



Employee Name _____

POLICIES AND PROCEDURES

Section 1

INTRODUCTION

We at Aux Délices believe that the professionalism and performance of our staff is as important to our success as our the quality of our food. Without your hard work and dedication to excellence, we simply could not stay in business. The guidelines outlined below are intended to clarify policies and procedures to ensure that they are easy to follow and enforce. As we emphasize the importance of teamwork, we want to be sure that we are all working with the same goals in mind. Thank you for your interest in working with us and your assistance in providing our clients with the best possible service.

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

Customers are among our organization's most valuable assets. Every employee represents Aux Délices to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Aux Délices will provide customer relations and services training to all employees with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to your Manager for appropriate action.

1.1 CHANGES IN POLICY AND PROCEDURES

This document supersedes all previous "Policies and Procedures" documents and memos that may have been issued from time to time on subjects covered in this document.

Since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual person-in-charge or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with the General Manager at the Main Office.

I acknowledge that this document is neither a contract of employment nor a legal document. I have received this document and I understand that it is my responsibility to read and comply with the policies contained in this document and any revisions made to it.

Section 2

EMPLOYMENT POLICIES

2.1 CONFIDENTIALITY AND NON-COMPETE AGREEMENT

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

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes, recipes
- Personnel/Payroll records
- Conversations between any persons associated with the company
- Customers and customer contact information
- All correspondence

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

2.1.1 PROPRIETARY INFORMATION

a. For purposes of this Agreement, “proprietary information” shall mean any information relating to the business of Aux Délices Gourmet Foods, LLC (the “Company”) or any entity affiliated with the Company that has not previously been publicly released by duly authorized representatives of the Company and shall include (but shall not be limited to) information encompassed in all customer lists, marketing and sales plans, financial information, costs, pricing information, customer information, and all technical information, methods, concepts or ideas in or reasonably related to the business of Company or any affiliated entity. I agree to regard and preserve as confidential all proprietary information, whether I have such information in my memory or in writing or other physical form. I will not, without written authority from the Company to do so, directly or indirectly, use for my benefit or purposes, nor disclose to others, either during the term of my Employment or thereafter, any proprietary information. I agree not to remove from the premises of Company or any Affiliate of Company, except as an employee of Company in pursuit

of the business of Company or any of its Affiliates or except as specifically permitted in writing by Company, any document or object containing or reflecting any proprietary information. I recognize that all such documents and objects, whether developed by me or by someone else, are the exclusive property of Company.

b. All proprietary information and all of my interest in trade secrets, trademarks, inventions, recipes, customer lists, employee lists, emails, products, procedures, copyrights, developments, and processes hereafter to the end of my employment with the company developed by me shall belong to Company; and without further compensation, but at Company's expense, forthwith upon request of Company, I shall execute any and all such assignments and other documents and take any and all such other action as Company may reasonably request in order to vest in Company all my right, title and interest in and all of the aforesaid items, free and clear of liens, charges and encumbrances.

2.1.2 COVENANTS NOT TO COMPETE OR SOLICIT EMPLOYEES

a. During the period commencing on the date hereof and ending one (1) year after the cessation of my employment with the Company, (the "Non-Compete Period"), I agree that I shall not, for myself or for any other person, except as a passive investor in publicly held companies, directly or indirectly engage in, or own or control any interest in, or act as a director, officer, or employee of, or consultant to, any firm or corporation doing business within five (5) miles of any business location operated by the Company and its Affiliates and is engaged in a venture or business substantially similar to that of the Company, which is hereby defined as any bakery, café, deli, or catering business.

b. During the Non-Compete Period, I agree not to hire, attempt to hire or solicit for employment on behalf of any person or company – current managers, employees or consultants of the Company and its Affiliates.

c. During the Non-Compete Period, I agree not to contact any current or past customers soliciting business in any venture or business substantially similar to that of the company.

Reduction of Scope and Effect of Covenant's IF Necessary to Comply with Applicable Law.

