

## **GENERAL INFORMATION**

### **MISSION STATEMENT**

Daily Groceries Co-op is a not-for-profit natural foods market. We opened our doors October 17, 1992 committed to offering quality natural and organically grown foods at low prices. At the same time we strive to offer friendly, knowledgeable customer service. As a co-op we are committed to offering as many organically grown, minimally packaged products as possible. We are excited about offering a wide variety of locally produced items such as bread, snacks, sandwiches, salads, juices, and produce.

### **CO-OPERATIVE PRINCIPLES**

Daily Co-op, organized as a cooperative, shares in a worldwide movement with other co-ops, and agrees to abide by co-operative principles. The 1996 Congress of the International Co-operative Alliance approved these wordings of the seven Co-operative Principles:

1. **Voluntary and Open Membership:** Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.
2. **Democratic Member Control:** Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. Men and women serving as elected representatives are accountable to the membership. In primary cooperatives members have equal voting rights (one member, one vote) and cooperatives at other levels are also organized in a democratic manner.
3. **Member Economic Participation:** Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing their cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.
4. **Autonomy and Independence:** Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.
5. **Education, Training and Information:** Cooperatives provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their cooperatives. They inform the general public-particularly young people and opinion leaders-about the nature and benefits of cooperation.
6. **Cooperation among Cooperatives:** Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.
7. **Concern for Community:** While focusing on member needs, cooperatives work for the sustainable development of their communities through policies approved by their members.

## **PROCEDURE TO CHANGE POLICY MANUAL**

Changes in the policy manual require the approval of the management team and the Board of Directors. Employees are encouraged to provide feedback at any time by putting ideas in writing and giving them to a Manager. Changes can be made at any time, though an annual update process will occur each July. Interim changes can be made by the management team, but should be presented to the Board at the next monthly Board meeting. Changes will be in effect no later than thirty (30) days after the final approval. Once changes have been approved, all employees will be given the updated version.

## **WORKPLACE POLICIES**

### **EQUAL OPPORTUNITY EMPLOYER**

The Daily Co-op is committed to the corporate policy that all applicants and employees be given equal consideration with regard to employment, training, compensation, promotion, transfer, layoff, and all other terms and conditions of work without regard to race, color, sex, age, religion, political belief, national origin, sexual preference, marital and parental status, or disability. This policy includes a commitment to a workplace environment free of harassment.

Being an Equal Opportunity Employer, it is our intent that this policy be translated into daily, fair employment practices. If at any time during the course of their employment an employee feels that their right has been violated, they should notify their supervisor. If they do not feel their needs in this area are being adequately addressed by their supervisor, they should contact a manager for further assistance.

### **EMPLOYMENT AT WILL**

All employment and compensation with Daily Groceries Co-op is “at-will,” which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either the co-op or yourself, except as otherwise provided by law. It is important that all employees understand that any and all employment at the co-op is at-will and of indefinite duration without regard to the position classification. An employee or the co-op may terminate employment at any time, with or without notice and for any reason.

### **POLICY AGAINST HARASSMENT**

The Daily Co-op is committed to providing a workplace free of sexual harassment and harassment based on gender, race, ethnicity, religion, age, sexual orientation, marital status, medical conditions, or disabilities. Harassment of employees or volunteers by managers, supervisors, co-workers, or volunteers will not be tolerated. Any incident of harassment by supervisors or co-workers should immediately be reported to a manager. Managers should immediately address and interrupt behaviors that constitute harassment. Complaints of harassment by managers should be communicated in writing to the Board of Directors, who should evaluate and address each complaint.

Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile work environment or that interferes with work performance. Some examples include: racial slurs; ethnic jokes; name calling; and posting of offensive statements, posters, or cartoons. Sexual harassment includes solicitation of sexual favors; unwanted sexual advances; or other verbal, visual or physical contact of a sexual nature.

Reported complaints of harassment will be investigated in a confidential manner. The Co-op will not tolerate retaliation against any employee for making a complaint to a manager or the Board.

If harassment is established, disciplinary action may include probation, immediate suspension without pay or immediate termination of the employee who engaged in harassment.

### **HIRING PROCESS**

To the extent practicable, open positions will be posted on the public bulletin board for seven days. Other advertising for the position can occur as well. Employees will have an equal but not preferential opportunity to apply. Applying for a posted position does not guarantee an interview. The hiring manager determines who will be interviewed for a position.

In an emergency situation, the 7-day posting policy may not apply. Should this occur, the hiring manager has the discretion to temporarily or permanently fill any position. Deviating from policy should result in a report to the board.

