



CALIFORNIA STATE UNIVERSITY, LONG BEACH
EMPLOYEE HANDBOOK

August 3, 2012

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Welcome to your new job with the Forty-Niner Shops!

We share a proud history with California State University, Long Beach. From our inception in 1954, the Forty-Niner Shops have supported the educational mission of the University. Not only do the shops sell textbooks and food but we actively support students by providing jobs that help pay for tuition and living costs, by providing scholarships to pay for tuition and books, by funding student activities, and by providing gifts and donations to many diverse groups on campus.

We are happy that you have elected to work with the Shops in service to our fellow students and in support of the educational mission of the University. I hope that you stay with us throughout your educational career and learn lifelong job skills that will serve you well when you embark on your chosen career.

Finally we encourage you to have fun while you are employed with the Shops. We sponsor sports teams and organize group events that help to build our team spirit and to make our work more enjoyable. We hope that you will share our joy in providing the necessary services that we provide to the University.

Good luck in your new job.

Don Penrod
General Manager/ CEO

Employee Handbook

Introduction

This handbook is designed to help employees get acquainted with the Forty-Niner Shops, Inc.

It describes, in general terms, some of our employment guidelines. Although this handbook is not intended to be an official policies and procedures manual, we hope that it will serve as a useful reference document for employees.

Because the Forty-Niner Shops is a growing and changing organization, it reserves full discretion to add, modify, or delete provisions of this handbook, or the policies and procedures on which it is based, at any time without advance notice.

For this reason, employees should check with the Human Resources Department to obtain current information regarding the status of any particular policy, procedure, guideline, or practice. Similarly, employees should contact the Human Resources Department to obtain information regarding specific employment policies or procedures, whether or not they are contained in this handbook.

Receipt of Employee Handbook

I acknowledge that I have received a copy of the Forty-Niner Shops, Inc. Employee Handbook. I agree to read it thoroughly, including the statements in the introduction describing the purpose and effect of the Employee Handbook. I agree that if there is a policy or provision in the Employee Handbook that I do not understand, I will seek clarification from the Human Resources Department.

I understand the Forty-Niner Shops, Inc. is an “at will” employer and as such employment with the Forty-Niner Shops, Inc. is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and with or without prior notice. No supervisor or other representative of the Forty-Niner Shops, Inc. has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

In addition, I understand that this Employee Handbook stated the Forty-Niner Shops, Inc. policies and practices in effect on the date of publication. I understand that nothing contained in the Employee Handbook may be construed as creating a promise of future benefits or a binding contract with the Forty-Niner Shops, Inc. for benefits or for any other purpose.

I also understand that the policies and procedures on which this Employee Handbook is based upon are continually evaluated and may be amended, modified, or terminated at any time.

Please sign and date this receipt and return it to the Human Resources Department.

Date: _____

Signature: _____

Print Name: _____

*Copy of this signed receipt is distributed at orientation,
and filed in the employee’s personnel file.*

Organization of the Corporation

The Forty-Niner Shops, Inc. is incorporated under the laws of the State of California. It is organized as a corporation and as an “auxiliary organization” of California State University, Long Beach. It draws its identity and its operation authority from the laws of California and from the rules and regulations established by the Board of Trustees of the California State University system. It operated under the guidance provided by the President of the University and policies adopted by the Board of Directors.

The Board of Directors of the Forty-Niner Shops, Inc. has been selected to represent several constituencies: the student body, with 4 members - - the Associated Students’ president, vice president, treasurer, and a member elected at large; the faculty with two members, the administration with two representatives; and a community member selected by the Board. This nine-member Board of Directors assumes responsibility for the successful operation of the Corporation.

The Corporation is organized into a corporate staff and two principal divisions: Bookstore Services and Dining Services. Corporate leadership is provided by General Manager and the corporate staff which carries out the functions of accounting, controlling, Human Resources, purchasing, information management, and University relations. The Bookstore Services division is divided into four sections: Retail Merchandising, Operations, Instrumental Media, and the Campus Copy Centers. The Dining Services are divided into two sections: the cash Dining Services and Residential Dining Services.

