purposes.

### 3. Reporting Suspected Theft or Dishonesty

- Employees have a responsibility to help protect JL Patisserie's assets and maintain an honest work environment.
- Any employee who witnesses, suspects, or becomes aware of any theft, attempted theft, fraud, or dishonest act by another employee, customer, vendor, or any individual, must **immediately report** it to:
  - Their direct supervisor or manager.
  - Jenna Leurquin.
- All reports will be taken seriously and investigated promptly and thoroughly. Information will be kept confidential to the extent possible, consistent with a thorough investigation and legal requirements.

### 4. No Retaliation

JL Patisserie strictly prohibits any form of retaliation against any employee who, in good faith, reports suspected theft or dishonesty or participates in an investigation of such matters. Retaliation is a serious violation of company policy and will result in disciplinary action.

### 5. Investigation

JL Patisserie reserves the right to investigate any suspected incidents of theft or dishonesty. This may involve reviewing records, surveillance footage (where legally permitted and used), interviewing individuals, and cooperating with law enforcement authorities. Employees are expected to cooperate fully with any internal investigation.

### 6. Searches

Consistent with our policy on workplace searches JL Patisserie reserves the right to conduct searches of company property and personal belongings brought onto company premises if there is a reasonable suspicion of theft or a violation of this policy, to the extent permitted by law.

## 7. Consequences of Violation

- As stated, any confirmed act of theft, fraud, or dishonesty will result in disciplinary action, **up to and including immediate termination of employment.**
- JL Patisserie reserves the right to report incidents of theft or fraud to law enforcement authorities for potential criminal prosecution.
- JL Patisserie may also pursue civil remedies to recover any losses incurred due to theft or dishonest acts, including the value of stolen property, funds, or damages.

## 8. Restitution

Employees found to have engaged in theft may be required to make full restitution for any losses incurred by JL Patisserie.

We trust that all employees will act with honesty and integrity. Maintaining a secure and trustworthy environment benefits everyone at JL Patisserie.

## 9.36 - Workplace Inspections and Searches

### 1. Policy Statement and Purpose

To protect the safety and security of all employees, customers, and visitors; safeguard company assets and property (including confidential information and intellectual property such as recipes); ensure compliance with company policies and applicable laws; and maintain an orderly and productive work environment, JL Patisserie reserves the right to conduct inspections and searches on company premises.

Employees are expected to cooperate fully with this policy. Refusal to consent to an inspection of personal property or company-owned property is a violation of company policy and will result in disciplinary action, up to and including immediate termination of employment. By accepting or continuing employment, employees consent to the terms of this inspection policy.

This policy outlines the circumstances and manner in which such inspections and searches may be conducted. Employees should have no expectation of privacy regarding company-owned property or spaces.

### 2. Scope of Inspections and Searches

Inspections and searches may extend to, but are not limited to, the following areas and items on JL Patisserie premises:

- **Company-Owned Property:**
  - Desks, cabinets, lockers (even if a personal lock is used, the company retains the right to access its property), and other storage units provided by JL Patisserie.
  - Workstations and work areas.
  - Company vehicles.
  - Company-owned computers, tablets, phones, and other electronic devices, including files, emails, and internet usage history stored on such devices.

- Tools, equipment, and machinery.
- Common areas, storage rooms, and kitchen/production areas.
- **Personal Property Brought onto Company Premises (Under Specific Circumstances):**
  - Purses, bags, backpacks, briefcases, lunch containers, and other personal containers or packages brought onto company premises.
  - Personal vehicles parked on company property (exterior or interior, if circumstances warrant and permitted by law).
  - Personal electronic devices (laptops, tablets, phones) if used to access company networks or store company data, particularly if there is reasonable suspicion of a policy violation or security breach involving such devices.

### 3. Circumstances for Inspections and Searches

JL Patisserie may conduct inspections or searches under the following circumstances:

- **Reasonable Suspicion:** When there is a reasonable suspicion that an employee has violated a company policy (e.g., policies on theft, substance abuse, weapons, confidentiality, workplace violence) or engaged in illegal activity. "Reasonable suspicion" will be based on specific, articulable facts and observations.
- **Safety and Security Concerns:** To investigate potential safety hazards, security breaches, or threats to individuals or property.
- **Routine Inspections:** For general housekeeping, maintenance, safety compliance, or inventory control (e.g., routine checks of workstations for cleanliness, safety checks of equipment). These are typically less intrusive.
- **Investigation of Policy Violations:** As part of an investigation into reported misconduct or policy violations.
- **Lost or Stolen Property:** To locate lost or stolen company property or the personal property of another employee.
- **Compliance with Legal Obligations:** When required by law enforcement or a valid legal order (e.g., search warrant).

### 4. Conduct of Inspections and Searches

- Inspections and searches will be conducted by authorized management personnel or designated security personnel (if applicable).
- Searches will be conducted in a manner that is as discreet and respectful as possible, minimizing embarrassment to the employee.
- Whenever feasible and appropriate, an employee may be asked to be present during the search of their personal belongings or assigned workspace. However, an employee's absence or refusal to be present will not prevent a search from being conducted if deemed necessary.
- Searches of an employee's person (e.g., pat-downs) are highly intrusive and will generally not be conducted by JL Patisserie personnel unless there are extreme circumstances involving an immediate threat to safety, and typically only by or in the presence of law enforcement.

## **5. Consent and Cooperation**

- As a condition of employment and access to company premises and property, employees are expected to consent to and cooperate with inspections and searches conducted in accordance with this policy.
- Refusal to cooperate with a legitimate inspection or search may result in disciplinary action, up to and including termination of employment.

## **6. No Expectation of Privacy in Company Property**

Employees should understand that they have a limited expectation of privacy, if any, in company-owned property, workspaces, equipment, and electronic systems. These are provided for business purposes, and JL Patisserie reserves the right to access them.

## **7. Use of Surveillance**

JL Patisserie may utilize surveillance systems (e.g., video cameras) in common areas, work areas, and exterior locations for the purposes of safety, security, theft prevention, and quality control, where permitted by law. Surveillance will not be conducted in areas where employees have a reasonable expectation of privacy, such as restrooms or private changing areas (unless specific exceptions apply under law, e.g., during an active investigation of misconduct in such an area with very specific legal compliance). Notice of surveillance may be posted.

## **8. Handling of Discovered Items**

- If an inspection or search reveals items that violate company policy or the law (e.g., illegal drugs, stolen property, unauthorized weapons), such items may be confiscated.
- The discovery of prohibited items or evidence of policy violations may lead to disciplinary action, up to and including termination of employment, and may be reported to law enforcement authorities.

This policy is intended to protect JL Patisserie, its employees, and its assets. We appreciate your understanding and cooperation.

Thank you for your cooperation and commitment to maintaining a secure workplace.

## **9.37 - Conservation Efforts**

Energy conservation is the responsibility of each employee. We encourage you to evaluate the company's energy needs, make suggestions as to ways to save energy, and take action when energy use can be reduced. Turning off lights in unused areas, not running water unnecessarily, turning ovens and stoves off when not in use, closing doors tightly and keeping thermostats at predetermined levels are all good ways to help reduce energy waste.

## 9.38 - Good Housekeeping and Workplace Organization

### 1. Policy Statement and Importance

JL Patisserie is committed to maintaining a clean, organized, safe, and efficient work environment. Good housekeeping is not just about appearance; it is a fundamental aspect of food safety, workplace safety, operational efficiency, and regulatory compliance.

Every employee is responsible for contributing to good housekeeping practices in their assigned work areas and in all shared spaces within the bakery. A clean and orderly workplace reflects our professionalism and commitment to quality.

### 2. Key Principles of Good Housekeeping

- **Cleanliness As You Go ("Clean As You Go"):**
  - This is a core principle. Clean up spills, crumbs, and messes **immediately** as they occur. Do not wait until the end of a task or shift.
  - Wipe down work surfaces, equipment, and tools frequently throughout the day, especially between different tasks or when switching ingredients.
- **Orderliness and Organization:**
  - "A place for everything, and everything in its place."
  - Keep workbenches, counters, and shelves clear of unnecessary items and clutter.
  - Store tools, utensils, ingredients, and supplies in their designated locations when not in use.
  - Organize storage areas (dry storage, refrigerators, freezers) logically, ensuring proper labeling and rotation of stock (FIFO - First-In, First-Out).
  - Keep pathways, aisles, and emergency exits clear of obstructions at all times.
- **Proper Waste Disposal:**
  - Dispose of trash, food scraps, and recyclable materials in the appropriate designated containers promptly.
  - Do not allow trash containers to overflow. Empty them as needed or at scheduled intervals.
  - Follow guidelines for separating waste for recycling and composting (if applicable).
- **Maintenance and Repair:**
  - Report any damaged equipment, fixtures, or areas in need of repair (e.g., broken tiles, leaky faucets, malfunctioning lights) to your supervisor immediately.
  - Do not use damaged or unsafe equipment.
- **Personal Belongings:**
  - Store personal belongings (e.g., bags, coats, personal food items) in designated employee areas (e.g., lockers, break room shelves) only.
  - Do not leave personal items in food preparation, service, or storage areas.

### 3. Specific Housekeeping Responsibilities

- **Individual Workstations:** Each employee is responsible for maintaining the cleanliness and organization of their individual workstation throughout their shift and ensuring it is thoroughly cleaned at the end of their shift according to established procedures.
- **Shared Equipment and Areas:** All employees using shared equipment (e.g., mixers, ovens, sinks) or shared areas (e.g., break room, restrooms) are responsible for cleaning up after themselves and leaving the equipment/area in a clean and orderly condition for the next person.
- **Floors:** Keep floors clean and dry. Sweep and mop as needed throughout the day, especially after spills. Use "Wet Floor" signs when floors are wet.
- **Sinks:** Keep handwashing sinks, utility sinks, and dishwashing sinks clean and free of debris. Do not use handwashing sinks for food preparation or equipment washing.
- **Storage Areas:**
  - Ensure all food items are stored off the floor (at least 6 inches).
  - Properly label and date all stored food items.
  - Maintain cleanliness and organization in dry storage, refrigerators, and freezers.
- **Restrooms:** Help keep employee and customer restrooms clean and stocked with necessary supplies (e.g., soap, paper towels, toilet paper). Report any issues to management.
- **Cleaning Schedules:** Adhere to all daily, weekly, and monthly cleaning schedules and checklists provided by management. Complete assigned cleaning tasks thoroughly and document completion as required.

#### 4. Benefits of Good Housekeeping

- **Food Safety:** Prevents cross-contamination, pest infestations, and the growth of harmful bacteria.
- **Workplace Safety:** Reduces the risk of slips, trips, falls, cuts, burns, and other accidents.
- **Efficiency and Productivity:** An organized workspace allows tasks to be completed more quickly and with fewer errors.
- **Product Quality:** A clean environment contributes to the quality and consistency of our baked goods.
- **Positive Customer Perception:** A clean and well-maintained bakery enhances customer trust and satisfaction.
- **Regulatory Compliance:** Helps ensure we meet or exceed all health department and food safety regulations.
- **Improved Employee Morale:** A clean and pleasant work environment contributes to a more positive workplace.

#### 5. Shared Responsibility

Every employee at JL Patisserie has a role to play in maintaining good housekeeping practices. Your responsibilities include:

- **Daily Tasks:** Perform daily cleaning tasks as part of your routine. This includes tidying up your work area, disposing of trash, and ensuring that common areas are neat.
- **Weekly and Monthly Tasks:** Participate in scheduled deep cleaning tasks, such as organizing storage areas, cleaning hard-to-reach spots, and maintaining equipment.
- **Reporting Issues:** Report any housekeeping issues or hazards to your supervisor or the maintenance team immediately. This includes spills, damaged equipment, or areas that require additional cleaning.
- **Setting an Example:** Lead by example by consistently demonstrating good housekeeping practices. Encourage your colleagues to do the same and offer assistance when needed.

## 6. Inspections and Accountability

- **Regular Inspections:** Supervisors will conduct regular inspections to ensure compliance with housekeeping standards. These inspections will help identify areas for improvement and reinforce the importance of cleanliness and orderliness.
- **Accountability:** Employees who consistently fail to adhere to housekeeping standards may be subject to disciplinary action. Conversely, employees who demonstrate exceptional commitment to maintaining a clean and orderly workplace may be recognized and rewarded.

By working together, we can create a safe, efficient, and welcoming environment for everyone at JL Patisserie. If you have any questions about our housekeeping policy or need assistance with specific tasks, please contact your supervisor or the HR Department.

Thank you for your cooperation and dedication to maintaining high standards of cleanliness and orderliness.

## 9.39 - Workplace Safety and Health

JL Patisserie is committed to providing a clean, safe, and healthful work environment for its employees. Maintaining a safe work environment, however, requires the continuous cooperation of all employees. All employees must comply with all occupational safety standards and health regulations established by the Occupational Safety and Health Act (OSHA) including state and local laws.

### 1. Our Commitment to Safety

JL Patisserie is deeply committed to providing a safe and healthy work environment for all employees, customers, and visitors. Safety is a top priority, and we believe that all accidents and injuries are preventable. This policy outlines our commitment to safety, general safety rules, and procedures for maintaining a safe workplace.

