



Retail Employee Handbook

Hansen's Farm Fresh Dairy Outlet
Cedar Falls, Iowa

Moo Roo
Waterloo, Iowa

Divisions of Hansen's Farm Fresh Dairy

Revised March 2012

TABLE OF CONTENTS

Expectations of Employees.....2

Timekeeping and Compensation.....4

Anti-Discrimination and Anti-Harassment.....5

Workplace Safety6

Handbook Acknowledgment.....8

The information in this handbook describes many of your responsibilities as an employee and acquaints you with Hansen’s Farm Fresh Dairy. You should read, understand and comply with all provisions.

THE INFORMATION LISTED HERE DOES NOT CREATE A CONTRACT OF EMPLOYMENT. EMPLOYMENT AT HANSEN’S FARM FRESH DAIRY IS "AT WILL" AND THERE IS NO SPECIFIED LENGTH OF EMPLOYMENT. AS AN AT-WILL EMPLOYEE, EITHER YOU OR HANSEN’S FARM FRESH DAIRY CAN TERMINATE THE EMPLOYMENT RELATIONSHIP AT WILL, WITH OR WITHOUT CAUSE, WITH OR WITHOUT NOTICE.

No employee policy can anticipate every circumstance or question. Hansen’s Farm Fresh Dairy reserves the right to revise, supplement, suspend or rescind any policy from time to time. You will receive notice of any such changes, but you may not receive notice in advance of the change.

If any provision in this handbook conflicts with any provisions of law, it shall be modified to comply with the applicable provisions of statutes, state or federal, now in effect or passed in the future.

EXPECTATIONS OF EMPLOYEES

Customer Service

Employees should treat customers to a pleasant retail experience to ensure that we retain their patronage. This includes smiling, looking customers in the eye and saying “thank you” after a purchase. Employees are expected to be accurate, polite, enthusiastic and knowledgeable about the products sold in our stores. They may dispense samples and recommendations. Employees should show respect for customers, colleagues and management.

Duties

All employees will be responsible for handling money and serving ice cream. Employees also will be responsible for general cleaning, including floors, tables, windows, doors, countertops and bathrooms. Managers are responsible for interviewing employees, training, tracking inventory, scheduling, etc.

Sanitary practices

All employees must follow sanitary practices:

- Come to work clean and use good hygiene.
- Keep hands away from the face, hair and other areas of the body that could lead to product contamination.
- Wash hands after using the restroom.
- Keep clothing as clean as possible.
- Do not come to work when ill.

Moo Roo employees must also follow these practices:

- Use the handwashing sink with paper towels while in the serving area.
- Wear hairnet when using dip cabinet.

Dress Code

All Moo-Roo employees are expected to wear Moo-Roo shirts, visors, nametags and khaki pants. Outlet employees must wear Hansen’s Farm Fresh Dairy shirts and nametags. Employees of both stores should wear closed-toed shoes. Company shirts are to be laundered by employee and kept neat in appearance.

Attendance and Punctuality

Attendance and punctuality are essential. Hansen’s Farm Fresh Dairy pays retail employees for the time worked. It is important that employees understand their schedule, what is considered work time and how work is tracked (see the *Timekeeping and Compensation* section of this Handbook). Retail employees are expected to arrive at least 5 minutes before their scheduled shift. Slow times are considered breaks.

If a retail employee is unable to report to work at the scheduled time, that employee is expected to contact their supervisor to inform him or her of the anticipated arrival time. If an employee is unable to work, it is that employee’s responsibility to find a replacement and notify the supervisor/manager. If a retail employee is absent for three or more days due to an illness or injury, he or she may be required to obtain a physician's statement to return to work.

Unscheduled absences place an unfair burden on co-workers and should be avoided. Unscheduled absences, including late arrivals and early departures, will result in discipline, up to and including discharge. Any employee who is absent for three working days without notification is deemed to have

resigned voluntarily. Employees will receive warnings for the first two unscheduled absences. The employee and supervisor will discuss the incident(s) and sign a written notice of the warning. On the third offense, the employee will be discharged. See the *Discipline* section for more information.

Personal Conduct

Employees must maintain discipline and proper personal standards of conduct at all times. Conduct that we find unacceptable in the workplace includes, but is not limited to:

- Physical violence in the workplace
- Loud verbal arguments in the workplace
- Fighting
- Insubordination
- Theft
- Falsification of time records
- Reporting to work under the influence of drugs or alcohol
- Threatening co-workers in any way

Discipline

Although some violations to Hansen's Farm Fresh Dairy employee policies may be more severe than others, repeated violations, or a combination of violations, may result in disciplinary action, up to and including termination of employment. Possible disciplinary actions include, but are not limited to:

• Oral Warning

When an infraction of a work rule occurs, a supervisor may visit with the employee about the incident. An oral warning alerts the employee that the behavior is unacceptable and gives the employee an opportunity to show improvement. Hansen's Farm Fresh Dairy may consider the infraction to be of such severity that immediate termination of employment will occur.

