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COMPANY POLICIES

As in any professional organization, this company has policies and procedures which must be adhered to by all employees. All Company Policies are included in the **Employee Handbook**. Any violation of the policies as set forth in the Employee Handbook may subject the employee to disciplinary action, up to and including termination.

Electronic Communication

Internet Usage Policy

The following policy defines **Company X's** policy regarding Internet Usage. It is intended to assist employees in using the resource wisely and to understand the Company's expectations for the use of the Internet. This includes appropriate and inappropriate use of the Internet, the monitoring of employee's usage of the Internet, and other issues related to Internet Usage.

The Company provides an Internet system as a business-related tool. Internet access is to be used to communicate with customers, suppliers and restaurants to research relevant topics and obtain useful business information. Occasional personal use of the Internet is allowed as a workplace benefit, however, we reserve the right to prohibit use of the Internet if such use becomes abusive or interferes with the conduct of daily business. Use of the Internet demands adherence to all Company Policies, especially those that deal with intellectual property protection, confidentiality, copyrights, software licensing rules and appropriate business behavior. Employees should not have any expectation of privacy in terms of their usage of the Internet. As such, the Company may monitor both context and usage of the Internet by employees, including a review of the list of sites accessed by the employee and the information and images downloaded by the employee. The Company may also restrict access to certain sites that it deems are not necessary for business purposes.

The Company's Internet system is subject to further limitation and restrictions to prevent inappropriate and/or unlawful use, which include, among others, the following:

1. **Objectionable or Inappropriate Materials:** Employees are prohibited from using the Internet system to access, view, create, transmit, print or download any material that is derogatory, obscene, sexually explicit or offensive such as slurs, epithets, or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientations, age, disability, or religious or political beliefs.
2. **Offensive or Sexually-Orientated Materials:** Employees are prohibited from accessing, viewing, creating, transmitting, printing or downloading materials or images that are potentially offensive, foul, profane, obscene, offensive or defamatory.



3. **Solicitation:** Employees are prohibited from using the Company Internet system to solicit or proselytize others for commercial purposes, causes, outside organizations, or other non-job-related purposes.
4. **Copyright Violations:** Downloading or disseminating copyrighted material that is available on the Internet may be an infringement of copyright law. Permission to copy the material must be obtained from the publisher.
5. **Software Download:** Without prior approval, software should not be downloaded from the Internet as the download could introduce a virus into the companies' network and is potentially a violation of copyright law.
6. **Illegal Activity:** Employees are prohibited from using the Internet system to engage in illegal activity, including, but not limited to, copyright violation, fraud, harassment, slander or any other activity that violates any local, state or federal statute.
7. **Chain Letters and Other Schemes:** The Company Internet should not be used to send or participate in chain letters, pyramid scheme, or other illegal schemes.
8. **Running a Business:** Employees are prohibited from using the Company's Internet system to run a personal business or engage in business activities not related to the Company's business. This includes using the Company Internet to create or maintain a business website neither affiliated with nor approved by the Company.
9. **Excessive Use:** In the interests of productivity and preservation of system rescues, excessive use of the Company Internet and the creation and transmission of high-volume files (Video Files, Movie Files, Photos, Music, etc.) is prohibited.
10. **Disclosure of Confidential or Proprietary Information:** Each employee should safeguard against the disclosure of confidential Company information through the use of the Internet, bulletin boards, or news groups.
11. **Statements Mistaken as Position of Company:** Employees should safeguard against using the company Internet to transmit personal comments or statements or to post information to bulletin boards or news groups that may be mistaken as the position of the company.
12. **Entertainment and Games:** Employees may not use the Company Internet system to download entertainment or games, images or videos.

RECOMMENDED PRACTICES AND POLICIES

The following are Recommended Human Resource practices and policies. It is suggested that the Franchisee have documentation on the following practices and policies.