Every employee has a responsibility to work safely, to follow all safety rules and procedures, and to help identify and correct potential hazards. No task is so important that it cannot be done safely.

## 2. General Safety Rules and Responsibilities

All employees are expected to:

- **Follow All Safety Policies and Procedures:** Adhere to all safety guidelines outlined in this handbook and any specific safety training received.
- **Work Safely:** Perform your job duties in a manner that prioritizes your safety and the safety of others. Do not take shortcuts that compromise safety.
- **Use Personal Protective Equipment (PPE):** Use all required PPE (e.g., oven mitts, cut-resistant gloves, aprons, non-slip shoes, eye protection, hairnets/beard nets) as instructed for your tasks. Maintain PPE in good condition and report any damage or need for replacement.
- **Report Unsafe Conditions:** Immediately report any unsafe conditions, practices, equipment malfunctions, or potential hazards to your supervisor or Manager. "If you see something, say something."
- **Report Accidents and Injuries:** Immediately report all work-related accidents, injuries, illnesses, or near misses to your supervisor, no matter how minor they may seem.
- **Do Not Operate Unfamiliar Equipment:** Only operate machinery or equipment that you have been properly trained and authorized to use.
- **Maintain Good Housekeeping:** Keep work areas clean, organized, and free of clutter to prevent slips, trips, and falls (refer to Chapter Good Housekeeping). Clean up spills immediately.
- **Use Proper Lifting Techniques:** When lifting heavy objects, use proper techniques (bend your knees, keep your back straight, lift with your legs). Ask for assistance with heavy or awkward loads.
- **Be Aware of Your Surroundings:** Pay attention to your surroundings to avoid collisions, bumps, or other accidents.
- **Emergency Preparedness:** Familiarize yourself with emergency exits, evacuation routes, fire extinguisher locations, first aid kits, and emergency contact numbers. Participate in any safety drills or training.
- **Follow Lockout/Tagout Procedures:** If applicable to equipment maintenance or repair, follow all established lockout/tagout procedures to prevent accidental startup.
- **Do Not Engage in Horseplay:** Horseplay, running, or other unsafe behaviors are prohibited.

## 3. Specific Bakery Safety Hazards and Precautions

- **a) Burns:**
  - Ovens, hot surfaces, hot liquids, and steam present significant burn hazards.

- Always use oven mitts, pot holders, or other appropriate heat-resistant PPE when handling hot pans, trays, or equipment.
- Be cautious when opening oven doors to avoid steam burns.
- Clearly mark hot surfaces and communicate their status to coworkers.
- **b) Cuts and Lacerations:**
  - Knives, slicers, mixers with attachments, and broken glass can cause cuts.
  - Always use sharp knives carefully, cutting away from your body. Store knives safely when not in use (e.g., in a knife block or designated rack).
  - Use cut-resistant gloves when appropriate for tasks like slicing or cleaning sharp blades.
  - Ensure all guards are in place on slicers and other cutting equipment. Never bypass safety guards.
  - Handle broken glass with extreme care, using a broom and dustpan (not your hands) for cleanup, and dispose of it in a designated puncture-proof container.
- **c) Slips, Trips, and Falls:**
  - Wet or greasy floors, spills, clutter, and uneven surfaces are common causes.
  - Wear slip-resistant, closed-toe footwear at all times.
  - Clean up spills immediately and use "Wet Floor" signs.
  - Keep floors and walkways clear of boxes, cords, equipment, and other obstructions.
  - Use ladders and step stools safely; do not overreach or stand on chairs or unstable surfaces.
- **d) Electrical Safety:**
  - Inspect electrical cords and plugs for damage before use. Do not use frayed or damaged cords.
  - Do not overload electrical outlets.
  - Keep electrical equipment away from water.
  - Report any electrical hazards or malfunctions immediately.
- **e) Machinery and Equipment Safety:**
  - Ensure all machine guards are in place and functioning correctly before operating any equipment.
  - Never reach into moving machinery. Turn off and unplug equipment before cleaning, clearing jams, or making adjustments, following lockout/tagout procedures where applicable.
  - Keep hands, hair, loose clothing, and jewelry away from moving parts.
  - Follow all operating instructions and safety warnings for each piece of equipment.
- **f) Chemical Safety:**
  - Understand the hazards of cleaning chemicals and other substances used in the bakery. Read Safety Data Sheets (SDS) for chemicals you use. SDS sheets are located in the yellow folder of the general office in our "Tempe" location.
  - Use appropriate PPE (e.g., gloves, eye protection) when handling chemicals.
  - Ensure proper ventilation when using chemicals that produce fumes.

- Never mix chemicals unless specifically instructed and safe to do so.
- Store chemicals in their original, labeled containers in designated storage areas, away from food products.
- **g) Ergonomics and Material Handling:**
  - Use good posture and ergonomic principles when performing tasks to prevent strains and repetitive motion injuries.
  - Utilize carts or dollies for moving heavy bags of flour, sugar, or other bulky items.
  - Alternate tasks to avoid prolonged repetitive motions where possible.

#### 4. Food Safety (Cross-reference)

Adherence to all food safety and hygiene standards is paramount and is considered an integral part of overall workplace safety. This includes proper handwashing, preventing cross-contamination, temperature control, and personal hygiene.

#### 5. Emergency Procedures

- **Immediate Reporting:** It is crucial that all injuries, no matter how minor they may seem, are reported promptly so that appropriate care can be provided and preventative measures can be reviewed. **Any** incident or accident, regardless of its severity, must be reported to management immediately. This ensures that timely and appropriate action can be taken to address the situation and prevent future occurrences. It is mandatory for payment of your medical expenses and for partial wage continuation in the event of a work-related accident or illness, as you are covered by Workers' Compensation Insurance.
- Failure to report accidents is a serious matter as it may preclude an employee's coverage under Worker's Compensation Insurance
- **Life-Threatening Emergencies:**
  - If you or a colleague experiences a life-threatening medical emergency (e.g., difficulty breathing, chest pain, severe bleeding, unconsciousness, suspected stroke, severe allergic reaction):
    - IMMEDIATELY CALL 911 for professional medical assistance.
    - After calling 911, notify Jenna Leurquin as soon as it is safe to do so.
    - Provide clear information to the 911 dispatcher, including your location within the building.
    - Do not move the injured person unless they are in immediate danger. Provide comfort and assistance as appropriate until emergency services arrive.
    - One employee should be designated to meet emergency responders at the entrance to guide them.
- **All Other Workplace Injuries (Non-Life-Threatening):**  
For any other injury that occurs at work, regardless of severity:

- **REPORT IMMEDIATELY:** Notify Jenna Leurquin and if not available your Manager or Team Leader immediately.
- **DO NOT SEEK TREATMENT INDEPENDENTLY** (unless it escalates to a life-threatening emergency).
- **NURSE HOTLINE:** Your Manager/Team Leader will contact the 24/7 Work Injury Nurse Hotline (**800.781.7517**) on your behalf. The nurse on the hotline will assess the injury via phone and determine the most appropriate type of medical treatment needed.
- **FOLLOW INSTRUCTIONS:** You must follow the instructions and medical direction provided by the Work Injury Nurse Hotline. This may include self-care advice, a referral to a specific clinic, or other guidance.
- **DOCUMENTATION (If Medical Visit is Required):**
  - If the Nurse Hotline determines that a visit to a doctor, urgent care, or emergency room is necessary, your Manager/Team Leader will assist you.
  - Your Manager/Team Leader will complete the necessary "Accident Report" documents found in the LAVENDER FILE 'Incidents/Accident Report' Binder").
  - Details to Report: When reporting an incident or accident, please provide as much detail as possible, including:
    - The date and time of the incident
    - The location where the incident occurred
    - A description of what happened
    - Any injuries sustained
    - Witnesses to the incident
    - Any immediate actions taken
  - Importance of Reporting:  
Prompt reporting of all injuries allows JL Patisserie to:
    - Ensure you receive appropriate and timely medical attention.
    - Properly process workers' compensation claims.
    - Investigate the cause of the injury to prevent similar incidents from happening in the future.
    - Comply with legal and regulatory reporting requirements (e.g., OSHA).

Failure to promptly report a work-related injury may affect your eligibility for workers' compensation benefits or result in disciplinary action.

This documentation is critical to ensure proper processing through our workers' compensation insurance, which may prevent you from having to pay upfront for authorized medical services related to the work injury.
- **FIRST AID:**
  - First aid kits are located at one specific location in each JL Patisserie. Be aware of First Aid locations.
  - Report use of first aid supplies so they can be restocked.

- **TRANSPORTATION:** Your Manager/Team Leader will help arrange transportation to the approved medical facility if needed. Employees should not drive themselves if their injury could impair their ability to operate a vehicle safely.
- **CUSTOMER:** Occasionally a customer or employee may become seriously ill at the bakery. Your expedient action could be most important. Call the telephone operator for assistance or 911 directly and notify your department head immediately. In case of an accident or fire, the same procedure should be followed.

Familiarize yourself with where first aid, , and fire extinguishers are located.

- **Post-Treatment Follow-Up:**

After any visit to a medical provider for a work-related injury, you are required to provide feedback and an update on your status to your Manager/Team Leader or to Jenna Leurquin as soon as reasonably possible.

Submit any medical documentation, work status reports, or follow-up appointment information received from the healthcare provider to your Manager/Team Leader or Jenna Leurquin promptly.

- **Accident Investigation:**

All reported accidents and injuries will be investigated by management to determine the cause and identify corrective actions to prevent recurrence. Your cooperation in these investigations is expected.

- **Follow-Up:** Management will conduct a thorough investigation of the reported incident or accident. Employees may be asked to provide additional information or participate in the investigation process.
- **Safety Measures:** Based on the investigation, JL Patisserie will take necessary steps to enhance workplace safety and prevent similar incidents in the future. This may include revising safety protocols, providing additional training, or making changes to the work environment.
- **Support:** JL Patisserie is committed to supporting employees who have been involved in an incident or accident. This may include medical assistance, counseling services, and assistance with workers' compensation claims if applicable.

- **Fire:**

- In case of fire, activate the nearest fire alarm (if available).
- Alert coworkers and evacuate the building calmly using the nearest safe exit.
- Assemble at the designated meeting point: front of the store.
- Call 911 or the local fire department from a safe location.
- Only attempt to use a fire extinguisher if you are trained, the fire is small and contained, and you have a clear escape route. If in doubt, evacuate.

- **Weather conditions:** Follow management directions in case of severe weather.

## **7. Safety Training**

JL Patisserie will provide safety training appropriate to your job duties. This may include initial safety orientation, specific equipment training, food safety training, and periodic refresher training. All employees are required to attend and actively participate in assigned safety training.

## **8. Disciplinary Action**

Failure to comply with safety rules, policies, and procedures may result in disciplinary action, up to and including termination of employment. Working unsafely endangers yourself and others.

Safety is everyone's responsibility at JL Patisserie. By working together, we can maintain a safe and healthy environment. If you have any safety concerns or suggestions, please bring them to the attention of your supervisor or Jenna Leurquin

Remember, prompt reporting of incidents and accidents helps maintain a safe working environment for everyone. Your cooperation and diligence in following these procedures are greatly appreciated.

If you have any questions or need further assistance, please do not hesitate to contact your supervisor or a member of the management team.

## **9.40 – Company Vehicle Usage**

### **1. Policy Statement and Purpose**

JL Patisserie may provide company-owned or leased vehicles ("Company Vehicles") for authorized employees to use for legitimate business purposes. This policy outlines the rules and responsibilities associated with the use of Company Vehicles to ensure safety, proper maintenance, compliance with laws, and protection of company assets.

### **2. Authorized Drivers**

- Only employees who have been expressly authorized by JL Patisserie management, possess a valid driver's license appropriate for the type of vehicle being operated, and meet our company's driving record requirements are permitted to operate Company Vehicles.

- JL Patisserie reserves the right to review an employee's driving record (Motor Vehicle Report - MVR) prior to authorizing them to drive a Company Vehicle and periodically thereafter. Authorization to drive may be denied or revoked based on an unsatisfactory driving record (e.g., excessive violations, DUI/DWI convictions, license suspension).
- Employees must immediately notify their supervisor or Jenna Leurquin of any changes to their driver's license status, including suspension, revocation, expiration, or any new traffic violations or accidents (whether in a company or personal vehicle).

### 3. Permitted Use of Company Vehicles

- Company Vehicles are to be used **exclusively for authorized JL Patisserie business purposes**. This typically includes, but is not limited to:
  - Making deliveries.
  - Picking up supplies or ingredients.
  - Transporting goods or equipment for catering or events.
  - Other specific business-related errands as assigned by management.
- **Personal use of Company Vehicles is strictly prohibited** unless expressly authorized in writing by Jenna Leurquin for a specific, limited purpose. Unauthorized personal use may result in disciplinary action and potential liability for the employee.
- Company Vehicles are not to be used for commuting to and from an employee's home unless specifically authorized as part of their job responsibilities and compensation structure.