• Written Warning

A written warning may occur when Hansen's Farm Fresh Dairy considers the infraction too severe for an oral warning. A written warning also may occur when the employee has already been warned orally for the offense, but has failed to show acceptable improvement.

• Discharge

Hansen's Farm Fresh Dairy may discharge an employee for any reason, including unacceptable work performance or misconduct. If action must be taken due to poor work performance, the employee will generally be notified of such problems so the employee has an opportunity to improve performance. If the employee's work remains unsatisfactory, the employee will be discharged.

Alcohol and Drug Use

Employees are prohibited from working or operating company equipment while under the influence of alcohol, illegal drugs, narcotics, substances or chemicals not medically prescribed. Using, possessing, having in one's bodily system, distributing, selling or being under the influence of controlled substances, unauthorized drugs or narcotics while on Hansen's retail property or during work time will result in disciplinary action, up to and including immediate dismissal.

If a prescribed medication causes drowsiness or otherwise impairs the employee's ability to perform assigned duties, the employee must notify his or her supervisor immediately.

Solicitation and Distribution of Materials

Employees are prohibited from engaging in solicitation or distribution of any materials not related to the business during work time.

TIMEKEEPING AND COMPENSATION

Work Hours

In the summer, Moo-Roo is open 8 a.m. to 10 p.m. Monday through Saturday and noon to 10 p.m. Sunday. In the winter, Moo Roo closes at 9 p.m. every day. Hansen's Farm Fresh Dairy Outlet is open year-round from 8 a.m. to 9 p.m. Monday through Saturday and 11 a.m. to 9 p.m. Sunday.

No employees will receive paid vacation. Moo-Roo and the Outlet will be closed on Easter Sunday, Thanksgiving Day, Christmas Day and New Year's Day.

Employees must keep an accurate account of the time worked each day on the time slip. Record hours worked in increments of 15 minutes. Time slips must be turned in every two weeks to your supervisor.

Employees should begin and end work at the designated time and record only their own hours. Recording the time for another employee is strictly prohibited. Falsification of time records, which includes padding hours or not reporting all hours worked, is unacceptable conduct and will result in discipline, up to and including termination of employment. Mistakes in time records should be reported promptly to your supervisor. Employees should record their mileage on an expense report if their car is used to make special trips to Moo Roo, Outlet or the farm not en route to and from work.

Benefits

All Hansen employees with a current pay stub get a 25% discount on all store products. Employees must use a discount card to receive this benefit. Only the employee and the employee's spouse are eligible for this discount. Employees are allowed to enjoy ice cream while working, provided they do not consume it while working at the retail counter.

Payroll Information

Hansen's Farm Fresh Dairy will make all statutory payroll deductions in compliance with federal and state laws and will make elective payroll deductions only with your written consent. We abide by the minimum wage law.

Pay Days

Employees will be paid on Wednesday, every other week. If one of those days is a legal holiday, your check or check stub will be distributed on the previous day. Pay periods are two weeks long and run from Sunday through Saturday. Pay is distributed the Wednesday following the end of each pay period.

Payroll Deductions

With each check there is a detachable stub that shows total pay credited to the employee and the various deductions. As required by law, the following taxes are deducted from employees' pay to the extent applicable:

• Income Tax

New employees will be given IRS Form W-4, Employee's Withholding Allowance Certificate, for federal income tax withholding. Employees are also required to complete a state withholding form. Each employee is responsible for determining the proper number of allowances to claim for income tax withholding based on individual circumstances.

Withholding forms must be signed and turned in to supervisors before employees will receive their first paycheck. Changes to withholding forms may be made at any time during the year.

- ***Social Security and Medicare***

Both employers and employees pay taxes that fund Social Security and Medicare.

W-2 Information

Each year, Hansen's Farm Fresh Dairy is required to compile information regarding your earnings and withholdings for tax purposes. The information is reported on a W-2 Form (Wage and Tax Statement) and is provided to the employee and the Internal Revenue Service.

Requesting Time Off

Employees must inform their supervisors if family or medical leave is necessary. For an anticipated leave, employees must give as much notice as possible to their supervisor on when and for how long they expect to be absent. If an employee is unable to request leave due to his or her own serious health condition, another family member or responsible party may give notification instead.

Terminating Employment

Although not required, Hansen's Farm Fresh Dairy asks that employees give at least two weeks notice if they plan to terminate their employment. This notice should be in writing, indicating the reasons for leaving and the termination date.