Mission Statement

Education is the means to expand minds and change lives to improve our communities, and the Forty-Niner Shops mission is to enhance and support the educational process of California State University, Long Beach by providing the goods and services to promote a learning community; by training student employees with life and career skills; and by funding scholarships, internships, and other programs that promote student success.

Vision

The Forty-Niner Shops have two primary objectives. The first is student success, and the second is economic and commercial success. We exist to support the University so student success is our most important objective, but we must remain successful in order to preserve the financial integrity of the corporation and to continue our mission of serving students.

We will promote student success by employing students and offering life and career training that will complement their academic pursuits. Our financial success will generate funds for scholarships, internships, and other student activities. We will design facilities to enhance academic learning, and be actively engaged in campus programs and activities that promote student success. We will measure our efforts to promote student success in the same way that we measure financial success with objective, empirical data that demonstrates our achievements.

We will seek beneficial business ventures and offer goods and services that appeal to our stakeholders. We expect our employees and managers to operate efficiently and effectively, and we will hold ourselves to the highest standards possible. Financial success is an indicator of customer satisfaction, as our students have many options when it comes to purchasing textbooks or food services. We must compete in the marketplace, and our financial success is dependent upon offering appealing goods and services with excellent customer service while maintaining competitive pricing.

Values

Excellence: We believe that supporting the educational mission of the University is a noble endeavor; therefore, we will perform our duties to the highest standards possible. We will strive to become the “best in class” when we compare ourselves to our peer organizations, and continuously seek to improve our performance through the best practices, assessments, and evaluations.

Learning: We believe that learning is the reason for our existence and that everyone can be both a teacher and a learner. We will provide opportunities for personal growth, share our experiences, and inform our community of our commitment and accomplishments.

Student Success: Students are the reason that the University exists, so we believe in demonstrating our support of student success in every manner that we can imagine through measurable outcomes.

Teamwork, Collaboration and Cooperation: In order to become the best at what we do, it will require a commitment from every member of our organization to assist one another in the performance of our duties. We will establish clear expectations, standards and roles, and hold one another accountable to the highest standard of performance.

Honesty, Integrity and Trust: We must perform our duties in the most ethical manner possible, so we believe in telling the truth and following through on what we promise to do. We will build relationships with those we work with and for, demonstrate a high level of competence, and work in an open and candid manner.

Responsibility and Accountability: We are stewards of the corporate assets and we must ensure the current and future success of the Forty-Niner Shops. Every employee has a role in ensuring our success and will be responsible for the execution of their job duties and for the well-being of the corporation.

Innovation: We must look for new ideas and better ways to manage our business. We are willing to take risks and adopt new ideas when they result in improved satisfaction, student success, and financial outcomes.

Courage: We must be willing to give and accept feedback from managers, peers, and stakeholders in order to realistically assess our performance. We must be willing to defend our values and hold one another accountable to our shared values.

Communication: We will include our employees and customers when considering new concepts and developing innovative ways to perform our jobs. We will communicate clear expectations, report on the progress of our efforts, and recognize the achievement of our employees as we seek to improve our operations.

Diversity: We respect, appreciate, and value all individuals and will work to actively ensure equality of opportunity in our workplace.

Community Service: We are part of the local community, and we support public service in many forms. Our community service includes volunteering time and effort, donation of funds and in-kind contributions, and encouraging employee engagement in community service organizations and projects.

Hiring Practices

It is the goal of the Forty-Niner Shops, Inc. to attract and employ a work force that is representative of workers available in Los Angeles and Orange Counties within the classification utilized by the Company.

It is the policy of the Forty-Niner Shops, Inc. to ensure equal employment opportunity without discrimination or harassment on the basis of race, creed, color, national origin, religion, sex (with or without sexual conduct), age, disability, or any other characteristic protected by law.

The Forty-Niner Shops, Inc. prohibits and will not tolerate any such discrimination or harassment.