I expressly agree that the covenants set forth in this Agreement are being given to Company in connection with my being allowed to become or continue to be employed by the Company and that such covenants are intended to protect Company against the competition by me, within, the terms stated, to the fullest extent deemed reasonable and permitted in law and equity. In the event that the foregoing limitations upon my conduct are beyond those permitted by law, such limitations, both as to time and geographical area, shall be, and will be deemed to be, reduced in scope and effect, and any court of competent authority shall be permitted to re-draw such covenants, to the minimum extent required for them to comply with applicable law.

2.1.3 Injunctive Relief

I acknowledge that the injury to the Company resulting from any violation by me of any of the covenants contained in the Agreement will be of such a character that it cannot be adequately compensated by money damages, and, accordingly, the Company may, in addition to pursuing its

other remedies, obtain an injunction from any court having jurisdiction of the matter restraining any such violation; no bond or other security shall be required in connection with such injunction.

2.2 Personnel Data Changes

It is the responsibility of each employee to promptly notify their manager or Aux Délices Main Office of any changes in personnel data such as:

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

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

2.3 Job Descriptions

Aux Délices makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), essential duties and responsibilities and a work environment section.

Aux Délices maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations.

Aux Délices prepares job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the General Manager if you have any questions or concerns about your job description.

2.3.1 Work Schedules

Work schedules for employees vary throughout our company. Managers will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

2.4 Working Performance

Aux Délices requires that the tasks assigned to employees are completed on time and effectively, following standard procedures while maintaining a safe and pleasant work environment. Neatness, cleanliness, accuracy and overall quality are all factors in an

employee's work performance. If an employee is not able to complete his or her job, he or she must inform their manager and get authorization for the extra time needed to complete his or her work.

2.5 Performance Evaluation

Managers and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted at the end of an employee's initial period in any new position. This period, known as the "introductory period", allows managers and employees to discuss the job responsibilities, standards, and performance requirements of the new position. This period is usually 1- 4 weeks. Additional formal performance evaluations are conducted to provide both managers and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire.

Merit-based pay adjustments are awarded by Aux Délices in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

2.5.1 Corrective Actions

Aux Délices holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, Aux Délices expects the employee's manager to take corrective action.

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

The usual sequence of corrective actions includes an oral warning, a written warning and finally termination of employment. In deciding which initial corrective action would be appropriate, a manager will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

2.5.2 Terminations

There are two ways to terminate employment: voluntary and involuntary. Voluntary terminations include resignations, retirement, and failure to return from leave, and failure to report to work for three consecutive days without notifying the company. Involuntary terminations include layoffs and disciplinary action. Employees who want to leave in good standing will give their Manager notice at least two weeks before their termination date. Employees who do not give notice at least two weeks before their termination date will not be considered for rehire in the future.

2.5.2.1 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Aux Délices. Although advance notice is not required, Aux Délices requests at least 3 weeks' written notice of resignation from nonexempt employees and 2 weeks' notice from exempt employees. Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

2.6 Safety

Aux Délices provides information to employees about workplace safety and food safety issues through regular internal communication such as:

- Training sessions
- Team meetings
- Bulletin board postings
- Memorandums
- Other written communications

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

In the case of an accident that results in injury whether the injury is sustained by an employee, a customer or any other person, regardless of how insignificant the injury may appear, employees must notify their manager immediately and fill out and submit an accident report by the close of business of the day of the accident.

2.7 Time Off

All time off whether for vacation or for other personal reasons, paid or unpaid must be pre-approved by Aux Délices. This is necessary for the Company to be successful. All time off requests must be submitted to your manager via the "Time Off Request" form. All "Time Off Request" forms must be approved by your manager and the General Manager. Aux Délices reserves the right to reject time off requests. The following are limitations to time off requests:

- All time off requests greater than 3 days must be submitted at least one month before the first day of the time off.
- All time off requests less than 3 days must be submitted at least two weeks before the first day of the time off.
- In the months of November, and December no time off is allowed
- Full time (40 or more hours per week worked on average throughout the prior calendar year or salaried) employees that have worked for one consecutive calendar year will receive one week (40 hours) of paid time off in the following calendar year.