The managers review applications to determine qualified applicants and conducts initial interviews. They will conduct second interviews, with a recommended number of at least three candidates before the supervisor or employee is offered the job. The managers will contact all applicants interviewed to inform them of the results.

If the position posted is for a member of management, the Board will conduct interviews. All interviewees will be interviewed by a minimum of two board members.

### **LAYOFF POLICY**

From time to time, the Daily may reduce the size of its work force by terminating employees for business, operational, or economic reasons (such as lack of work, restructuring the workforce, reorganizing a departmental unit, or job elimination). Should Daily consider such terminations necessary, the management team will attempt to provide all affected employees with advance notice when practical or when required by law. Employees affected by such reductions in force will be considered to be laid off. It is the laid-off employee's responsibility to stay informed about appropriate job openings.

### **HIRING RELATIVES**

Relatives or partners of current employees who are applying for a job at Daily Co-op should make full disclosure of the relationship. No preferential treatment will be given in the hiring decision to relatives or partners of current employees. Further, if hired, relatives or partners will not receive preferential treatment in the workplace. Relatives or partners are not permitted to supervise each other on a regularly scheduled basis.

### **RESIGNATION**

In order to leave in good standing, supervisors and non-management employees are required to give two weeks written notice. Managers are required to give four weeks written notice. The employee, a manager, or Board member has the option to request an exit interview with a manager or Board.

### **HIRING AND TERMINATION POLICY**

Before starting work, employees are required to have filled out and signed:

1. A job application
2. A W4 form
3. An I-9 verification form

In order to receive their final paycheck, employees are required to:

1. Return their store key, if issued one
2. ~~Pay their tab in full~~

## **PERFORMANCE EVALUATIONS**

Employees will have the clear, written job descriptions on which their evaluations will be based. New employees, or employees who have taken on a new position, are given an informal evaluation by their manager after six weeks of employment.

A new employee can be terminated without cause by the management team during the first six weeks of employment.

A re-hired employee's evaluation will be based on the re-hire date.

At an employee's three month anniversary, their manager will conduct their first formal evaluation. Thereafter, the department manager will conduct an annual formal evaluation, using the anniversary date. Annual evaluations will include input from each employee's supervisor(s) and at least one co-worker. Evaluations and compensation are considered confidential and should not be discussed in the workplace. Evaluations will be kept in the employee's personnel file.

The Daily Co-op evaluates employees for the purpose of improving each employee's performance, and to help improve the co-op overall. Raises are not necessarily tied to evaluations. The process is designed to allow for a continued flow of information and minimum of surprise.

## **PERSONNEL RECORDS**

A personnel record will be maintained in the office for each employee and will contain complete information pertinent to their employment. In addition, employees have the right to include information in their own personnel files.

Personnel files are business records of the Co-Op and are property of Daily Groceries. Personnel records will be maintained in a confidential and secure manner. However, all information in this file, including copies of any and all information in this file, shall be available to the employee upon request.

Only the managers will have the authority to make copies of information from the personnel files.

## **OTHER WORKPLACE POLICIES**

**Meetings:** Meetings provide our employees the opportunity to contribute ideas and be informed of major decisions. Any scheduled meeting is mandatory. Any unexcused absence from a mandatory meeting will result in disciplinary action. These meetings, and any other required meetings, will be on paid time.

**Parking:** Storefront parking spaces are for customers

**Phone Numbers:** In an effort to maintain privacy and safety, home phone numbers are for Daily Board and employee use only. They are not to be made public.

**Phone Calls:** Except in emergency situations, personal phone calls should be made during non-working times such as breaks or lunch. Personal phone calls should be made in the office.

**Cell Phones:** Cell phones are not to be used on the sales floor.

Personal Visits: Personal visits during work hours are disruptive to the business and your co-workers. Personal visits must coincide with your regularly scheduled breaks.

Employee Purchases: Employees must pre-pay for items before they are consumed. Putting an item on one's tab is considered to be 'pre-paying'. If management believes that employees are not complying or are abusing this trust, they may be asked to provide proof of purchase.

Food: No employee should be eating while simultaneously working.

Smoking: Smoking is never permitted inside the Daily Co-op. Employees are allowed to smoke outside, but not outside the front doors or stockroom doors. If you smoke on your break, please wash your hands before returning to work.

### **ATTENDANCE**

It is imperative that everyone arrives at work at his or her scheduled time, ready to work. When an employee knows they are going to be late or absent, they must notify their supervisor by phone at once. If their supervisor is not available, they must speak to the manager on duty.