Equal Employment Opportunity Policy

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at the Forty-Niner Shops, Inc., where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin disability, or any other protected characteristic as established by the law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

The Human Resources Department has overall responsibility for this policy and maintains reporting and monitoring procedures. Employee's questions or concerns should be referred to the Human Resources Department.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

Americans with Disability Act Policy

The Forty-Niner Shops, Inc. is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA"). It is the Forty-Niner Shops, Inc. policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job.

The Forty-Niner Shops, Inc. will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made the Company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department. The Forty-Niner Shops, Inc. encourages individuals with disabilities to come forward and request reasonable accommodation.

At-will Employment

Employment with the Forty-Niner Shops, Inc. is at-will. This means that the employment relationship may be terminated at any time with or without cause and with or without prior notice by either you or the Forty-Niner Shops, Inc.

Nothing in this Employee Handbook or in any oral or written statement shall limit the right to terminate employment at will. No manager has any authority to enter into a contract of employment—expressed or implied—that changes or alters that at-will employment relationship. Only the General Manager has the authority to enter into an employment agreement that alters the at-will employment relationship and any such agreement must be in writing.

This policy of at-will employment is the sole and entire agreement between you and the Forty-Niner Shops, Inc. as to the duration of employment and the circumstances under which employment may be terminated.

With the exception of employment at will, terms and conditions of employment with the Forty-Niner Shops, Inc. may be modified at the sole discretion of the Company with or without cause or notice at any time. No implied contract concerning any employment-related decision or term or condition of employment can be established by any other statement, conduct, policy or practice.

Employment Classification

Based on the conditions of employment, Forty-Niner Shops, Inc. employees fall into one of the following categories:

Full-Time Employees

Full-time (Exempt) Salaried Employees

- Any individual paid a fixed monthly compensation for services.
- Individuals are scheduled to work a minimum of 40 hours per week.
- Individuals are classified as exempt from overtime provisions of the Federal Fair Labor Standards Act and any applicable state laws.

Full-time Hourly (Non-exempt) Employees

- Any individual paid on an hour-by-hour basis for services.
- Individuals are scheduled to work a minimum of 40 hours per week.
- Individuals are classified as non-exempt and are eligible for overtime under the provisions of the Federal Fair Labor Standards Act and any applicable state laws. Individuals in this classification have designated work hours and may only exceed those hours upon the request and prior approval of their supervisor.

Part-time Employees

Part-time (Non-exempt) Employees

- Individuals are scheduled to work a maximum of 30 hours per week, on an hourly basis.
- Individuals are not CSULB students.

Student Part-Time (Non-exempt) Employees

- Individuals are enrolled for six or more units at CSULB, and are hired on a part-time, hourly basis.
- Student employees cannot work more than 20 hours per week during the academic semester. However, student employees may be eligible to work up to 30 hours per week during the summer and winter academic breaks.
- Student employees are eligible to continue employment up to six months after their graduation, or up to 6 months after their last semester enrolled as a CSULB student.

Orientation

All new employees of the Forty-Niner Shops will follow a three-part orientation process. Initially, you will attend a corporate orientation to introduce you to the University and Corporation as a whole. Then you will attend a unit/division orientation designed to acquaint you with the specific area in which you work. Finally, you will receive on-the-job training. These steps are important in developing a mutual set of expectations for the employer-employee relationship.

Introductory Period

The introductory period is an extension of the hiring and selection process.

Student Employees

The introductory period for student staff is eight weeks.

Part-Time & Full-Time Employees

The introductory period for part-time and full-time staff is six months.

Successful completion of the introductory period does not guarantee employment for any specific duration.

Salary Determination

The corporation operates on a wage and salary plan designed to provide salaries based on the duties and responsibilities of the position held and commensurate with pay rates established by the University and the community of Long Beach.