ANTI-DISCRIMINATION AND ANTI-HARASSMENT

Equal Opportunity Employer

It is Hansen's Farm Fresh Dairy's policy to provide equal opportunity to all qualified persons seeking and continuing employment with us. We comply with all federal and state employment laws and do not discriminate in personnel practices against any person on the basis of race, color, creed, religion, national origin, sex, age, disability, marital status, sexual orientation or as otherwise provided by law.

Harassment and Sexual Harassment

Hansen's Farm Fresh Dairy is committed to a work environment that is free from discrimination, harassment and sexual harassment.

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, national origin, age, disability, marital status, citizenship or any other characteristic protected by law, and that: (a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; or (b) has the purpose or effect of unreasonably interfering with an individual's work performance; or (c) otherwise adversely impacts an individual's employment opportunities.

Harassing conduct includes, but is not limited to, epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (c)

such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or opposite gender. These behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

This anti-harassment and anti-sexual harassment policy applies to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to Hansen's Farm Fresh Dairy such as an outside vendor, consultant or customer. Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace.

Hansen's Farm Fresh Dairy encourages reporting of all perceived incidents of harassment, sexual harassment or discrimination. Any employee who believes that he or she is being harassed or discriminated against must promptly take the following steps:

1. Politely, but firmly, confront the offender and advise the offender that his or her behavior is unwelcome and request that it stop. We recognize that you may prefer not to address the offender directly and in such a case, you should proceed to the step outlined below.
2. If the offensive behavior continues or if you are uncomfortable talking to the person directly, talk to your supervisor. If you are uncomfortable talking with your supervisor about the situation, contact owners Jay Hansen or Jeanne Hansen.

All complaints will be investigated promptly. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

WORKPLACE SAFETY

Employees are responsible for using safe work practices. These include but are not limited to:

- No weapons are to be brought into the workplace. Weapons are defined as firearms, knives with blades of 2 inches in length or more, explosives, chemical agents or other such devices that may be used as a weapon.
- No employee shall threaten mental or physical harm to others.
- All employees are required to report any and all threats and/or acts of violence to their supervisor. All employees are responsible for cooperating in the investigation of threats and/or acts of violence in our workplace.
- All employees are responsible for reporting any breach of security in our workplace, and making recommendations for improved security.
- All employees are held accountable for not breaching security measures or bypassing security devices within our workplace.
- All emergency escape routes are to be maintained free of encumbrances.

Our workplace is defined as all owned or leased buildings, parking lots, use of company owned or leased vehicles or use of the employee's vehicles on company business. The definition is extended to include business conducted at all customers' or business associates' properties and the course of community activities as a representative for Hansen's Farm Fresh Dairy.

Accidents and Injuries

There are first aid boxes in the building and you should know where to find the one nearest your work area if injuries occur. If more than first aid is needed, the injured person should be taken to a hospital. Call 911 in the case of severe injuries or unconsciousness. In the case of a minor injury not requiring emergency attention, you may arrange to see a physician at your personal discretion. Employees must report an injury to their supervisor, preferably in writing, as soon as possible. The supervisor should obtain all the necessary information for workers' compensation and OSHA records.

Fire Procedures

Employees must be extremely conscious of the hazards of fires in work areas. Employees should familiarize themselves with the locations of fire extinguishers and building exits.

If an employee discovers a fire, the following procedures should be followed:

1. Dial 911
2. Notify co-workers and customers of the danger
3. Leave the building.

Employees should not be bashful about calling 911, even if there is only a slight smell of smoke. It is preferable that the fire department be called for what turns out to be a false alarm than to take a chance.

Security

Employees should use common sense to safeguard themselves and their personal belongings. Valuables should not be brought to work. Missing items should be reported to the supervisor/manager at once.

Home phone numbers of other employees must never be given to people outside the company.

Smoke-Free Environment

All Hansen's Farm Fresh Dairy facilities, including the retail stores, are smoke-free areas. Smokers should use regular breaks and proceed to an area behind the building, using the appropriate ash receptacles.

HANDBOOK ACKNOWLEDGMENT

I hereby acknowledge I have received a copy of Hansen's Farm Fresh Dairy Employee Handbook. I understand that the policies and procedures set forth in the handbook are not an express or implied contractual guarantee regarding my employment relationship with Hansen's Farm Fresh Dairy, nor do they represent contractual terms of employment. I understand that it is my responsibility to carefully review the employee handbook and ask my supervisor about any of the material that is unclear to me. I also understand that Hansen's Farm Fresh Dairy, at its option, may change, delete, suspend or discontinue any part or parts of this handbook at any time without advance notice.

This handbook is applicable to all employees. Any future revisions of the handbook will replace the prior versions of the handbook.

Employee Name (Please print)

Signature of Employee

Date