### 4. Safe Operation and Traffic Laws

- Drivers of Company Vehicles must operate them in a safe, courteous, and responsible manner at all times.
- All applicable federal, state, and local traffic laws, ordinances, and regulations must be strictly obeyed. This includes speed limits, seat belt use, traffic signals, and rules of the road.
- **Distracted Driving:** The use of handheld cell phones (for talking or texting) or any other distracting electronic devices while operating a Company Vehicle is strictly prohibited. If a call must be made or received, or a device must be used, the driver must pull over to a safe location and stop the vehicle first. Hands-free device use should also be minimized to maintain focus on driving.
- **Impairment:** Driving a Company Vehicle while under the influence of alcohol, illegal drugs, or any impairing substance (including prescription or over-the-counter medication that affects driving ability) is strictly prohibited and will result in immediate termination of employment (refer to Chapter Drug and Alcohol-Free Workplace).
- Drivers must adjust their driving to weather and road conditions.

## 5. Vehicle Care and Maintenance

- Employees operating Company Vehicles are responsible for their general care and cleanliness during use.
- **Pre-Trip/Post-Trip Inspections:** Before operating a Company Vehicle, drivers should conduct a brief visual inspection (e.g., check tires, lights, look for obvious damage). Any damage, defects, or maintenance concerns (e.g., warning lights, unusual noises, low fluids) must be reported immediately to a manager.
- Ensure the vehicle has adequate fuel for planned trips.
- Company Vehicles should be kept reasonably clean, both inside and out. Remove personal trash after use.
- Smoking and vaping are strictly prohibited in Company Vehicles (refer to Chapter Smoking and Vaping Policy).

## 6. Accidents Involving Company Vehicles

- In the event of an accident involving a Company Vehicle, the driver must:
  1. **Prioritize Safety:** Stop the vehicle in a safe location if possible. Check for injuries to yourself and others.
  2. **Call for Emergency Assistance:** Call 911 or local emergency services immediately if there are injuries or significant damage.
  3. **Notify Management:** As soon as it is safe to do so, notify Jenna Leurquin about the accident, providing details of the location, extent of damage, and any injuries.
  4. **Exchange Information:** Exchange driver's license, vehicle registration, and insurance information with other parties involved, as required by law. Obtain names, addresses, and phone numbers of any witnesses.
  5. **Do Not Admit Fault:** Do not admit fault or liability at the scene of the accident. Provide factual information to law enforcement.
  6. **Document the Scene:** If safe and possible, take photographs of the accident scene, vehicle damage, and license plates.
  7. **Cooperate with Law Enforcement:** Cooperate fully with any investigating police officers.
  8. **Company Accident Report:** Complete JL Patisserie's internal accident report form as soon as possible after the incident.
- All accidents, regardless of severity, must be reported.
- Employees involved in an accident while operating a Company Vehicle may be subject to post-accident drug and alcohol testing, in accordance with company policy and applicable law.

## 7. Passengers

- Only authorized JL Patisserie employees or individuals directly related to official company business (e.g., a customer during a specific delivery scenario with prior approval) are permitted as passengers in Company Vehicles.
- Transporting unauthorized passengers (e.g., family members, friends, pets) is strictly prohibited.

## **8. Security of Vehicle and Contents**

- Drivers are responsible for securing the Company Vehicle when it is unattended. This includes locking doors, closing windows, and safeguarding any company property or products within the vehicle.
- Do not leave keys in an unattended vehicle.
- Report any theft from or of a Company Vehicle immediately to management and, if appropriate, to law enforcement.

## **9. Traffic Violations, Fines, and Tolls**

- The employee operating a Company Vehicle is personally responsible for any traffic violations, parking tickets, fines, or tolls incurred while they are operating the vehicle.
- JL Patisserie will not pay for such violations unless they are a direct result of a vehicle malfunction that was previously reported and not addressed, or a specific directive from management that led to the violation.

## **10. Return of Vehicle**

Company Vehicles should be returned to the designated JL Patisserie parking area at the end of the workday or assigned trip, unless otherwise authorized. Ensure keys are returned to the designated person or secure location.

## **11. Consequences of Violation**

Failure to comply with this Company Vehicle Use Policy may result in disciplinary action, up to and including termination of employment. This may also include revocation of driving privileges for Company Vehicles, personal liability for damages or fines, and potential legal action.

### **9.41 - Receiving and Verifying Merchandise Deliveries**

#### **1. Purpose and Scope**

Accurate receipt and verification of merchandise deliveries are crucial for maintaining proper inventory levels, ensuring product quality, controlling costs, and facilitating timely vendor payments. This policy applies to all employees authorized to receive and check incoming deliveries.

#### **2. Designated Receiving Area**

All deliveries should ideally be received in the designated receiving area.

Keep the receiving area clean, organized, and free of clutter to allow for safe and efficient processing of deliveries.

### 3. Receiving Procedure

When a delivery arrives:

- A. Greet the Driver: Politely greet the delivery driver.
- B. Obtain Paperwork: Request the delivery paperwork (e.g., packing slip, delivery note, bill of lading) from the driver before they begin unloading, if possible, or as soon as they present it.
- C. Preliminary Check: If feasible, quickly compare the number of pallets/boxes being delivered against what is listed on the driver's manifest or packing slip to identify any immediate, obvious discrepancies in carton count.

### 4. Verifying the Delivery (Checking Merchandise)

This is the most critical step. Do not sign any delivery paperwork acknowledging receipt until you have thoroughly checked the merchandise.

- A. Compare to Packing Slip/Purchase Order:  
Using the vendor's packing slip, verify that each item listed has been received.  
If JL Patisserie uses purchase orders (POs), compare the packing slip and the received goods against our PO to ensure the correct items and quantities were ordered and delivered.
- B. Quantity Check: Carefully count the quantity of each item received and compare it to the quantity listed on the packing slip.
- C. Quality and Condition Check:  
Inspect all items for any visible damage, spoilage, or defects (e.g., dented cans, torn packaging, broken seals, wilted produce, incorrect temperatures for refrigerated/frozen goods).  
For perishable items, check expiration dates or "best by" dates to ensure they meet JL Patisserie's standards.  
[If applicable: Use a calibrated thermometer to check temperatures of temperature-sensitive goods upon arrival and record them.]
- D. Item Description Check: Ensure the items received match the descriptions on the packing slip (e.g., correct brand, size, flavor, type).

### 5. Handling Discrepancies (Shortages, Damages, Incorrect Items)

- A. Document on Paperwork:  
Clearly note ANY discrepancies (shortages, overages, damages, wrong items, incorrect temperatures) directly on all copies of the packing slip or delivery receipt before signing. Be specific (e.g., "1 case short - Item X," "3 cans dented - Item Y," "Received Item Z instead of Item A").  
Have the delivery driver initial or sign next to your notations acknowledging the discrepancy, if they are willing. Some drivers may not, but still make the notation.
- B. Notify Management: Immediately inform your Manager or Jenna Leurquin of any significant discrepancies, damages, or quality concerns.

C. Refusing Goods (If Necessary):

In cases of severe damage, spoilage, or significantly incorrect items, your Manager will decide whether to refuse all or part of the shipment. Follow their instructions. If goods are refused, ensure this is clearly documented on the delivery paperwork.

6. Signing for the Delivery

Once all items have been checked and any discrepancies noted, sign and date the delivery paperwork.

Provide the driver with their copy and retain JL Patisserie's copy.

7. Processing Paperwork and Storing Goods

A. Deliver Packing Slip/Invoice to Office:

Immediately after the delivery is complete and signed for, the employee who received and checked the merchandise must bring the copy of the signed packing slip (or any invoice/delivery note provided by the driver) to the designated office location.

This timely submission is critical for inventory updates, accounts payable processing, and resolving any discrepancies with the vendor.

B. Storing Merchandise: Promptly and properly store all received goods in their designated storage locations (e.g., dry storage, refrigerators, freezers), following proper stock rotation principles (FIFO - First-In, First-Out).

8. Responsibility

Employees assigned to receive deliveries are responsible for adhering to this policy. Accuracy and attention to detail are paramount.

9. Questions

If you have any questions about receiving procedures or encounter a situation not covered by this policy, consult your Manager or Jenna Leurquin.

## 10. FOOD CONTAMINATION PREVENTION

### 10.1 – Food Safety Certifications & Our Commitment to Health

At JL Patisserie our reputation is built on the trust of our guests. A fundamental part of earning and keeping that trust is our unwavering commitment to food safety and public health. Every meal we serve, every beverage we pour, and every surface we touch must adhere to the highest standards of cleanliness and safety.

This policy outlines the mandatory certifications required for our employees. These certifications are not just an internal policy but a **legal requirement mandated by the Maricopa County Environmental Services Department**. Adhering to these regulations is a cornerstone of our professional standards and a reflection of our shared responsibility to protect our guests and each other.

#### Required Certifications

As required by Maricopa County law, you must obtain one of the following two certifications depending on your role.

##### A. Food Handler Card

- **What it is:** The Food Handler Card is a basic certification demonstrating your knowledge of fundamental food safety practices.
- **Who needs it:** All employees who prepare, handle, or serve food and/or beverages. This includes, but is not limited to, all kitchen staff, servers, bussers, bartenders, and hosts who may assist with food service.
- **Requirement:** You must possess a valid **Maricopa County Food Handler Card**. Certifications from other counties or states are not transferable.

##### B. Certified Food Protection Manager (CFPM)

- **What it is:** The Certified Food Protection Manager (CFPM) is a more advanced certification required for leadership positions.
- **Who needs it:** All supervisory and management personnel, including General Managers, Assistant Managers, Kitchen Managers, and designated Shift Supervisors.
- **Requirement:** You must obtain a CFPM certification from a program that is accredited and recognized by **Maricopa County**.

#### Deadline for Submission

Compliance deadlines are set by Maricopa County and are a condition of employment.

- **Food Handler Card Deadline:** Proof of a valid Maricopa County Food Handler Card must be submitted to Jenna Leurquin **on or before your first day of**

- employment.** In accordance with county law, **you may not begin any work involving food handling until this requirement is met.** There is no grace period.
- **Certified Food Protection Manager Deadline:** Proof of a valid CFPM certification must be submitted **within 30 calendar days of your start date.** This company deadline ensures we remain in compliance with county regulations that require a certified manager to be on staff.

Failure to meet these deadlines will result in the termination of your employment contract.

### **How to Submit Your Certification**

Once you have received your certificate, you must provide a copy to **Jenna Leurquin** in the HR department.

- **Recipient:** Jenna Leurquin
- **What to Submit:** Please provide a **copy** of your certificate, not the original. You should keep the original for your personal records.
- **How to Submit:** You have two options for submission:
  1. **Digital (Preferred):** Scan or take a clear photo of your certificate and email it to [dominique@ilpatisserie.com](mailto:dominique@ilpatisserie.com). Please use the subject line: "Food Safety Certification - [Your Full Name]".
  2. **Physical:** Bring a physical photocopy of your certificate directly to Jenna Leurquin at her desk in the main office.

### **Renewals and Ongoing Compliance**

Food safety certifications expire. It is **your responsibility** to keep track of your certificate's expiration date and to complete the renewal process **before** it expires. A lapsed certification is not considered valid.

When you receive your renewed certificate, you must submit a copy to Jenna Leurquin immediately. Maintaining a valid, county-approved certification is a condition of continued employment for all applicable roles.

### **Questions and Support**

For a list of approved training providers, please visit the official Maricopa County Environmental Services Department website. If you have any questions about obtaining your certification or the submission process, please speak with your direct manager or contact Jenna Leurquin before your start date.

Thank you for your cooperation and for your commitment to making JL Patisserie a safe and legally compliant place for our community to dine.

## 10.2 - Workstation Responsibility and Cleanliness

### 1. Purpose and Scope

JL Patisserie is committed to maintaining a clean, safe, organized, and professional work environment for all employees and a welcoming atmosphere for our customers/clients. A clean workstation contributes to efficiency, reduces health risks, and reflects positively on our company. This policy applies to all employees and their assigned or utilized workstations, including individual desks, service counters, shared work areas, and any equipment used.

### 2. General Workstation Cleanliness

**Personal Responsibility:** Each employee is responsible for maintaining the cleanliness and orderliness of their own workstation throughout their shift and at the end of their workday.

**Clutter-Free:** Keep your workstation free of unnecessary clutter. Personal items should be kept to a minimum and stored neatly.

#### **Food and Drink:**

- Food and beverages should not be consumed in working areas, Covered containers for drinks are allowed.
- Promptly clean up any spills.
- Dispose of food wrappers, containers, and other waste in designated trash receptacles.
- No food or drinks at customer-facing counters.
- Food only in break areas

**Trash Disposal:** Regularly dispose of trash from your workstation in the appropriate bins. Do not allow trash to accumulate.

**End of Shift/Day:** Before leaving for the day or at the end of your shift, ensure your workstation is tidy:

- Clear surfaces of unnecessary items.
- Wipe down surfaces as required (see "Sanitization Procedures" below).
- Store tools, supplies, and documents properly.
- Dispose of any remaining trash.