- Part time employees (fewer than 40 hours per week worked on average throughout the prior calendar year) are not eligible for paid time off. Aux Délices, at their discretion, may offer high performing part time employees paid time off equal to the average number of hours worked per week in the prior calendar year. Part time employees will only be considered if they are high performing and have consistently worked throughout the prior calendar year.
- Time off is accrued throughout the calendar year.
- Paid time off cannot be accumulated. Paid Time off cannot be “rolled” into a consecutive year. If you do not take your time off during the current calendar year, any remaining time off will be forfeited by the employee.

2.8 Breaks

Lunch (breakfast for morning shift employees) is provided for employees working 7 or more hours per day, at no cost (see “Employee Lunch and Food Discount Policy”) to the employee. Thirty minute paid breaks will be provided for employees working 7 or more consecutive hours per day (typically a 10 minute coffee break and a 20 minute lunch break).

Managers coordinate the schedule of breaks. Aux Délices is in the business of providing meals for its customers. Our busiest times are during typical meal times. Employees are not allowed to take breaks during these peak meal times. If an employee is on break and a store becomes busy, employees are expected to pause their break, help serve customers and then resume their breaks.

2.9 Smoking Policy

Aux Délices does not allow smoking inside any of its facilities or outside its facilities in any areas where customers might see an employee smoking. Additionally employees are not allowed to smoke at an Aux Délices function. This includes but is not limited to in front of any of our locations, near any outdoor seating areas adjacent to our facilities or at a customer’s home or catering venue.

All employees have the right to ask a smoker to stop smoking in any common areas of our facilities including but not limited to outside areas where employees eat lunch. Aux Délices specializes in food and taste is influenced significantly by smell. As such, no employees can ever smell like cigarettes or cigarette smoke. If an employee cannot eliminate the odor from cigarettes or cigarette smoke, they cannot work at one of our facilities or at one of our functions.

All employees receive the same amount of time for breaks. Employees may do whatever they want during those breaks – including smoking. Employees must remain on Aux Délices properties if punched in. No additional breaks may be taken to smoke outside of what all employees are allotted.

2.10 Employee Lunch and Food Discount Policy

Aux Délices offers a meal to employees that work for 7 or more hours per day at no cost to the employee. The following are the guidelines on food consumption while working for Aux Délices:

Employees who are working 7 hour shift are entitled to either of the below for lunch:

- a) a pre-made sandwich
- b) a salad sampler

Notes:

- Sandwiches cannot be made for an employee. They must be pre-made prior to lunch
- Seafood and steak salads are not included in the salad sampler (except tuna fish)
- Employees can drink coffee, tea, any house-made drink that is sold in bulk (i.e. not packaged drinks) during their shift.
- There is no breakfast offered (to regular shift employees), nor snack offered, however employees are allowed to have ends of bread and pastry from the day before
- Food that has not been purchased may not be taken off the premises
- In addition to offering lunch, Aux Délices offers its employees a 40% discount on all products in the store up to a \$100 limit
- Aux Délices also extends the 40% discount to family members who are present with the employee up to a \$100 limit
- Special order cakes (i.e. cakes not on the weekly menu and not in the case) are discounted at 25%.

2.11 Inclement Weather/Emergency Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close and location will be made by the Company. If a location is opened, managers are the first staff required to work. Managers will then decide which other employees are needed to work. Managers will contact all employees directly.

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

2.12 Visitors in the Workplace

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

2.13 Use of Equipment and Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines of the equipment.

Please notify your manager if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Your manager can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Section 3

Standards of Conduct

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

3.1 Attendances and Punctuality

Attendance and punctuality are of the utmost importance to the Company. Poor attendance and tardiness increases labor cost, hurts overall employee morale and impacts customer service negatively.