Regular attendance at work is essential. Excessive or recurring absences, even though many of the absences are considered necessary by the employee, will be considered grounds for termination. This includes, but is not limited to, a pattern of absences, such as consistent absences on the day preceding or following the employee's regular days off or absence on the same day each week or month.

### **SCHEDULES AND BREAKS**

Employees' schedules and breaks are made to meet the needs of the business and their department. The co-op will try to accommodate their needs when possible. We do our best to minimize any inconvenience to the employee, but the needs of the co-op have first consideration.

Breaks:

A worker scheduled for:

- Less than four hours: not entitled to a break
- Four hours: receives one paid 15 minute break
- Six hours: receives one thirty minute unpaid break, and one fifteen minute paid, or two paid fifteen minute breaks (can not be taken back to back)
- Eight hours: receives one thirty minute unpaid break and two paid 15 minute breaks
- Employees taking unpaid breaks for more than 15 minutes must sign out before doing so

If employees do not take their daily breaks, they lose them. The time does not accrue, nor does it carry forward.

### **PRIZE AND GIFT POLICY**

Any prizes, gifts, samples, or merchandise which employees accept from vendors are considered to be the property of Daily Co-op. The managers are responsible for deciding how to distribute these items. If and when they are placed in the store's free bin, employees and members are limited to one item per shift.

### **DRESS AND APPEARANCE POLICY**

A professional image is important for our customers. Daily expects all employees to maintain high standards of personal grooming and hygiene. The co-op reserves the right to object to any specific article of

clothing, or accessory, on a case-by-case basis. If an employee wears something that is determined to be objectionable, they may be asked to return home and change clothing. All clothing must be clean and presentable.

Shirts: Health department regulations state that when working with open foods, sleeveless shirts may not be worn.

Shoes: For safety reasons, closed toed shoes must be worn by staff working on the sales floor, stock room and kitchen.

Hair: When working with open foods, hair must be pulled back from face and neck. Hats and hair coverings are acceptable.

Head Phones: Walkman-style players or other headphone devices are not to be used while working.

### **STORE SECURITY**

The security of Daily Groceries Co-op is considered a matter of priority, as a high percentage of the store's items are easy targets for theft. When someone steals from our store, it affects not only the retail business, but the co-op as a whole. All new staff are given procedures on shoplifting, robbery, and power outages.

There should always be at least one employee or working member in the front of the store. During store hours, there should always be at least two people scheduled. The back door should always be locked after 5:00pm, as well as when no one is working in the back of the store. There will always be at least three people on call from the security company, and a manager is always available by pager.

### **KEY SECURITY**

A limited number of keys will be assigned to people who require early entry or late exit to open or close Daily Groceries Co-op. **DO NOT LOAN YOUR KEY TO ANYONE!**

For safety reasons, employees who need to exit the store after 10 pm, or after the floor manager leaves, should leave in pairs. One of the pair must be a keyholder. No individual employee should be alone in the store without prior written authorization. Violations of policy regarding key use, or unauthorized entry, are grounds for immediate dismissal.

Lost keys are to be reported immediately to your supervisor or manager.

### **SAFETY**

Daily Groceries Co-op management will make sure that:

- All employees have a safe and healthy working environment.
- All accidents involving serious injury are investigated.
- All injuries are reported to the Georgia Workers Compensation Division in a timely way.
- A record is kept of all occupational injuries and illnesses.

Each supervisor is responsible for employees under his/her supervision, and will train them in:

- How and when to report injuries.
- How and when to report unsafe conditions and practices.

- Location of fire exits and fire extinguishers.

When injured employees and working members are unable to report accidents, the supervisor should report them to a manager within 24 hours of the occurrence.

Each employee is responsible for:

- Observing safe practices while working.
- Offering suggestions in writing (to a manager) that contributes to a safer work environment.
- Using proper safety devices and protective equipment where needed.
- Reporting to their supervisor or manager all injuries on the same day of occurrence.
- Wearing appropriate clothing and footwear for the performance of the job.
- Notifying a supervisor when taking prescription drugs or herbal remedies which might endanger themselves or others.

### **WORKERS COMPENSATION**

All employees are enrolled in the state Workers Compensation program. This program pays medical and disability benefits for work-related injuries and illnesses.

The state Workers Compensation program also provides permanent partial disability awards for employees permanently prevented from returning to work, and death benefits for surviving dependents.

To obtain Workers Compensation benefits, an employee must immediately report an injury to their supervisor or manager, who must then report it to the Georgia Workers Compensation Division and the insurance carrier. If the employee becomes aware of an injury or illness some time after the event that caused it, this must be reported immediately thereafter.