### 3. Sanitization Procedures – Use of Sani Buckets & Disinfectants

To ensure a hygienic environment and prevent the spread of germs, regular sanitization of workstations and high-touch surfaces is required.

#### Sani Bucket Solution:

"Sani buckets" (buckets containing a sanitizing solution) will be made available. Employees are responsible for preparing their solution following provided instructions. The sanitizing solution must be mixed according to the manufacturer's instructions to ensure effectiveness.

Sani bucket solutions should be changed regularly and maximum after 4 hours to maintain their sanitizing properties. Used solution should be disposed of properly in designated drains.

When to Sanitize:

- At the beginning of your shift.
- Before and after meal breaks taken at the workstation.
- After any spills, especially food or drink.
- Frequently throughout the day for high-touch surfaces (e.g., POS screens, countertops, phones, keyboards, equipment handles).
- At the end of your shift.

How to Sanitize:

- **Clean First:** Remove any visible dirt, crumbs, or debris from the surface with a clean cloth.
- **Apply Sanitizer:** Using a clean cloth dipped in the sani bucket solution (or approved disinfectant spray/wipe), wipe down all relevant surfaces.
- **Contact Time:** Ensure the surface remains wet with the sanitizer for the required contact time as specified by the sanitizer manufacturer's instructions (often printed on the product label – this is crucial for the sanitizer to be effective).
- **Air Dry/Wipe** (as per instructions): Allow the surface to air dry, or wipe with a clean, dry cloth if specified by the product instructions.

**Cloths:** Use clean cloths for sanitizing. Soiled cloths should first be thoroughly sprayed and rinsed, then be placed in the designated laundry bin or disposed of if single-use. Do not leave damp cloths lying on surfaces.

**Shared Equipment:** Any shared tools, equipment, or devices (e.g., phones, POS terminals, keyboards, pens used by customers) must be sanitized regularly, especially between different users.

#### 4. Specific Area Responsibilities

- **Customer-Facing Counters** (e.g., retail, reception): Must be kept exceptionally clean, tidy, and free of clutter at all times. Sanitize frequently.
- **Individual Desks:** Keep paperwork organized, manage cables, and ensure the desk surface is regularly wiped down and sanitized.
- **Food Preparation/Service Areas:** These areas are subject to stricter hygiene and sanitization standards. Employees working in these areas must adhere to all specific food safety protocols, including frequent handwashing and surface sanitization as outlined in [Food Safety Plan/Specific Training]. The sani bucket procedure is especially critical here.
- **Shared Workstations:** If you use a workstation shared by multiple employees, it is vital to clean and sanitize it before and after your use.

#### 5. Reporting Issues

Report any issues that prevent you from maintaining a clean workstation (e.g., lack of cleaning supplies, pest sightings, spills you cannot manage) to your Team Leader or Manager immediately.

#### 6. Importance of Cleanliness and Sanitization

A clean and sanitary workstation:

- Reduces the risk of illness for employees and customers.
- Presents a professional image of JI Patisserie.
- Improves organization and efficiency.
- Helps prevent pest infestations.

- Contributes to an overall more pleasant and productive work environment.

## 7. Non-Compliance

Failure to adhere to these workstation responsibility and cleanliness standards may result in disciplinary action, up to and including termination of employment.

### 10.3 - Scheduled Deep Cleaning (Kitchen Areas)

In addition to daily cleaning and sanitization responsibilities, JL Patisserie conducts thorough deep cleaning of all kitchen and food preparation/service areas to maintain the highest standards of hygiene and safety.

Frequency: A comprehensive deep cleaning of the entire kitchen area will be scheduled twice per week or as posted on the weekly staff schedule.

Scope: These deep cleaning sessions will involve more intensive tasks beyond daily routines:

- Cleaning and degreasing cooking equipment (e.g., ovens, fryers, grills, hoods, proof boxes).
- Thorough cleaning of walls, floors, and drains.
- Cleaning inside and behind refrigeration units and storage shelves.
- Sanitizing difficult-to-reach areas.
- Organizing storage areas and rotating stock.
- Cleaning sinks
- ....

Mandatory Participation & Cooperation:

- All kitchen staff members and all staff on duty during these times are expected to participate fully and cooperatively in these scheduled deep cleaning sessions.
- Tasks will be assigned by the Team Leader or Manager on duty.

A collaborative team effort is essential to complete these cleanings efficiently and effectively.

Refusal to participate or failure to adequately perform assigned cleaning duties during these sessions may result in disciplinary action.

Guidance and Supplies: Checklists, specific instructions, and all necessary cleaning supplies and personal protective equipment (PPE) will be provided by management for these deep cleaning tasks.

Reporting Issues:

Report any issues that prevent you from maintaining a clean workstation or participating in cleaning duties (e.g., lack of cleaning supplies, pest sightings, spills you cannot manage, equipment malfunction) to your Team Leader or Manager immediately.

Importance of Cleanliness and Sanitization:

A clean and sanitary workstation, including a thoroughly cleaned kitchen:

- Reduces the risk of illness for employees and customers, and prevents foodborne illnesses.
- Presents a professional image of JL Patisserie.

- Improves organization and efficiency.
- Helps prevent pest infestations.
- Ensures compliance with health codes and food safety regulations.
- Contributes to an overall more pleasant and productive work environment.

Non-Compliance:

Failure to adhere to these workstation responsibility, cleanliness, and scheduled cleaning standards may result in disciplinary action, up to and including termination of employment.

## 10.4 - Eating, Drinking, and Tobacco/Vaping Use in the Workplace

### 1. Policy Statement and Purpose

JL Patisserie is committed to maintaining the highest standards of food safety, hygiene, workplace cleanliness, and providing a healthy environment for employees and customers. This policy outlines the rules for eating, drinking, and the use of tobacco products and electronic smoking/vaping devices on company premises and during work hours.

Adherence to these rules is essential to prevent food contamination, ensure a professional appearance, comply with health regulations, and maintain a pleasant environment for everyone.

### 2. Eating in the Workplace

- **Designated Eating Areas:**
  - Eating by employees is generally permitted **only in designated break rooms or other approved non-food-preparation/service areas** during scheduled, unpaid meal breaks.
  - Eating is **strictly prohibited** in food preparation areas, food storage areas, dishwashing areas, service counters, customer dining areas (unless the employee is off-duty and present as a customer), and any other area where food for sale is being handled or displayed. This is to prevent contamination of food products.
- **Personal Food:**
  - Personal food items must be stored properly in designated employee refrigerators or storage areas, clearly labeled with the employee's name, and kept separate from company ingredients and products intended for sale.
  - Ensure personal food containers are sealed to prevent spillage or odors.
- **Cleanliness:**
  - Employees are responsible for cleaning up after themselves in designated eating areas, including disposing of all trash and wiping down tables or surfaces used.
- **Tasting Company Products (If Permitted):**
  - Limited tasting of products for quality control purposes may be permitted for employees under specific hygienic conditions as instructed by

management. This is not considered a meal and must be done in a way that prevents contamination.

### 3 Drinking in the Workplace

- **Employee Beverages:**
  - Employees may consume beverages in accordance with the Employee Beverage Policy. This policy details eligible complimentary beverages and the **mandatory use of personal reusable mugs/cups or company-provided reusable ware with a secure lid (e.g., a travel mug with a lid if consuming near work areas).**
  - **Disposable cups are not permitted for employee beverages** to maintain sustainability and reduce spill risks.
- **Location for Drinking:**
  - To prevent contamination, beverages (even in approved containers) should ideally be consumed in designated break areas.
  - If a beverage is kept at a workstation outside of a food preparation/service area (e.g., an office desk, POS station away from food), it **must be in a spill-proof container with a secure lid.**
  - **Open cups or cans are strictly prohibited in any food preparation, food storage, or food service areas.**
- **Filtered Water:**
  - Filtered water is available for employees. It must also be consumed from a personal reusable bottle or a company-provided reusable glass, in accordance with the Employee Beverage Policy.
- **Alcohol:**
  - The consumption of alcoholic beverages on company premises or during work hours is strictly prohibited, except under very specific, pre-authorized company-sanctioned events where management permits it (refer to Chapter Drug and Alcohol-Free Workplace).

### 4. Tobacco Product Use (Smoking) and Vaping

- **Strict Prohibition Indoors and Near Entrances:**
  - Smoking (cigarettes, cigars, pipes, etc.) and the use of all electronic smoking/vaping devices are **strictly prohibited inside all JL Patisserie buildings and enclosed workspaces** at all times.
  - Smoking and vaping are also prohibited within **20 feet** of all entrances, exits, open windows, and ventilation intakes of JL Patisserie premises.
- **During Work Hours:**
  - Smoking and vaping are permitted **only during scheduled, unpaid meal breaks** and only in compliance with the location rules (off-premises or in the designated outdoor area, if provided).
  - Short, unscheduled "smoke breaks" or "vape breaks" during paid work time are not permitted.
- **Odor and Hygiene:**

- Employees who smoke or vape during breaks must ensure that the odor of smoke or vapor is not present on their person or clothing upon returning to work, particularly before handling food or interacting with customers. Thorough handwashing after smoking/vaping and before returning to food handling tasks is mandatory.
- **Chewing Tobacco and Other Smokeless Tobacco Products:**
  - The use of chewing tobacco or other smokeless tobacco products is also **prohibited in all food preparation, food storage, food service areas, and customer-facing areas** due to hygiene and contamination risks. If used, it must be done discreetly during unpaid breaks and in non-food/customer areas, with proper disposal of waste.

## **5. Health and Safety Compliance**

Adherence to these policies is critical for compliance with health department regulations, food safety standards (like HACCP or ServSafe principles), and maintaining a safe and pleasant environment.

## **6. Consequences of Violation**

Failure to comply with the policies outlined in this chapter regarding eating, drinking, or tobacco/vaping use may result in disciplinary action, up to and including termination of employment.

## **10.5 - Hair restraints**

### **1. Policy Statement and Importance**

JL Patisserie is committed to upholding the highest standards of food safety and hygiene to protect our customers and ensure the quality of our products. Proper hair restraint is a critical component of preventing contamination of food by hair and other foreign objects. All employees involved in the preparation, handling, service, or display of food, or those working in food preparation and storage areas, must strictly adhere to this hair restraint policy.

Compliance with this policy is mandatory and aligns with health department regulations and best practices in the food industry.

### **2. Requirements for Hair Restraint**

- **All Employees in Food Areas:** Any employee working in areas where food is prepared, cooked, baked, cooled, packaged, displayed, served, or stored, or where clean equipment and utensils are handled, must effectively restrain and cover their hair.
- **Acceptable Hair Restraints:**
  - **Hairnets:** Clean and effective hairnets that cover all hair on the head are required for most employees in food preparation and production areas.
  - **Hats/Caps:** Clean hats, caps (such as baseball caps or chef hats), or other company-approved head coverings that effectively contain all hair may be permitted, often in conjunction with a hairnet underneath for longer hair. The hat must fully cover the hair to prevent stray hairs from falling.
  - **Visors:** Visors alone are **not** considered adequate hair restraint as they do not cover the top of the head. If a visor is worn, it must be accompanied by another effective hair restraint like a hairnet or a full cap underneath.
  - **Beard Restraints (Beard Nets):** Employees with beards, goatees, or other facial hair that could potentially contaminate food (generally anything longer than stubble) must wear a beard restraint (beard net) that effectively covers all facial hair when working in food areas.
- **Effective Containment:** The chosen hair restraint must effectively keep all hair (head and facial) from falling into food, onto food-contact surfaces, or onto equipment and utensils. This means:
  - All loose hair must be tucked in.
  - Long hair must be tied back first (e.g., in a ponytail or bun) *and then* fully contained under a hairnet and/or hat. Simply tying hair back without a net or full covering is not sufficient in food production areas.
  - Bangs or fringe should also be restrained if they are long enough to potentially fall forward.

### 3. When Hair Restraints Must Be Worn

Hair restraints must be put on **before** entering any food preparation, production, storage, or service areas and must be worn at **all times** while in these areas. This includes:

- During all food preparation and baking activities.
- When packaging or plating food.
- When cleaning equipment or food contact surfaces.
- When stocking ingredients or finished products.

### 4. Cleanliness and Condition of Hair Restraints

- All hair restraints (hairnets, hats, beard nets) must be **clean** at the start of each shift and replaced if they become soiled or damaged.
- Disposable hairnets and beard nets are for single use or limited use as appropriate and should be discarded when removed or if soiled/damaged.
- Reusable hats or caps must be laundered regularly to maintain cleanliness.

## 5. Specific Roles and Application

- **Bakers, Pastry Chefs, Decorators, Kitchen Staff:** Full hair and beard restraint (as applicable) is mandatory at all times.
- **Counter Staff/Servers Handling Exposed Food:** Effective hair restraint is required.
- **Dishwashers:** Effective hair restraint is required as they are handling items that will come into contact with food.
- **Management/Supervisors:** When entering food preparation/production areas, management must also comply with all hair restraint requirements.

## 6. Personal Hygiene Connection

Proper hair restraint is part of overall good personal hygiene practices required in a food establishment. This also includes regular handwashing, clean clothing/uniforms, and adherence to illness policies (refer to relevant sections in this handbook).