- Acknowledgement Forms
- Attendance and Punctuality
- At-will statement
- Conflict of Interest
- Customer Relations
- Disciplinary Policies (discretionary, not progressive discipline) and Termination
- Driving for Company Business
- Drug and Alcohol Policy
- Drug Testing Policy
- Employee Classifications
- Employee Postings and Notices
- Employee Reference Requests
- Employment of Minors
- Equal Employment Opportunity
- Exit Interviews
- Leaves of Absence
- Meal and Rest Periods and Compliance
- Open Door Policy (see example below)
- Orientation Period
- Payroll Practices and Overtime
- Personal Appearance
- Personal Phone Calls
- Personnel Files
- Safety policies
- Sexual and Other Illegal Harassment Policies
- Smoking
- Solicitation and Distribution
- Trade Secret and Confidentiality
- Verification of Employment
- Voting
- Wage Garnishments
- Work Week and Work Schedules
- Workplace Security and Violence Prevention Policy

Personal Contacts

Utilize your contacts and acquaintances from organizations you belong to such as professional associations, church groups, local clubs, etc.

Application Process (Example)

Insert your company-specific information here.

Application and Cover Sheet

Every interested candidate must be given an application and cover sheet to review and complete. Applications must be kept on file for a minimum of 2 years. If the applicant is hired, their application is to be filed in their personnel file.

Note: *Applications are to be kept in plentiful supply. All employees are to know where the applications are kept and have access to the applications.*

Reviewing the Application

When reviewing an application always pay special attention to the following areas as they are indicators of “Red Flags.” If you do notice any of the following “Red Flags” on an application, remember it is not cause to eliminate the applicant from candidacy but those issues must be addressed thoroughly during the interview process.

RED FLAG	POSSIBLE INDICATIONS	FOLLOW-UP QUESTIONS
Incomplete answers or information missing on application	Lack of attention to detail Lack of desire to follow directions Inability to read/write information request	Is there a specific reason you did not complete this application? Could you please complete the application, then we will resume the interview (after showing applicant what is missing).
Overall Sloppiness	Sloppy work standards and follow-through	No specific questions, but relate this to the appearance and beautification standards.
Worked for the company before and resigned	Inability to take risks or stick to a decision Inability to confront/deal with/fix frustrations at work Problem identifier, not problem solver	What do you think has changed with the company that would make you want to return? Why did you leave the company? What did you like/dislike about working for the company before?

Progressive Discipline Process (Example)

The following is a sample process/procedure. Insert your company-specific information here. Consult with your attorney before implementing any process/procedure.

In the event that an employee does not adhere to any of the company policies and procedures, the Company must retain the right to discipline where the circumstances warrant. Wherever possible, the Company will administer a system of Progressive Discipline.

The purpose of a system of progressive discipline is to provide a method whereby the employee may be helped to improve their performance. It is our intention to ensure that employee who perform below acceptable standards or who fail to follow company rules/policies are advised of their performance discrepancies, accompanied by proper documentation, and are given an opportunity to change or to improve before further action is necessary.

Our system of progressive discipline includes: Verbal counseling, then progressing to one or more written warnings, and finally resulting in termination. Each step is explained in detail below:

Step 1- Verbal Warning

Verbal instruction regarding an unsatisfactory level of performance is generally the first step in a corrective procedure.

Step 2- Written Warning

If the verbal discussion does not provide the required result, then the Manager should give a Written Warning to the employee. The required performance improvement should be briefly and concisely stated, with suggestions for steps to be taken to correct performance, with specific time goals set for improvement/results to take place. A time should be set for a follow-up meeting with the employee to discuss progress and improvements.

A copy of the original written warning should be given to the employee, the original should be filed in the employee file in their Home Store location. The employee signature on this form is to acknowledge that the discussion took place, not to agree or disagree with the content. However, if the employee declines to sign, the Manager and the witness should make a notation to that effect on the form prior to distribution to the employee.

Step 3- Termination

If it is determined that performance standards cannot be met by an employee, or when the actions of an employee are deemed detrimental to the best interests of **Company X** or to its other employees, then the person should be terminated. A termination status form should be completed and sent to the Corporate Office, along with a copy of any written warnings which have been given to the employee.