Employees should not punch in until they are in uniform (as defined by their position) and ready to work. Employees must punch out as soon as they have completed their work. Employees are paid based on punching in correctly and punching out correctly. It is the responsibility of each employee to punch in and out each day. If an employee fails to punch in or out correctly, they must notify their manager immediately. The Company is not responsible for incorrect punch ins and punch outs if they are not made aware in a timely manner. We recommend checking your hours each day.

Employees must notify their manager with a phone call (electronic communication - text messages and email are not considered appropriate means of communication) if they will be tardy or absent for an uncontrollable/unexpected reason, such as sickness, prior to the start of their shift. Not notifying your manager prior to the start of your shift will be subject to corrective action, up to and including termination of employment.

All employees must have the following phone numbers:

- The phone number of the location where they are working
- The cellphone number of their manager
- The cellphone number of their assistant manager

The schedule for the next week will be prepared by your manager on Wednesday and published on Thursday. Any changes to the schedule must be authorized by your manager

3.2 Harassment, Including Sexual Harassment

We strive to have a work environment free from harassment of any kind. We consider harassment an act of misconduct that will not be tolerated; furthermore, harassment may also be a violation of federal and/or state law. You are to discourage harassment by any employee or non-employee working on Aux Délices property, and to report such conduct to your manager or another member of management immediately.

3.2.1 Forms of Harassment

Verbal Harassment

Persistent derogatory or vulgar comments regarding a person's race, sex, sexual orientation, religion, ethnic heritage or physical appearance, or distribution of written or graphic materials (i.e., posters, cartoons or other drawings) having such effect

Physical Harassment

Hitting pushing, any physical interference with normal work or movement, or other aggressive physical conduct or threats of physical aggression

Sexual Harassment

- Making any sexual advances, or any other verbal or physical conduct of a sexual nature as a term of employment or condition of an individual's employment
- Making submission to or rejection of such conduct the basis for employment decisions affecting the employee
- Making offensive comments, jokes, innuendos, or other sexually oriented statement;
- Unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment by such conduct
- Respect is a necessity at Aux Délices. The company does not tolerate any disrespect

3.2.3 Management and Co-worker Responsibility

Each member of management is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. All employees are responsible for respecting the rights of your co-workers.

We encourage any employee who feels that he or she is a victim of harassment of any type to immediately report the matter to his or her manager or other member of management. We welcome you to report harassment, which will be thoroughly and discreetly reviewed by a member of management who is not involved in the alleged harassment. The matter will be treated in confidence to the extent feasible.

We cannot remedy claimed harassment unless you bring these claims to the attention of management. Failure to report claims of harassment prevents us from taking steps to remedy the problem. No employee or applicant will be disciplined or otherwise retaliated against as a result of making a complaint or participating in the investigation of a complaint.

3.3 Employee Relations and Family Members:

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Relatives of persons currently employed by Aux Délices may be hired only if they will not be working in the same area or building. Aux Délices employees cannot be transferred into such a reporting relationship.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred. If that decision is not made within 30 calendar days, the Company will decide.

3.3.1 “Amorous or Sexual” Relationship

This policy prohibits amorous or sexual relationships between Aux Délices employees other than his or her spouse that work in the same location. It is misconduct, subject to disciplinary action or immediate termination of employment.

An “amorous or sexual” relationship exists when, without benefit of marriage, two persons as consenting partners (a) have a sexual union or (b) engage in romantic partnering or courtship that may or may not have been consummated sexually.

3.3.1.1 Abuse of This Policy

Complaints found to have been intentionally dishonest or made in willful disregard of the truth may subject the complainant to disciplinary action, with possible sanctions or immediate termination of employment.