## 7. Consequences of Non-Compliance

Failure to adhere to this Hair Restraint Policy is a serious violation of JL Patisserie's food safety standards and may result in disciplinary action, up to and including termination of employment. This is critical for health code compliance and customer safety.

If you have any questions about the appropriate hair restraint for your role or tasks, please consult with your supervisor or Jenna Leurquin.

## 10.6 - Animals on the Premises

### 1. Policy Statement and Purpose

JL Patisserie is committed to maintaining a safe, hygienic, and welcoming environment for all customers and employees, and to complying with all applicable health codes and disability access laws. This policy outlines the rules regarding the presence of animals on JL Patisserie premises.

### 2. Animals in Customer Areas

- **a) Service Animals:**
  - JL Patisserie complies with the Americans with Disabilities Act (ADA) and applicable Arizona state laws regarding service animals.
  - **Service animals, as defined by the ADA, are permitted in customer areas of the bakery.** A service animal is a dog (or in some limited cases, a

miniature horse) that is individually trained to do work or perform tasks for a person with a disability.

- **Identifying Service Animals:** Employees may ask two questions to determine if an animal is a service animal if it is not obvious what service the animal provides:
  1. Is the dog a service animal required because of a disability?
  2. What work or task has the dog been trained to perform?
- Employees **cannot** ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- **Control of Service Animals:** The service animal must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- **Behavior of Service Animals:** A service animal may be asked to leave the premises if:
  1. The animal is out of control and the handler does not take effective action to control it.
  2. The animal is not housebroken.
- Employees should treat individuals with service animals with courtesy and respect. Do not pet, feed, or distract a service animal without the owner's permission, as it may be working.
- **b) Pets and Other Animals (Non-Service Animals):**
  - With the exception of trained service animals as defined above, **pets and other animals are generally NOT permitted inside JL Patisserie premises**, including customer seating areas, due to health code regulations and food safety concerns.
  - This includes emotional support animals, comfort animals, and therapy animals, as they are not considered service animals under the ADA for purposes of access to public accommodations like bakeries (unless specifically covered by a more permissive local ordinance, which is rare for food establishments).
  - **Outdoor Seating:**

Pets may be permitted in our designated outdoor seating area, provided they are leashed, well-behaved, do not cause a disturbance, and remain on the floor. Owners are responsible for their pets at all times and for cleaning up any waste. Pets are not permitted on chairs or tables. Management reserves the right to ask any pet owner to remove their animal if it is causing a disturbance or safety concern.

### 3. Employee Animals/Pets in the Workplace

- To maintain hygiene, safety, and prevent distractions, **employees are NOT permitted to bring their personal pets or any other animals (that are not**

**qualified service animals assisting the employee with a disability) into JL Patisserie premises at any time, including during or outside of work hours.**

- This includes leaving animals in vehicles in the company parking lot if it poses a risk to the animal's welfare (e.g., due to heat) or creates a nuisance.
- An exception may only be made for an employee's qualified service animal, which would be subject to an interactive process and reasonable accommodation assessment under the ADA.

#### **4. Reporting and Addressing Issues**

- If an employee has a concern about an animal on the premises (e.g., behavior of a service animal, presence of a non-service animal in a prohibited area), they should politely inform their supervisor or Jenna Leurquin.
- Employees should not attempt to confront customers directly about their animals unless trained to do so or in a situation posing an immediate safety risk. Management will handle such situations.

#### **5. Allergies and Fears**

While we accommodate service animals, employees with severe allergies or phobias related to animals should notify Jenna Leurquin so that reasonable efforts can be made to minimize exposure, where possible, without infringing upon the rights of individuals with service animals.

## **10.7 – Hand hygiene and Preventing contamination from hands**

### **1. Policy Statement and Critical Importance**

Proper hand hygiene, including thorough and frequent handwashing and appropriate glove use, is one of the most critical measures to prevent food-borne illness and ensure the safety and quality of products at JL Patisserie. All employees are required to strictly adhere to this policy at all times when present in food preparation, service, storage, or dishwashing areas.

Contamination from hands is a primary way harmful bacteria and viruses can be transferred to food. There is **zero tolerance** for non-compliance with these hand hygiene standards.

### **2. When to Wash Hands**

Handwashing is mandatory in the following situations (this list is not exhaustive):

- **Before Starting Work:** Upon arrival at the bakery and before beginning any food handling tasks.

- **Before Handling Food:** Especially before handling ready-to-eat foods or clean equipment and utensils.
- **After Using the Restroom:** This is non-negotiable.
- **After Touching Bare Human Body Parts:** Other than clean hands and clean, exposed portions of arms. This includes touching your hair, face, nose, mouth, or adjusting clothing.
- **After Coughing, Sneezing, or Using a Tissue.**
- **After Eating, Drinking, or Using Tobacco/Vaping Products.**
- **After Handling Soiled Equipment or Utensils.**
- **After Handling Garbage or Waste Receptacles.**
- **After Handling Raw Foods** (e.g., raw eggs, unwashed produce) and **before** handling ready-to-eat foods or cooked foods.
- **After Any Cleaning Activities**, including using cleaning chemicals.
- **After Handling Money or using the POS system**, if you will then be handling food.
- **After Touching Animals or Animal Waste**
- **After Changing Tasks**, especially when moving from handling raw items to ready-to-eat items.
- **Any other time hands may have become contaminated.**

**When in doubt, wash your hands!**

### **3. Proper Handwashing Procedure (The "20-Second Scrub")**

All employees must follow this procedure for effective handwashing:

1. **Wet Hands:** Wet your hands and exposed portions of your arms with clean, running warm water (at least 100°F/38°C).
2. **Apply Soap:** Apply an adequate amount of approved hand soap to create a good lather.
3. **Scrub Vigorously:** Rub hands together vigorously for **at least 20 seconds**. Lather all surfaces of hands and fingers, including the backs of hands, between fingers, around and under fingernails, and up to the wrists/forearms.
4. **Rinse Thoroughly:** Rinse hands thoroughly under clean, running warm water.
5. **Dry Hands:** Dry hands completely using a single-use paper towel or an approved air dryer. Do not use aprons or common cloth towels to dry hands.
6. **Turn Off Faucet (if manual):** Use a paper towel to turn off manual faucets to avoid recontaminating hands.

### **4. Handwashing Sinks**

- Handwashing sinks are designated **solely for handwashing**.
- Do not use handwashing sinks for food preparation, dishwashing, or disposal of waste liquids.
- Handwashing sinks must be kept clean, accessible at all times, and stocked with:
  - Warm running water.
  - Approved hand soap (liquid soap in a dispenser is preferred).
  - Single-use paper towels or an air dryer.

- A waste receptacle for used paper towels.
- Report any issues with handwashing sinks or supplies to your supervisor immediately.

## 5. Fingernails, Jewelry, and Hand Care

- **Fingernails:** Must be kept clean, short, and neatly trimmed. Long fingernails can harbor bacteria and make effective handwashing difficult.
- **Nail Polish and Artificial Nails:** Nail polish (including gel polish) and artificial nails (e.g., acrylics, tips, wraps) are **prohibited** for employees directly handling exposed food. If worn, gloves must be worn over them at all times when handling food. This is because they can chip or fall into food, and artificial nails can harbor more pathogens.
- **Jewelry:** Remove all hand jewelry (rings with settings/stones, bracelets, watches) before washing hands and handling food. A plain wedding band without stones may be permitted but should be washed thoroughly. All jewelry poses a risk of harboring bacteria or physically contaminating food. (Refer also to Dress Code Policy).
- **Cuts, Wounds, and Sores:** Any cuts, burns, boils, or open sores on hands or exposed arms must be completely covered with a clean, impervious bandage (e.g., a brightly colored waterproof bandage) AND a single-use glove over the bandage when handling food. Report such injuries to your supervisor for proper care and to ensure compliance.

## 6. Use of Single-Use Gloves

- Single-use gloves can provide an additional barrier to prevent contamination but are **NOT a substitute for proper handwashing**.
- **Hands must be washed thoroughly before putting on gloves.**
- Gloves must be changed:
  - As soon as they become soiled or torn.
  - Before beginning a different task.
  - After handling raw food and before handling ready-to-eat food.
  - At least every four (4) hours during continuous use for the same task, or more frequently if needed.
  - After any interruption that could contaminate the gloves (e.g., touching your face, handling money).
- When changing gloves, wash hands before putting on a new pair.
- Use gloves appropriate for the task (e.g., food-grade).
- Dispose of used gloves properly in a waste receptacle.

## 7. Hand Sanitizers (Antiseptics)

- Hand sanitizers (alcohol-based hand rubs) can be used as an **additional step after proper handwashing**, but they are **NOT a substitute for handwashing with soap and water**.
- If used, hand sanitizers must be approved for food service use and allowed to air dry completely before handling food or equipment.

- Hand sanitizers are not effective on visibly soiled hands.

## **8. No Bare Hand Contact with Ready-to-Eat (RTE) Foods**

- JL Patisserie requires that employees avoid bare hand contact with ready-to-eat (RTE) foods whenever possible.
- RTE foods are items that will not undergo further cooking or washing before being served to the customer (e.g., finished pastries, frosted cakes, sandwiches, salads).
- Use suitable utensils such as tongs, spatulas, deli tissue, or single-use gloves when handling RTE foods.

## **9. Training and Monitoring**

- All employees will receive training on proper hand hygiene procedures during their initial onboarding and periodically thereafter.
- Supervisors will monitor hand hygiene practices to ensure compliance.

## **10. Consequences of Non-Compliance**

Failure to adhere to this Hand Hygiene Policy is a serious violation of JL Patisserie's food safety standards and can jeopardize the health of our customers. Non-compliance will result in disciplinary action, up to and including immediate termination of employment.

## **10.8 - Illness, Symptoms, and Use of Face Masks**

### **1. Policy Statement and Commitment to Health**

JL Patisserie is committed to maintaining a healthy and safe environment for all employees and customers. Preventing the spread of illness, including common colds, flu, and other respiratory infections, is a shared responsibility. This policy outlines expectations regarding reporting illness, staying home when sick, and the voluntary or recommended use of face masks when experiencing certain symptoms while at work (if you are otherwise fit to work).

**This policy is supplemental to our primary requirement that employees who are sick, especially with symptoms that could indicate a food-borne illness or easily transmissible infection, MUST NOT come to work (refer to Section Personal Illness in the Health and Safety chapter).**

### **2. Reporting Illness and Staying Home When Sick**

- As a critical reminder, employees experiencing symptoms of illness such as fever, vomiting, diarrhea, jaundice (yellowing of skin or eyes), sore throat with fever, or known infection with a communicable disease **must not report to work**.

- You must notify your supervisor as soon as possible if you are experiencing these symptoms, in accordance with our call-in procedures.
- Returning to work after such illnesses may require clearance (refer to Personal Illness policy).

### **3. Use of Face Masks When Experiencing Mild Symptoms (If Otherwise Fit for Work)**

There may be instances where you experience very mild respiratory symptoms (e.g., occasional cough, sniffles, slight sore throat without fever) but are otherwise fit to work and do not meet the criteria for staying home under our Personal Illness policy.

- **Voluntary/Recommended Mask Use:** In such situations, to help protect coworkers and customers, JL Patisserie **strongly encourages and recommends** that the employee voluntarily wear a clean, well-fitting face mask (e.g., surgical mask, N95/KN95, or a multi-layer cloth mask) that covers the nose and mouth while at work, particularly when:
  - Working in close proximity to other employees.
  - Interacting directly with customers.
  - Working in food preparation or service areas.
- **Purpose:** Wearing a mask in these situations can help reduce the spread of respiratory droplets that may carry viruses or bacteria.
- **Personal Masks:** Employees may also choose to wear their own clean, appropriate face masks.

### **4. When Mask Use May Be Required by JL Patisserie**

JL Patisserie reserves the right to require employees to wear face masks in the workplace under certain circumstances, such as:

- During periods of heightened community transmission of respiratory illnesses (e.g., flu season peaks, public health advisories).
  - If an employee has recently been exposed to a significant communicable illness but is not yet symptomatic and is permitted to work.
  - For specific tasks or in specific areas where an additional layer of protection is deemed necessary by management for product safety or employee/customer well-being.
- Any such requirement will be communicated clearly to affected employees.

### **5. Proper Use of Face Masks**

If wearing a face mask, employees should:

- Ensure the mask is clean and in good condition.

- Cover both their nose and mouth completely and ensure it fits snugly against the sides of the face without gaps.
- Avoid touching the front of the mask while wearing it. If you do, clean your hands.
- Replace the mask if it becomes wet, soiled, or damaged.
- Remove the mask carefully by the ear loops or ties, without touching the front.
- Dispose of single-use masks properly in a trash receptacle. Reusable cloth masks should be laundered regularly.
- Wash hands after removing a mask.