Wage and salary reviews will be structured according to the Corporate Wage and Salary guidelines. Student employee review periods are based on predetermined time periods. All other employees will be reviewed at the end of their introductory periods and annually thereafter. All pay increases are based upon merit, unless promotion occurs. Any pay increase is subject to the review of the department head, Human Resources Office and/or General Manager.

Work Schedules

A work schedule should be posted every week by your supervisor or manager even if your scheduled hours remain the same from week to week. It will be important to check the schedule daily to keep up to date on any changes.

Meal and Rest Periods

You are entitled to a ten-minute break for every four hours of work, and a thirty-minute meal break after five hours of work. You get paid during your ten-minute breaks, but you do not get paid during the thirty-minute meal period. If you work through your meal break, be sure to inform your supervisor.

If you work a “full-time” shift from 7 ½ - 8 hours, you are entitled to a full-one hour of lunch.

If you work:

Less than 3.5 hours

4 to 5 hours

5 ½ - 7 hours

7 ½ - 8 hours

You Get:

No Break

15 minutes

30 minutes + ONE 15 MINUTE

30 minutes + TWO 15 MINUTE

- Other rules apply for more than 8 hours – See: Human Resources if you have this situation.
- If no lunch is taken, it must be a mutual agreement between employee & employer. Special situation only. See Human Resources for approval.
- Cannot skip lunch and leave early and count it as a lunch.
- Breaks & lunches may not be combined.
- Breaks & lunches should be scheduled in the middle of the shift.
- These rules are complicated & different for a variety of situations. Please consult with Human Resources if you have any questions.

Identification

Your student or staff identification card will also serve as your Forty-Niner Shops, Inc. Identification Card. You must present your identification card before you make a purchase. You will also receive a name tag which must be worn when you are on duty. Remember, your name tag is part of your uniform. It should be removed from your uniform before you leave work for the day.

Dress Code

You are a representative of the Forty-Niner Shops, Inc. Your appearance directly affects our customers' perception of the Corporation. Below are some general guidelines for personal grooming and dress. **Some positions may require more specific dress codes than others, be sure to ask your supervisor for details.**

Forty-Niner Shops, Inc. employees are expected to meet hygiene requirements during regular business hours for the duration of their employment which include maintaining personal cleanliness by bathing daily; oral hygiene (brushing of teeth) required; use of deodorant / anti-perspirant to minimize body odors; no heavily scented perfumes, colognes and lotions (these can cause allergic reactions, migraines and respiratory difficulty for some employees); clean and trimmed fingernails ($\frac{1}{4}$ inch long or less); and washing hands after eating, or using the restrooms.

- For safety reasons, no open-toed shoes are permitted. This includes flip-flops, thongs and sandals. Tennis shoes are acceptable as long as they are in good condition, presentable without holes.
- No sweatpants or leggings are allowed. Shorts and jeans may not be worn, unless directly specified by location supervisor.
- Skirts and dresses must be of a reasonable length. Any skirt or dress hemmed at mid-thigh or above may be deemed unreasonable.
- Halter tops, tank tops, spaghetti straps or strapless apparel are not permitted unless worn with a complimentary shirt or blouse.
- Name tags and appropriate uniforms are required at all times.
- Dress guidelines may vary from unit to unit.

Absences / Tardiness

Any time you are absent or tardy someone must try to compensate for the loss of your contribution. Therefore, it is essential for you to call your supervisor at least two hours before the beginning of your shift if you will be absent or tardy. First, call your work area. If you are unable to reach your supervisor at least two hours before the beginning of your shift, you can leave a message by calling the Human Resources Department.

Pay Dates

Employees of the Forty-Niner Shops are paid either on a bi-weekly or semimonthly basis.

Students and hourly employees are paid every two weeks. The bi-weekly pay period runs for two consecutive weeks: Monday through Sunday. Bi-weekly paychecks are issued on Thursdays of each pay week after 12:00pm in the Human Resources office.

Salaried employees receive their paychecks on the fifteenth and the last day of the calendar month.

Direct deposit is recommended and available.