3.4 Personal Appearance of Employees

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

To promote a positive working environment and limit distractions caused by outrageous, provocative, or inappropriate dress, the following outlines dress code by position:

3.4.1 Retail Employees

- Solid colored polo shirt or collared shirt
- Must wear logoed apron
- Must wear provided nametag
- Must wear pants or jeans in good condition-no rips or tears
- No shorts
- No capris
- No leggings or sweat or sports pants
- No pants hanging down low as to show undergarments
- No "cargo" pants (pants with pockets down the legs).
- Must wear chef shoes or sneakers – non-skid.
- No open-toed, platform or high-heeled shoes.
- No perfume/cologne as it will interfere with the food.
- No spaghetti-strapped shirts
- No tank tops or revealing shirts
- No short mini skirts
- No sheer clothing
- Long hair must be pulled back in a ponytail or bun with a barrette or elastic (no scrunchies or large clips).
- Keep fingernails short and clean. No nail polish or false fingernails
- Belts should be simple with no fancy buckles.
- It is prohibited to expose body piercings (including nose rings)
- No hanging earrings (studs or tightly wrapped earrings only are allowed)
- Gauge earrings are allowed up to double zero
- No rings (wedding ring is allowed).
- Be clean-shaven or evenly groomed and have neatly groomed hair
- No other jewelry of any kind may be worn.
- No watches
- No wearable electronics such as Apple Watch
- No cell phones

3.4.2 Drivers

- Logoed t-shirt, vest or jacket
- Logoed hat
- Must wear provided nametag
- Must wear pants or jeans in good condition-no rips or tears
- No shorts
- No capris
- No leggings or sweat or sports pants
- No pants hanging down low as to show undergarments
- No "cargo" pants (pants with pockets down the legs).
- Must wear chef shoes or sneakers – non-skid.
- No open-toed, platform or high-heeled shoes.
- No perfume/cologne as it will interfere with the food.
- No spaghetti-strapped shirts
- No tank tops or revealing shirts

- No short mini skirts
- No sheer clothing
- Long hair must be pulled back in a ponytail or bun with a barrette or elastic (no scrunchies or large clips).
- Keep fingernails short and clean. No nail polish or false fingernails
- Belts should be simple with no fancy buckles.
- It is prohibited to expose body piercings (including nose rings)
- No hanging earrings (studs or tightly wrapped earrings only are allowed)
- Gauge earrings are allowed up to double zero
- No rings (wedding ring is allowed).
- Be clean-shaven or evenly groomed and have neatly groomed hair
- No other jewelry of any kind may be worn.
- No wearable electronics such as Apple Watch
- No cell phones

3.4.3 Kitchen Employees

- Logoed t-shirt and apron or chef jacket
- Logoed hat
- Must wear provided nametag
- Must wear pants or jeans in good condition-no rips or tears
- No shorts
- No capris
- No leggings or sweat or sports pants
- No pants hanging down low as to show undergarments
- No "cargo" pants (pants with pockets down the legs).
- Must wear chef shoes or sneakers – non-skid.
- No open-toed, platform or high-heeled shoes.
- No perfume/cologne as it will interfere with the food.
- No spaghetti-strapped shirts
- No tank tops or revealing shirts
- No short mini skirts
- No sheer clothing
- Long hair must be pulled back in a ponytail or bun with a barrette or elastic (no scrunchies or large clips).
- Keep fingernails short and clean. No nail polish or false fingernails
- Belts should be simple with no fancy buckles.
- It is prohibited to expose body piercings (including nose rings)
- No hanging earrings (studs or tightly wrapped earrings only are allowed)
- Gauge earrings are allowed up to double zero
- No rings (wedding ring is allowed).
- Be clean-shaven or evenly groomed and have neatly groomed hair
- No other jewelry of any kind may be worn.
- No wearable electronics such as Apple Watch
- No cell phones

3.4.4 Office Employees

Our offices are unique because employees do not come in contact with customers every day. However, customers do stop by unannounced and employees are often asked to make deliveries to customers and stores where our customers are.