## 6. Not a Substitute for Other Hygiene Measures

Wearing a face mask is an additional precaution and **is not a substitute** for other critical hygiene and illness prevention measures, including:

- Frequent and thorough handwashing (refer to Chapter Hand Hygiene).
- Staying home when sick with significant symptoms.
- Covering coughs and sneezes (preferably into a tissue or elbow).
- Regular cleaning and disinfection of surfaces.

## 7. Respect and Non-Discrimination

- Employees are expected to be respectful of colleagues who choose to wear a face mask, whether due to mild symptoms, personal health concerns, or other reasons.
- No employee should be stigmatized or treated negatively for choosing to wear a mask.

## 8. Consultation with Management

If an employee is unsure whether their symptoms warrant staying home or if mask use is appropriate, they should discuss their situation with their supervisor or Jenna Leurquin. Our priority is always the health and safety of our team and customers.

Thank you for your cooperation and commitment to keeping JL Patisserie a healthy and safe place for everyone. For any questions or further clarification on this policy, please contact Human Resources.

## 10.9 – Prohibition on Eating and Licking Items During Preparation

### 1. Policy Statement – Zero Tolerance

JL Patisserie maintains an absolute **zero-tolerance policy** against employees eating, licking fingers or utensils, or improperly tasting food items during any stage of food preparation, production, plating, or packaging. This practice is a direct and serious

violation of fundamental food safety and hygiene standards and can lead to the contamination of our products and pose a significant health risk to our customers.

The integrity of our products and the trust of our customers are paramount. Adherence to this policy is mandatory for all employees involved in handling food.

## 2. Prohibited Actions

The following actions are strictly prohibited in all food preparation, production, service, and storage areas:

- **Eating Food:** Consuming any food item (whether company product or personal food) while actively engaged in food preparation, handling ingredients, working over food contact surfaces, or in any area where exposed food is present. (Refer to Chapter Eating, Drinking, and Tobacco/Vaping Use for rules on where employee meals/snacks are permitted).
- **Licking Fingers:** Licking fingers at any time, especially after touching ingredients, food, or food contact surfaces. This includes licking fingers to separate paper, open bags, or for any other purpose.
- **Licking Utensils:** Licking spoons, spatulas, knives, or any other utensil used in food preparation and then reusing that utensil without thorough washing, rinsing, and sanitizing.
- **Tasting Food Directly from Production Utensils/Containers:** Using fingers or a production utensil (that will be returned to the food product or used for further production) to taste food directly from mixing bowls, containers, or off equipment.
- **Blowing on Food or into Containers:** Blowing air from the mouth onto food products or into containers used for food.

## 3. Acceptable Tasting for Quality Control (Strict Procedure)

In certain designated roles (e.g., Head Baker, Pastry Chef, designated Quality Control personnel) and only for legitimate quality control purposes, tasting of products may be necessary. If tasting is required:

1. **Remove a Small Portion:** A small portion of the food to be tasted must be removed from the main batch using a clean utensil.
2. **Use a Separate, Clean Tasting Utensil:** This small portion must be placed onto a separate, clean tasting utensil (e.g., a single-use spoon, a dedicated tasting spoon that is immediately taken for washing).
3. **Step Away (If Possible):** If feasible, step away from the food preparation area or exposed food to taste the sample.
4. **No Double-Dipping:** The tasting utensil **must NOT** be returned to the main batch of food or used for any other purpose before it is thoroughly washed, rinsed, and sanitized. Tasting utensils are for a single taste only before re-sanitization.

5. **Handwashing:** Wash hands after tasting if there was any contact with saliva, before returning to food handling.

#### 4. Importance of Policy Adherence

- **Preventing Contamination:** Saliva contains bacteria and viruses that can easily contaminate food and cause food-borne illness.
- **Maintaining Product Integrity:** Ensures that products served to customers are untouched by unhygienic practices.
- **Professionalism:** Demonstrates our commitment to high standards of food handling.
- **Compliance:** Adheres to health department regulations and food safety best practices.

#### 5. Employee Responsibility and Reporting

- All employees are responsible for adhering to this policy strictly.
- If an employee observes another employee violating this policy, they have a responsibility to address it or report it immediately to their supervisor or Jenna Leurquin to protect food safety.

#### 6. Consequences of Violation

Given the critical nature of this policy for food safety and public health:

- Any confirmed violation of this policy regarding eating, licking, or improperly tasting food during preparation will be considered a serious offense.
- Such violations will result in immediate disciplinary action, **up to and including termination of employment**, even for a first offense, depending on the severity and context of the violation.

### 10.10 - Proper Use of Single-Use Gloves in Food Handling

#### 1. Policy Statement and Purpose

The use of single-use gloves in certain food handling tasks at JL Patisserie can provide an additional barrier to help prevent the contamination of food. However, gloves are only effective if used correctly and in conjunction with proper hand hygiene. This policy outlines the mandatory procedures for the use of single-use gloves.

**Gloves are NOT a substitute for thorough and frequent handwashing.** Improper glove use can create a false sense of security and may even increase the risk of cross-contamination.

#### 2. When Gloves Must Be Worn

Single-use gloves are required, or strongly recommended, in the following situations:

- **Handling Ready-to-Eat (RTE) Foods:** When handling any food that will not undergo further cooking or washing before being served to the customer (e.g., finished pastries, frosted cakes, sandwiches, salads, cut fruit). This is to prevent bare hand contact with RTE foods.
- **Covering Bandages or Wounds:** If an employee has a cut, burn, sore, or bandage on their hand or wrist, a clean, impervious bandage must be applied, AND a single-use glove must be worn over the bandage when handling food.
- **When Directed by Management:** Management may require glove use for specific tasks or by specific individuals for enhanced food safety.
- **Employees with Nail Polish/Artificial Nails:** all personnel are prohibited from wearing nail polish, gels, shellac, or any type of artificial nails (including but not limited to acrylics, tips, and press-on nails) unless exceptionnally approved by Jenna Leurquin. In this case gloves must be worn at all times.

### 3. Selecting and Donning Gloves

- **Handwashing First: ALWAYS wash hands thoroughly** according to the proper handwashing procedure **before putting on a new pair of gloves.**
- **Select Correct Size:** Choose gloves that fit properly. Gloves that are too tight can tear easily, and gloves that are too loose can be cumbersome and fall off.
- **Inspect Gloves:** Check gloves for any rips, tears, or punctures before use. Discard damaged gloves.
- **Avoid Touching Outer Surface:** When putting on gloves, try to touch only the cuff or inside of the glove to avoid contaminating the exterior.

### 4. When to Change Gloves (CRITICAL)

Single-use gloves must be changed frequently to prevent cross-contamination. Change gloves:

- **As soon as they become soiled or torn.**
- **Before beginning a different task.** (e.g., after handling raw ingredients and before handling RTE foods; after handling money and before handling food).
- **After handling raw foods** (e.g., raw eggs, unwashed produce) and **before** handling RTE foods or cooked foods.
- **At least every four (4) hours** during continuous use for the same task, or more frequently if needed or if working with potentially hazardous foods.
- **After any interruption that could cause contamination,** such as:
  - Touching your hair, face, nose, mouth, or clothing.
  - Using the restroom (remove gloves before, wash hands after, new gloves on return).
  - Coughing, sneezing, or using a tissue.
  - Handling garbage or waste.
  - Performing cleaning tasks.
  - Handling money or using the POS system (if then returning to food handling).

- Answering the phone.
- **Whenever you are unsure if your gloves have been contaminated.**

## 5. Proper Glove Removal and Disposal

1. **Grasp Outer Edge:** Grasp the outside edge of one glove near the wrist, being careful not to touch your bare skin.
2. **Peel Off:** Peel the glove away from your body, turning it inside out as you remove it.
3. **Hold Removed Glove:** Hold the removed glove in your gloved hand.
4. **Slide Fingers Under:** With your ungloved hand, slide your fingers under the wrist of the remaining glove, again being careful not to touch the outside of the glove.
5. **Peel Off Second Glove:** Peel the second glove off by turning it inside out, creating a "bag" for both gloves.
6. **Dispose Properly:** Dispose of the used gloves immediately in a designated waste receptacle.
7. **Wash Hands:** **ALWAYS wash your hands thoroughly** after removing gloves.

## 6. Important Reminders for Glove Use

- **Not a Substitute for Handwashing:** Repeating this for emphasis – gloves do not replace the need for frequent and proper handwashing.
- **False Sense of Security:** Do not let gloves give you a false sense of security. Contaminated gloves can spread germs just as easily as contaminated bare hands.
- **Single-Use Only:** Gloves are designed for single use only. Never wash or reuse disposable gloves.
- **Storage of Gloves:** Store new, unused gloves in their original packaging in a clean, designated area away from potential contaminants.
- **Allergies:** If you have an allergy to latex or other glove materials, inform your supervisor so appropriate alternative gloves can be provided (e.g., nitrile, vinyl).

## 7. Training

All employees required to use gloves will receive training on proper glove use procedures, including when to wear them, how to put them on and take them off correctly, and when they must be changed.

## 8. Consequences of Non-Compliance

Failure to adhere to this Proper Use of Single-Use Gloves Policy is a serious violation of JL Patisserie's food safety standards. Non-compliance can lead to food contamination and pose a risk to customer health, and will result in disciplinary action, up to and including termination of employment.

Your commitment to correct glove usage is essential for maintaining a safe food environment at JL Patisserie.

## 10.11 - Food storage and rotation

### 1. Policy Statement and Importance

Proper food storage and rotation are fundamental to maintaining the safety, quality, and freshness of ingredients and finished products at JL Patisserie. Adherence to these procedures is essential for preventing food-borne illness, minimizing spoilage and waste, ensuring product consistency, and complying with health department regulations.

Effective waste management is not just about what we throw away, but also about the product we fail to use. A significant source of preventable loss comes from ingredients left behind in containers, bowls, and on utensils. It is company policy that all employees practice thorough and mindful scraping of all equipment.

Before being sent for washing, items such as Cambros, mixing bowls, and buckets must be completely scraped down with a spatula to recover all usable product. Similarly, tools like whisks, mixing paddles, and spoons must be cleared of any remaining batter, frosting, or sauce. What may seem like a small amount in one bowl adds up to a significant financial loss over time. Your attention to this detail is a direct contribution to our cost control efforts and operational success.

All employees involved in receiving, storing, or handling food items are responsible for following these storage and rotation guidelines.

### 2. General Storage Principles

- **Cleanliness:** All food storage areas (dry storage, refrigerators, freezers) must be kept clean, well-organized, and free of pests at all times. Regular cleaning schedules must be followed.
- **Off the Floor:** All food items, whether in boxes, bags, or containers, must be stored at least **six (6) inches off the floor** on approved shelving, pallets, or dollies. Never store food directly on the floor.
- **Away from Walls:** Allow for adequate air circulation around stored items by keeping them a few inches away from walls.
- **Designated Areas:** Store food only in designated food storage areas. Do not store food in restrooms, locker rooms, garbage areas, under sewer lines, or near chemicals or cleaning supplies.
- **Pest Control:** Implement measures to prevent pest entry and infestation. Report any signs of pests (e.g., droppings, gnaw marks) to management immediately.
- **Temperature Control:** Maintain proper temperatures in all storage units and monitor them regularly (see specific sections below).

### 3. Labeling and Dating

- **All Food Items:** All food items removed from their original packaging, prepared in-house, or transferred to new containers **must be clearly labeled** with:
  - The **name of the food item**.
  - The **date it was received, prepared, or opened**.
- **Ready-to-Eat (RTE), Potentially Hazardous Foods (PHF/TCS Foods):** If held for more than 24 hours, RTE, PHF/TCS (Time/Temperature Control for Safety) foods prepared in-house must also be marked with a **use-by date**, which should not exceed **seven (7) days** from the date of preparation, provided the food is held at 41°F (5°C) or below. The day of preparation counts as Day 1.
- Labels must be legible and durable. Use food-safe markers or approved labeling systems.

### 4. FIFO – First-In, First-Out

- The **First-In, First-Out (FIFO)** stock rotation system must be strictly followed for all ingredients and products.
- When stocking shelves or storage units, place new items **behind or below** older items.
- Always use the oldest (but still wholesome and within its use-by date) stock first.
- Regularly check expiration dates and use-by dates, and discard any out-of-date products according to company procedures.

### 5. Dry Storage

- **Environment:** Dry storage areas should be cool, dry, well-ventilated, and out of direct sunlight. Ideal temperature is typically between 50°F and 70°F (10°C and 21°C).
- **Containers:** Store dry goods (e.g., flour, sugar, grains, nuts, dried fruit, spices) in food-grade, airtight containers with secure lids to protect them from moisture, pests, and contamination once their original packaging is opened. Label these containers clearly.
- **Canned Goods:** Inspect cans upon receipt for damage (e.g., dents, rust, leaks). Do not use damaged cans. Wipe can tops before opening.
- **Chemicals:** Store all cleaning supplies and chemicals completely separate from food storage areas, preferably in a designated, locked cabinet or room.

### 6. Refrigerated Storage (Cold Holding)

- **Temperature:** Refrigerators must maintain an internal product temperature of **41°F (5°C) or below**.
- **Thermometers:** Each refrigerator must have a clearly visible and accurate thermometer. Check and record refrigerator temperatures at least [e.g., twice per

day or at the beginning of each shift]. Report any temperature deviations to management immediately.