### **GRIEVANCE PROCEDURE**

Every worker and volunteer at Daily Groceries Co-op should receive just and equitable treatment from every other worker and volunteer. Problems between workers need to come to a swift and satisfactory resolution.

To facilitate the problem-solving process, Daily Groceries Co-op has a four-step grievance procedure for managers, employees, and working members.

**First Step:**

Talk to the person(s) you are having a problem with and try to resolve the conflict with the person(s) with whom you have a grievance.

**Second Step:**

Talk to a manager about your problem and see if they can help to resolve the situation.

**Third Step:**

If the first two steps don't work, then write down your grievance, giving full details, dates, times, etc. Give your written grievance to a manager or board member that you feel comfortable approaching. The managers or board will decide on an action to resolve the conflict and will be in touch with you about decisions and/or actions taken.

Fourth Step:

If the third step doesn't resolve the conflict to your satisfaction, give your written grievance to a board member. At the next board meeting, the grievance will be presented and the board of directors will vote on a course of action and a member of the board will be in touch with you about decisions and/or actions taken.

Please note that if your grievance does reach the second or third steps, you will be allowed an opportunity to present your case in person, if you so desire. However, the managers and/or board of directors may want to discuss the matter without your presence. If a manager or board member has a conflict of interest concerning the grievance, he/she will not participate in the decision and/or plan of action process. All grievances filed and all discussion regarding said grievance will be treated confidentially.

**PROGRESSIVE AND CUMULATIVE DISCIPLINARY POLICY**

Except in the case of serious misconduct, we practice progressive discipline in resolving problems with job performance. Progressive discipline encompasses the sequential actions taken by management from the recognition of a problem through its resolution. This process is designed to ensure that each employee is given every opportunity to improve his or her job performance, so that success is the predominant result. **During the first six (6) weeks of employment at Daily Groceries Co-op, an employee can be terminated without the use of the progressive disciplinary procedure.**

Cumulative discipline means that prior offenses for which an employee was disciplined may be used to determine the severity of the action for the current offense, even though the type of offense(s) may be different.

**PROGRESSIVE DISCIPLINE STEPS**

STEP ONE: Verbal Communication and Coaching

The manager who has a problem with one of their employees will first meet with that person privately, in an attempt to resolve any performance problem. Written documentation will be provided for review by the employee and signed by both parties. This documentation will be placed in the employee's file.

STEP TWO: Probation

If the problem has not been solved within an agreed-upon time frame, the employee will be put on probation. The terms of the probation will be put into writing, signed by the manager and employee, and placed in the employee's file. The terms of the probation are at the discretion of the manager.

STEP THREE: Termination

If the employee does not successfully complete the terms of their probation, or the problem resumes after the probationary period has ended, they will be terminated from Daily Groceries Co-op.

**SERIOUS MISCONDUCT**

In cases of serious misconduct, an employee can be suspended or terminated immediately by a manager. In a manager's absence, any assistant manager or supervisor in charge of the store can suspend an employee for serious misconduct. This suspension or termination must be in written form and included in the employee's personnel file. Suspensions are without pay.

The following is a partial and not totally inclusive list of acts considered serious misconduct:

1. Suspicion or knowledge of use, possession, sale of, or being under the influence of alcohol, drugs, illegal substances, or any intoxicants on the job, on Daily Groceries Co-op property, and during breaks.
2. Verbal or physical misconduct toward customers, other employees, working members, supervisors, managers, or Board Members. This includes acts of discrimination or harassment.
3. Any negligent or intentional act, failure to act, or recklessness resulting in damage to Daily Groceries Co-op property, financial loss to the co-operative, or injury to another.
4. Dishonest acts, including theft, falsification of records, and time card fraud.
5. Possession of firearms or explosives of any kind on Daily Groceries Co-op property.
6. Any act intended to deceive a customer.
7. Intentional or reckless errors in monetary transactions.
8. Insubordination. A deliberate refusal to obey a reasonable order given by a supervisor that relates to an employee's job function. Includes an expressed refusal to obey, and/or a deliberate failure to carry out an order.
9. Leaving the workplace without permission.
10. Willful or continued violation of Daily Groceries Co-op policies.
11. Violation of established safety or sanitation practices, or failure to report an accident.
12. Failure to report to work as scheduled or call within 24 hours.
13. Unauthorized release of confidential information.
14. Unauthorized solicitation, or use of Daily Groceries Co-op phones or equipment for personal gain or profit.