A professional appearance is important anytime that you come in contact with customers or potential customers. Office employees should be well groomed and dressed appropriately for our business at all times. Employees should use these guidelines when considering their dress:

- Pants or jeans in good condition-no rips or tears may be worn
- No shorts
- No “gymware”
- No pants hanging down low as to show undergarments
- No “cargo” pants (pants with pockets down the legs).
- No flip flops
- No short mini skirts
- No sheer clothing
- No exposed body piercings (including nose rings)
- Gauge earrings are allowed up to double zero
- Be clean-shaven or evenly groomed and have neatly groomed hair

3.5.2 Register (Point-of-Sale) Use

- All employees must log on as themselves for each transaction - do not transact on someone else’s login
- Employees may not use another employee’s number when logging in
- Employees may not open drawer without manager present

3.6 Maintenance of Work Areas

It is important to maintain a clean and orderly workplace for safety and safe health practices.

- Employees are responsible for their work areas
- Work areas must be clean and organized at all times
- Coats and other articles (cell phones, hand bags, etc) of clothing are not permitted in work areas. Ask your manager for the correct area in your location

3.7 Electronic Device and Cell Phones

Tablets, MP3s, CD players, radios, phones or any other electronic devices including wearables are not allowed during work hours.

Cell phones may not be on your person during work hours (except during breaks). Each location has a designated area to leave your cell phone. Ask your manager for the area in your location. Wearable electronics are not allowed. Failure to comply will subject you to corrective action, up to and including termination of employment.

3.8 Company Telephone, Tables, Laptops, PC and other Equipment

Aux Délices phones, tablets and computers are intended for the use of serving our customers and conducting the Company's business. Tablets and computers are exclusive for internal use only, they are not allowed for personal use. Managers are responsible for their proper management.

3.9 Ethics Code

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following examples illustrate proper conduct and conduct that may result in disciplinary action, including termination of employment:

- Employees will always conduct themselves with proper manners
- Employees will not use vulgar or offensive language and actions
- Employees will not work under the influence of alcohol or controlled substances
- Employees will not steal or inappropriately remove items from the workplace
- Employees may not harass
- Employees may not fabricate business documents, including resumes and expenses reports.
- Excessive absenteeism or tardiness will not be tolerated.
- Fighting or threatening violence in the workplace will not be tolerated;
- Employees may not violate safety or health rules
- Insubordination will not be tolerated
- Employee must immediately notify a manager of any violation of the Ethics Code by another employee
- Managers will immediately report any violation of the Ethics Code to the General Manager

3.10 Customer Relations

The success of our organization depends on how we treat our customers and clients and how well we anticipate and fill their needs. Prompt, efficient, and courteous customer service not only contributes to the organization's public image but also increases customer loyalty, sales, and profits. When a customer walks into our shops you are greet them and when they step up to the counter you are to stop what you are doing and assist them in a courteous & professional manner. Employees are expected to do whatever they can to help satisfy a customer's needs.

3.11 Internet Use, Computer and Email Usage

Aux Délices office employees should only use the Internet and email to serve our customers and conduct the Company's business. Computers, computer files, the e-mail system, and software furnished to employees are Aux Délices property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

Aux Délices strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Aux Délices prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Employees should notify their manager, the General Manager or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment. Internet messages are public and not private. Aux Délices reserves the right to access and monitor all files and messages on its systems.

3.12 Workplace Monitoring

Workplace monitoring may be conducted by Aux Délices to ensure quality control, employee safety, security, and customer satisfaction. Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of Aux Délices as well as their satisfaction with our service.

Computers furnished to employees are the property of Aux Délices. As such, computer usage and files may be monitored or accessed.

Aux Délices may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because Aux Délices is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

ACKNOWLEDGMENT

I hereby acknowledge that I have read and understand Aux Délices "Policies and Procedures" and agree to abide by its terms. I understand that I may be disciplined up to and including termination for violating this part of this document.

Employee Name

Employee Signature

Date