- **Do Not Overload:** Do not overcrowd refrigerators, as this restricts airflow and makes it difficult to maintain proper temperatures.
- **Covering Food:** All food items stored in the refrigerator must be covered, wrapped, or stored in lidded containers to prevent cross-contamination and drying out.
- **Storage Order (Preventing Cross-Contamination):** Store foods in the following top-to-bottom order to prevent juices from raw items dripping onto ready-to-eat foods:
  1. **Top Shelves:** Ready-to-eat (RTE) foods (e.g., finished cakes, pastries, cooked items).
  2. **Middle Shelves:** Unwashed fruits and vegetables (that will be washed before use).
  3. **Lower Shelves:** Raw animal products (e.g., raw eggs, raw meat/poultry if used – though less common for many bakeries). *If raw animal products are stored, ensure they are on the lowest shelves and in leak-proof containers.*
- **Cooling Hot Foods:** Cool hot foods rapidly before refrigerating (e.g., using an ice bath, shallow pans, or an ice paddle) to prevent raising the refrigerator's internal temperature. Follow proper cooling procedures.

## 7. Freezer Storage (Frozen Holding)

- **Temperature:** Freezers must maintain a temperature of **0°F (-18°C) or below**, a temperature that keeps food frozen solid.
- **Thermometers:** Each freezer must have a clearly visible and accurate thermometer. Check and record freezer temperatures at least [e.g., once per day]. Report deviations immediately.
- **Packaging:** Wrap food items tightly in moisture-proof freezer paper, bags, or containers to prevent freezer burn and contamination.
- **Labeling:** Clearly label all frozen items with the product name and date of freezing.
- **Thawing:** Thaw frozen foods safely: in the refrigerator, under cold running water (if the food will be cooked immediately), or as part of the cooking process. Never thaw foods at room temperature.

## 8. Receiving Procedures (Connection to Storage)

- Inspect all deliveries upon arrival for proper temperature, quality, and signs of damage or contamination before accepting them.
- Transfer perishable items to appropriate temperature-controlled storage immediately upon receipt.
- Follow FIFO by checking dates on incoming stock and storing accordingly.

## 9. Training and Responsibility

All employees involved in food handling will receive training on proper food storage and rotation procedures. It is everyone's responsibility to ensure these standards are met.

## **10. Consequences of Non-Compliance**

Failure to adhere to proper food storage and rotation policies can lead to food spoilage, waste, potential foodborne illness, and health code violations. Non-compliance will result in disciplinary action, up to and including termination of employment.

Proper food storage is essential for the success and reputation of JL Patisserie.

# 11. PERFORMANCE REVIEW AND DEVELOPMENT

## 1. Policy Statement and Purpose

JL Patisserie is committed to the growth and development of its employees and believes that regular, constructive feedback is essential for individual success and the overall success of the bakery. The purpose of our performance review process is to:

- Provide employees with clear, honest, and fair feedback on their job performance and contributions.
- Recognize achievements and identify areas for improvement or development.
- Align individual goals with JL Patisserie's overall objectives and values.
- Facilitate open communication between employees and their supervisors regarding job expectations, responsibilities, and career aspirations (where applicable).
- Support decisions related to compensation, promotions (where applicable), and training needs.

## 2. Frequency and Timing of Reviews

- **Initial Review Period:** New employees may typically have an initial performance review at the end of their 90-day introductory or probationary period. This review will focus on their adjustment to the role, understanding of basic job duties, and initial performance.
- **Regular Reviews:** Following the initial review, performance reviews for ongoing employees may generally be conducted on an **annual** basis. The specific timing may vary, and employees will be notified in advance by their supervisor.
- **Informal Feedback:** In addition to formal reviews, JL Patisserie encourages ongoing, informal feedback and coaching conversations between employees and supervisors throughout the year. Employees should not wait for a formal review to discuss performance concerns or seek guidance.

## 3. The Performance Review Process

While the specific format may vary, the performance review process generally involves the following steps:

### 1. Employee Self-Assessment (If Applicable):

JL Patisserie may request employees to complete a self-assessment form before their formal review. This allows employees to reflect on their accomplishments, challenges, contributions, and areas for development from their own perspective.

2. **Supervisor Assessment:** The employee's direct supervisor will evaluate the employee's performance based on:
  - Their job description and assigned responsibilities.
  - Previously established goals or expectations (if any).
  - Observed performance, skills, and behaviors.
  - Adherence to company policies and values (e.g., teamwork, customer service, safety, attendance).
  - Contributions to team and company objectives.
3. **Performance Review Meeting:** The supervisor and employee may meet to discuss the performance assessment. This meeting is a two-way conversation intended to:
  - Review the employee's achievements and contributions.
  - Discuss areas where performance met or exceeded expectations.
  - Identify areas where improvement or development is needed.
  - Set clear, achievable goals and expectations for the upcoming review period.
  - Discuss any training or development needs or opportunities.
  - Provide an opportunity for the employee to ask questions, share their perspective, and discuss their career interests within JL Patisserie (if applicable).
4. **Documentation:** A written record of the performance review discussion and key outcomes (e.g., goals, development plans) will typically be prepared. Both the employee and supervisor will usually sign the review form to acknowledge the discussion. An employee's signature does not necessarily mean agreement with all aspects of the review but confirms that the review was discussed with them. Employees may have the opportunity to add written comments to their review.
5. **Follow-Up:** Supervisors and employees should regularly follow up on goals and development plans discussed during the review.

#### 4. Criteria for Evaluation

Performance may be evaluated on a variety of factors relevant to the employee's role, which may include, but are not limited to:

- Quality and accuracy of work.
- Productivity and efficiency.
- Job knowledge and technical skills.
- Customer service skills.
- Teamwork and collaboration.
- Communication skills.
- Initiative and problem-solving.
- Adherence to company policies, procedures, and safety standards.
- Attendance and punctuality.
- Professionalism and attitude.
- Achievement of specific goals (if set).

## **5. Employee Participation**

Employees are expected to actively participate in the performance review process. This includes being prepared to discuss their performance honestly, listen to feedback openly, ask clarifying questions, and contribute to setting meaningful goals for their development.

## **6. Performance Reviews and Compensation**

- Performance reviews are one factor that may be considered in decisions regarding salary increases or other compensation adjustments.
- However, a positive performance review does not automatically guarantee a salary increase, as compensation decisions are also based on other factors such as company performance, budget considerations, market conditions, and the employee's current compensation relative to their role and experience.

## **7. Performance Improvement**

If a performance review identifies areas where significant improvement is needed, the supervisor will work with the employee to develop a Performance Improvement Plan (PIP) or outline specific corrective actions and expectations. Failure to show satisfactory improvement may lead to further disciplinary action, up to and including termination of employment.

## **8. Not a Contract**

Performance reviews and any related documentation do not constitute an employment contract, express or implied, nor do they alter an employee's at-will employment status.

JL Patisserie is committed to using the performance review process as a constructive tool to support employee growth and ensure alignment with our bakery's standards and goals.

If you have any questions about the performance review process or how it may impact your compensation, please contact your supervisor or Jenna Leurquin. We are here to support you in your professional journey and ensure that you have the resources and guidance needed to succeed.

We appreciate your dedication and hard work at JL Patisserie. Your contributions are vital to our success, and we are committed to supporting your growth and development within our company.

## **12. CORRECTIVE ACTION AND DISCIPLINARY PROCEDURES**

### **1. Policy Statement and Purpose**

JL Patisserie strives to maintain a fair, positive, and productive work environment where all employees are aware of and adhere to company policies, performance standards, and rules of conduct. The purpose of this Corrective Action and Disciplinary Procedures policy is to provide a structured and consistent approach to addressing and correcting employee performance deficiencies or misconduct.

Our goal is to encourage improvement and provide employees with an opportunity to correct behavior or performance, where appropriate. However, JL Patisserie also reserves the right to take disciplinary action, up to and including immediate termination of employment, for serious offenses or repeated violations.

### **2. At-Will Employment**

This policy does not alter an employee's at-will employment status. Employment with JL Patisserie is at-will, meaning either the employee or JL Patisserie can terminate the employment relationship at any time, with or without cause and with or without notice, for any lawful reason. The corrective action procedures outlined below are guidelines and do not create a contract of employment.

### **3. Types of Conduct or Performance Issues**

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

- Failure to meet established job performance standards (e.g., quality or quantity of work).
- Violations of company policies, rules, or procedures outlined in this Employee Handbook or other company communications.
- Unsatisfactory attendance or punctuality.
- Insubordination or refusal to follow legitimate work instructions from a supervisor.
- Dishonesty, theft, or fraud.
- Harassment, discrimination, or bullying.
- Workplace violence or threats.
- Violation of safety or food safety rules.
- Substance abuse or being under the influence on duty.
- Damage to or misuse of company property.
- Unprofessional or discourteous conduct towards customers, coworkers, or vendors.
- Failure to maintain required licenses or certifications (if applicable to the role).

#### 4. Progressive Discipline Approach (General Guideline)

JL Patisserie generally follows a progressive discipline approach, which means that the severity of the disciplinary action may increase with repeated offenses or for more serious violations. However, JL Patisserie reserves the right to bypass any or all steps of progressive discipline and implement more severe measures, including immediate termination, for serious misconduct or based on the specific circumstances of a situation.

The typical steps in progressive discipline may include:

1. **Verbal Counseling/Warning:** For minor infractions or initial performance concerns, a supervisor will typically discuss the issue with the employee, clarify expectations, and provide guidance for improvement. This conversation may be documented.
2. **Written Warning:** For more serious offenses, repeated minor infractions, or failure to improve after verbal counseling, a formal written warning may be issued. The written warning will typically describe the issue, outline expected improvements, and state the potential consequences of further violations or lack of improvement. The employee will usually be asked to sign the warning to acknowledge receipt.
3. **Suspension (With or Without Pay):** In cases of serious misconduct or repeated violations, an employee may be suspended from work for a specified period. The terms of the suspension (e.g., duration, whether it is paid or unpaid) will be determined by management based on the circumstances. Suspension is a serious step and often serves as a final warning before termination.
4. **Termination of Employment:** For very serious offenses (e.g., theft, violence, gross insubordination, serious safety violations) or if previous corrective actions have not resulted in sustained improvement, employment may be terminated.

#### 5. Factors Considered

When determining the appropriate level of corrective or disciplinary action, JL Patisserie may consider factors such as:

- The seriousness of the offense or performance issue.
- The employee's overall work record, including past performance and length of service.
- The impact of the employee's conduct or performance on the business, coworkers, customers, or safety.
- Whether the employee has committed similar offenses in the past.
- The employee's willingness to acknowledge the issue and commit to improvement.
- Any mitigating or aggravating circumstances.

## **6. Investigations**

Before disciplinary action is taken, especially for more serious allegations, JL Patisserie will generally conduct a fair and timely investigation to gather relevant facts. Employees are expected to cooperate fully with any internal investigation. An employee may be placed on administrative leave (with or without pay) pending the outcome of an investigation, at the company's discretion.

## **7. Employee Right to Respond**

Employees will generally be given an opportunity to provide their perspective or explain their actions before a final disciplinary decision is made, particularly for actions that could lead to suspension or termination.

## **8. Documentation**

All formal corrective and disciplinary actions (e.g., written warnings, suspensions, terminations) will be documented and a copy will be placed in the employee's personnel file. Employees will typically receive a copy of any written disciplinary documentation.

## **9. Not an Exhaustive List**

The examples of misconduct and the steps of progressive discipline described in this policy are not exhaustive. JL Patisserie reserves the right to address any conduct or performance issue it deems inappropriate or detrimental to the business, even if not specifically listed.

This policy is intended to ensure that corrective and disciplinary actions are handled fairly, consistently, and in a manner that supports both employee accountability and the overall well-being of JL Patisserie.

In the event of a conflict between the terms of this Handbook and other contract documents, the terms of the contract documents shall prevail.

JL Patisserie reserves the right, at their sole discretion, to change, suspend, or cancel, with or without notice, all or any part of the policies, procedures, programs, and benefits discussed in this Handbook.

To confirm again, employees should keep in mind that this Handbook cannot address every situation that could arise in the workplace as certain situations require flexibility to be properly addressed.

This Handbook is effective as of the undersigned date and may be updated at any time.

## **13. COMPLAINT RESOLUTION AND PROBLEM-SOLVING PROCEDURE**

At JL Patisserie, we are committed to maintaining a positive and productive work environment where all employees feel respected and valued. We understand that from time to time, you may have concerns or complaints regarding your work environment, relationships with colleagues, or company policies. To ensure that all concerns are addressed promptly and fairly, we have established the following complaint procedure in compliance with Arizona employment law.

### **1. Policy Statement and Commitment**

JL Patisserie is committed to fostering a positive and respectful work environment where employees feel comfortable raising legitimate workplace concerns, complaints, or grievances without fear of retaliation. We believe that open communication and a fair process for addressing issues are essential for employee morale and a productive workplace.