### **PAY PERIODS AND OVERTIME**

Pay periods run two weeks from Monday morning to the second inclusive Sunday night. Paychecks are issued on the Thursday following the end of the pay period. Payroll deductions for Social Security, Medicare, and Federal Income Tax are as required by law. Daily Groceries Co-op makes other, voluntary deductions only when an employee has signed an authorization form. Signing an Accounts Receivable form or endorsing a salary advance check constitutes authorization.

Non-exempt, hourly employees are paid time and a half for any hours worked over forty (40) in one work week. Employees must get written approval in advance from a manager to work overtime.

### **CO-OP MEMBERSHIP AND STAFF PURCHASES/DISCOUNTS**

All employees will receive a free membership to the co-op during employment. Employees will also receive a discount on all products, depending upon how many hours they work per week:

Up to 15 hours per week: 10% discount

Between 15 and 30 hours per week: 15% discount

Over 30 hours per week: 20% discount

The maximum discount is 20%. This benefit is for employees and their current partner or spouse. Under no circumstances is it to be used for resale purposes.

### **TABS**

~~Tab should be paid every month. If an employee does not pay his or her tab after two weeks, the amount may be taken out of his or her paycheck. Working members must get a supervisor's initial on tab purchases. No employee or working member can ring up his or her own tab or start a new tab before paying off their old tab.~~

## **PERSONAL TIME**

After a three-month probationary period, managers earn four paid personal hours per month. Vacation hours may be carried over from year to year, but no more than sixty (60) personal hours can be accrued at any one time. Personal hours can be used for any purpose. A notice equal to the amount of time to be taken must be given to and approved by the other manager.

## **LEAVES OF ABSENCE**

Leaves of absence may be taken under the following conditions for various reasons. Any leave of absence must have the prior approval of a manager. During an unpaid leave, employees do not accrue vacation, sick leave, or seniority. They are not eligible to collect unemployment benefits; a leave is not a lay-off.

Medical Leave: Unpaid: All employees receive 12 weeks of parental leave for the birth of their child, or an adoption. They can return to their previous position and hours if their leave ends within twelve (12) weeks. After that, they are not guaranteed their previous position or hours. However, additional leave may be granted if the employee is unable to return to work after 12 weeks. They must notify their manager in writing at least three (3) months in advance of their intended leave date.

Bereavement or Emergency Leave: Unpaid: In the event of the death of someone in their immediate family, employees will receive three (3) consecutive days off without pay. They must notify a manager in order to receive this leave. If the employee needs more time, they may arrange for additional time off with their department manager.

Military Leave: Unpaid: Employees who leave for military duty are entitled to return to their job as required by law. They should give the managers at least thirty (30) days advance notice, whenever possible.

**DAILY GROCERIES CO-OP  
RECEIPT AND ACKNOWLEDGEMENT  
OF THE PERSONNEL POLICY MANUAL**

The employee handbook is an important document intended to help you become acquainted with Daily Groceries Co-op. It is intended to cover the procedures, rules and policies most often applied to day-to-day work activities. The handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention. Some of the information will change from time to time and at any time at the discretion of this agency since policies are under constant review and revised when appropriate and because the needs and requirement of this agency are always changing. Such changes will be notified to employees. No changes in any benefit, policy or rule will be made without due consideration of the mutual advantages, disadvantages, benefits; and responsibilities such changes will have on employees and on this agency. Please read the following statements and sign below to indicate receipt and acknowledgement of the Daily Groceries Co-op Personnel Policy Manual.

- I have received and read a copy of the Daily Groceries Co-op Personnel Policy Manual. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the co-op at any time and that this handbook replaces (supersedes) all other previous employee policies for the co-op.
- I have read the entire contents of this handbook carefully and have had anything that I did not understand reviewed with me to my adequate understanding.
- I understand that no contract of employment other than “at will” has been expressed or implied, and that no circumstances arising out of my employment will alter my “at will” employment relationship.
- I understand that, should the content be changed in any way, the co-op may require an additional signature from me to indicate that I am aware of and understand any new policies.
- The co-op, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this handbook at any time without prior notice. Any such changes shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee.
- Employees may not accrue eligibility for monetary benefits that they have not earned through actual time worked.
- No one other than the Board of Directors along with the management team may alter or modify any of the policies in this handbook. No statement or promise by a supervisor or manager may be interpreted as a change in policy nor will it constitute an agreement with an employee.
- Should any provision in this handbook be found to be unenforceable and invalid, such finding does not invalidate the entire handbook, but only the subject provision.

My signature below indicates that I have read and understood the above statements.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date