This policy outlines the procedures for employees to bring forward work-related complaints or problems for review and resolution. We encourage employees to use this internal procedure to address concerns promptly and effectively.

### **2. Scope of the Policy**

This policy applies to most work-related concerns or complaints an employee may have, including but not limited to:

- Misunderstandings or disagreements regarding company policies or procedures (as outlined in this Employee Handbook).
- Concerns about working conditions (excluding issues that pose an immediate safety threat, which should be reported as per the Safety Policy).
- Perceived unfair treatment not related to illegal discrimination or harassment
- Interpersonal conflicts with coworkers or supervisors that affect work performance or the work environment, after initial attempts at direct resolution (if appropriate) have been unsuccessful.

### **3. Informal Problem Solving (Encouraged First Step)**

Whenever possible and appropriate, employees are encouraged to first attempt to resolve concerns or disagreements informally and directly with the individual(s) involved (e.g., a coworker or their direct supervisor). Open and respectful communication can often resolve misunderstandings quickly.

If an informal approach is not appropriate or is unsuccessful, employees may proceed with the formal complaint procedure.

#### 4. Formal Complaint Procedure

If a work-related concern or complaint cannot be resolved informally, employees should follow these steps:

- **Step 1: Discussion with Direct Supervisor/Manager**
  - The employee should discuss their complaint or concern with their direct supervisor or manager.
  - Clearly explain the issue, provide specific examples, dates, and any relevant information or documentation.
  - The supervisor/manager will listen to the concern, may ask clarifying questions, and will attempt to address or resolve the issue promptly and fairly. They may need time to investigate or consult with others.
  - The supervisor/manager will communicate back to the employee regarding the outcome or actions taken.
- **Step 2: Escalation to Jenna Leurquin**
  - If the employee is uncomfortable discussing the issue with their direct supervisor (e.g., if the complaint involves the supervisor), or if the employee is not satisfied with the resolution provided by their supervisor at Step 1, they may escalate the complaint in writing to Jenna Leurquin.
  - The written complaint should include:
    - The employee's name and position.
    - A clear and concise description of the complaint or problem.
    - Specific dates, times, locations, and names of individuals involved.
    - Any steps already taken to resolve the issue and the outcome.
    - The desired resolution or outcome, if known.

Written complaints can be submitted in the following ways:

- **In Person:** Hand-deliver your written complaint to management or the HR Department.
- **Email:** Send your written complaint to HR
  - **Mail:** Mail your written complaint to the HR Department.
  - Jenna Leurquin will review the written complaint, may meet with the employee and other relevant individuals, conduct further investigation if necessary, and will work to find a fair and appropriate resolution.
  - A response regarding the review and any actions taken will be communicated to the employee.

Upon receipt of a formal complaint, the HR Department will:

- Acknowledge receipt of the complaint within 3 business days.
- Conduct a thorough and impartial investigation, which may include interviews with involved parties and review of relevant documentation.

- Aim to complete the investigation within 30 days of receiving the complaint, unless circumstances require additional time.

## **5. Timeliness**

- Employees are encouraged to bring forward complaints as soon as possible after the event or situation arises to allow for timely investigation and resolution.
- JL Patisserie will endeavor to address and respond to complaints in a timely manner. The complexity of the issue will determine the time needed for review and resolution.

## **6. Confidentiality**

Complaints made under this policy will be handled with discretion. Information will be shared only on a "need-to-know" basis with those individuals necessary to investigate and resolve the complaint. However, complete anonymity cannot always be guaranteed if a thorough investigation is required.

## **7. No Retaliation**

JL Patisserie strictly prohibits any form of retaliation against an employee who, in good faith, raises a complaint or participates in the investigation of a complaint under this policy. Retaliation is a serious violation and should be reported immediately to Jenna Leurquin.

## **8. Finality of Decision**

The decision made at the highest level of review within this internal complaint procedure Jenna Leurquin will generally be considered final by JL Patisserie.

## **9. Not a Contract / At-Will Employment**

This Complaint Resolution and Problem-Solving Procedure does not create an employment contract, express or implied, nor does it alter an employee's at-will employment status. It is a guideline for internal problem resolution.

## **14 - ADDITIONAL RESOURCES**

Employees may also contact external agencies if they believe their rights have been violated. For workplace discrimination or harassment issues, employees can contact:

- The Equal Employment Opportunity Commission (EEOC)
- The Arizona Civil Rights Division

We value your feedback and are committed to providing a workplace where all employees can thrive. If you have any questions about this complaint procedure or need assistance, please contact your management.

Thank you for your cooperation and commitment to maintaining a positive work environment at JL Patisserie.

# Appendix 1

## Dress code

# DRESS CODE

**Yes**

No doubt : black  
Clean and wrinkle-free  
Practical for food service  
Personal hygiene  
Hair tied (covered in Kitchen)

**No**

Holes, tears, see through, too revealing  
Graphics  
Gym apparel  
Hooded tops  
Jewelry except wedding ring



## Hair and Face

- Hair must be secured away from face
- Face hair trimmed
- No tattoos on face or throat, nothing obscene, profane, racist or sexual in nature

## Footwear

- Closed-toe and closed-heel.
- No open-toe footwear include sandals, flip-flops, peep-toe shoes, and clogs with open toes.
- Flat or have no discernible heel. High heels, stilettos, wedges, or any shoe with an elevated heel are not permitted.
- Clean, well-maintained, and in good repair.
- Made of a durable material such as leather or a synthetic equivalent. Canvas sneakers may be permitted if they meet all other criteria and are kept clean.
- Socks must be worn.
- In areas where specific safety footwear is required (e.g., non-slip soles, steel-toes), those specific requirements supersede this general policy and must be adhered to.

## Tops

- Must be with sleeves (either short sleeves or long sleeves are acceptable).
- Store front: completely black
- No hoodies, tank tops, v neck, sleeveless tops, crop tops, tops with graphics, logos (other than a discreet Company Name logo if provided), writing, patterns, sheer fabric, or low necklines.
- The top should be professional and provide appropriate coverage.

## Bottoms

- Full-length, extending to at least the ankle.
- Sit at or above the natural waistline. Low-rise styles that sit below the hipbone are not permitted.
- Appropriately sized, neither too tight nor excessively baggy.
- No shorts, Capri pants, cropped pants, athletic pants, sweatpants, track pants, or denim jeans
- No rips, tears, frays, or excessive fading

# Store front



## Apron

- Must be worn at all times during store opening hours
- Clean and wrinkle free
- No distraction on the apron
- Clothing and accessories underneath the apron

## Appendix 2

### Police

- **Scottsdale (Shea Blvd):**
  - Emergency: **911**
  - Non-Emergency: **(480) 312-5000**
- **Phoenix (Central Ave & S 24th St):**
  - Emergency: **911**
  - Non-Emergency: **(602) 262-6151**

 When to Call **911** (or your local emergency number)

Call 911 **immediately** if there is any threat to life, limb, or property. This is for true emergencies where every second counts.

**Call 911 if the customer is:**

**Being Violent or Physically Assaultive:** Pushing, hitting, spitting on someone, or throwing objects.

**Making Credible Threats of Violence:** Saying things like "I'm going to hurt you," "I'm coming back for you," or threatening to use a weapon.

**Brandishing a Weapon:** If you see a gun, knife, or any other object being used as a weapon.

**Destroying Property:** Actively smashing windows, breaking equipment, etc.

**Refusing to Leave AND the situation is escalating** to the point where you feel physically unsafe.

**Experiencing a Medical Emergency:** If the customer (or anyone else) collapses, is having a seizure, a heart attack, or is seriously injured.

**The Golden Rule for 911: If you fear for your physical safety or the safety of others, call 911 without hesitation.**

 When to Call the Police Non-Emergency Line

This number is for situations that require police attention but are **not in-progress emergencies**.

- **Scottsdale (Shea Blvd):**  
Emergency: **911**  
Non-Emergency: **(480) 312-5000**
- **Phoenix (Central Ave & S 24th St):**  
Emergency: **911**  
Non-Emergency: **(602) 262-6151**

**Call the non-emergency line for:**

**A customer who has left after committing a minor crime.** For example, if someone shoplifted and is already gone, or scammed you and has left the premises. You are filing a report after the fact.

**A non-violent trespasser.** A customer is refusing to leave, but they are not being threatening or violent. You have asked them to leave, they have refused, and you want an officer to issue a formal trespass warning.

**Reporting a past incident.** If a customer threatened you yesterday and you want to make a formal record of it.

**General disturbances that have de-escalated.** For example, if a loud, disruptive argument is over and the person has left, but you want the incident documented.

**The Golden Rule for the Non-Emergency Line:** The event is over, or there is **no immediate danger** to anyone. You need to file a report or get official assistance for a non-violent situation.

### When to Call a Manager or Security (Your First Step in Most Cases)

For the vast majority of customer problems, **neither 911 nor the police are the right first call.** Your first step should be to involve your workplace's internal resources.

#### **Call a manager, supervisor, or on-site security for:**

- **Verbal Disputes:** Arguments over pricing, service quality, or store policies.
- **General Rudeness:** A customer is being belligerent, cursing, or yelling.
- **Suspicious Behavior:** You suspect a customer might shoplift but haven't seen them do it yet.
- **Policy Enforcement:** A customer refuses to follow a rule (e.g., "no shirt, no service").
- **Anything that makes you uncomfortable but isn't an immediate physical threat.**

**Why call a manager first?** They are trained in de-escalation, know company policy, and are responsible for handling these situations. They can then make the decision to call the police if the situation escalates.

#### Quick Decision Guide

Situation	Who to Call First	Why?
Physical violence, weapons, credible threats	911	Immediate danger to life or safety.
Medical emergency (collapse, seizure, etc.)	911	Life-threatening medical situation.
Argument over price, rude customer, yelling	Manager / Security	Internal issue, de-escalation is needed.
Customer refuses to leave (but is not violent)	Manager / Security	Let them handle it first. They can then call the non-emergency line if needed.
Shoplifter has already left the store	Police / Non-Emergency	The immediate threat is gone; you need to file a report.

**Final, most important advice:** Trust your instincts. If a situation feels genuinely dangerous and is escalating quickly, err on the side of caution and **call 911.** Your safety is the top priority.

## Appendix 3

### Crucial Distinction: When to Call Poison Control vs. Emergency Services (911, 999, 112, etc.)

This is extremely important.

 Call POISON CONTROL **1-800-222-1222** if:

- The person is awake and alert.
- You have a question about a potential poisoning.
- Someone took the wrong medicine or the wrong dose.
- A chemical splashed on the skin or in the eyes.
- You need information and guidance.

 Call **911** (or your local emergency number) IMMEDIATELY if the person:

- Is unconscious or has collapsed.
- Is having a seizure.
- Has stopped breathing or is having trouble breathing.
- Will not wake up.

If you are ever in doubt, call 911 or your local emergency number first. They can dispatch help and get the poison center on the line with them.

#### What to Have Ready When You Call

To help the expert on the phone, try to have this information available:

- The person's age and weight.
- The container or bottle of the substance in question.
- The exact name of the product and its ingredients.
- The time the exposure occurred.
- The amount you think was ingested or exposed.
- Any symptoms the person is having.

Do not wait for symptoms to appear. If you think there's a problem, call immediately.

## **EMPLOYEE HANDBOOK ACKNOWLEDGMENT OF RECEIPT**

I, **[Employee's Full Printed Name]**, \_\_\_\_\_

acknowledge that I have received a copy of the JL Patisserie Employee Handbook, effective August 2025.

I understand that it is my responsibility to read, understand, and become familiar with all the policies, procedures, and information contained within this Employee Handbook. I agree to abide by these policies and procedures as a condition of my employment and continued employment with JL Patisserie.

I understand that this Employee Handbook is intended to provide guidelines and general information and that it is not an employment contract, express or implied, nor does it guarantee employment for any specific duration or alter my at-will employment status. I understand that my employment with JL Patisserie is "at-will," meaning that either I or JL Patisserie can terminate the employment relationship at any time, with or without cause, and with or without notice, for any lawful reason.

I understand that no representative of JL Patisserie, other than the general manager of the organization, has authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the president and myself. We have not entered into such an agreement.

I understand that JL Patisserie reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, at any time, with or without notice, at its sole discretion, except for the policy of at-will employment. I understand that any such changes will be communicated to employees as deemed appropriate by JL Patisserie.

Further, I understand that the contents of this handbook are summary guidelines for employees and therefore not all inclusive.

This handbook supersedes all previously issued editions. Except for the at-will nature of employment, the organization reserves the right to suspend, terminate, interpret or change any or all of the guidelines mentioned, along with any other procedures, practices, benefits or other programs of JL Patisserie. These changes may occur at any time, with or without notice.

I understand that if I have any questions regarding the content, interpretation, or application of any policy or procedure in this Employee Handbook, it is my responsibility to seek clarification from my direct supervisor, Jenna Leurquin, or another designated member of management.

My signature below confirms that I have received a copy of the JL Patisserie Employee Handbook and that I understand and agree to the statements above.

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Employee Signature

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Employee Printed Name (Same as above)

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**Signature**

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**Date**