Timekeeping Procedures

Student and hourly staff are responsible for clocking in no sooner than five minutes before your scheduled shift, dressed and ready to work. When leaving after your shift is over, clock out immediately. If you forget to clock in or out, be sure to inform your supervisor. Problems with time sheets and/or paychecks should be taken to your immediate supervisor or manager who will then facilitate the resolution of any problems with the Human Resources Department.

Non-exempt staff overtime pay is incurred anytime you work more than eight hours in one day or forty hours in one week. All overtime must be approved in advance by a supervisor. Non-exempt employees are covered by State and Federal law. Overtime, or time and a half, is equivalent to 1.5 times your hourly salary.

Employee Benefits

The Forty-Niner Shops offers a comprehensive and competitive benefit package to all employees. *For detailed descriptions of employee benefits please contact Human Resources.*

All employees:

- credit union membership
- discounted movie tickets
- discounts on meals for those working in Food Services
- discounts on textbooks for Bookstore employees
- Employee Appreciation Programs & Special Events

Student employees:

- Social Security & Medicare tax exemption (in winter, spring & fall semesters)
- Convenience of working on campus & flexible working hours
- Free Cap n' Gown rental for commencement
- Eligibility for employee scholarship program

Full-time employees:

- medical, dental, and vision insurance
- retirement benefits
- life insurance
- short/long term disability
- leaves under the Family & Medical Leave Act
- vacation, sick and holiday pay
- Employee Assistance Program (EAP)
- educational tuition reimbursement
- subsidized health club membership

Employee Discounts & Purchases

~~All employees receive a 20% reduction on certain general merchandise in the bookstore.~~

~~Bookstore employees receive a 15% discount on textbooks.~~

~~Dining Services employees receive a discount on meals.~~

Please see amended Discounts & Purchases (effective 8/1/15)

There are exceptions to these policies, please consult your supervisor for more specific information.

Social Media Policy

Social media may be used by Forty-Niner Shops employees for business-related purposes subject to the guidelines set forth by this policy. These guidelines are intended to ensure compliance with all Forty-Niner Shops policies and regulations, as well as to prevent unintended legal implications regarding the use of social media.

Using Social Media Responsibly

The Forty-Niner Shops are committed to using social media to communicate with our customer base. The Shops have been using Facebook and Twitter to position our brand and to engage our customers in a fun and interactive way. We utilize social media to post videos, promotions, giveaways, new products and information that are beneficial to our customers, and the greater campus community.

What We Expect From Our Staff

As employees of the Forty-Niner Shops, it is important to remember that the things that we say, in particular in the digital world, stay in the public domain. The Social Media Policy lists the corporate guidelines for utilizing social media. Below are a few pointers that you should expect when utilizing social media sites.

- Disclose who you are. If you talk about work related matters, make sure you disclose that this is your opinion, and you are not representing the views of opinions of the Forty-Niner Shops. Your comments are your opinions.
- Be respectful. Please be respectful with all online audiences, including Shops employees, vendors, partners, and affiliates. We promote a diverse, tolerant, and friendly work environment and this should also apply to all communications with the public. Personal attacks, including any references to age, sex, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability, or marital status or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances will not be tolerated.
- Be accountable for your actions. Recognize that your actions, thoughts, and pictures online are public.
- Keep confidential information - confidential. Information pertaining to our business numbers and client/employee information is confidential. Always ask a supervisor if you are unsure if information you have is confidential.
- Be as professional online as you would at work. We trust our employees to keep the integrity of the Forty-Niner Shops brand. If you have a concern or complaint that is within the scope of employment, please use the formal policies and procedures listed

in the Employee Handbook, including speaking with your direct supervisor. The Human Resources department is also available to address your questions and concerns.

What You Should Expect From the Shops

As your employer, the Forty-Niner Shops will continue to follow policies and procedures as directed through the Employee Handbook.

- Social Media will not be used for personnel matters. You should expect that the Forty-Niner Shops will not actively search for incriminating information on any current employees' personal social media web sites.
- Social media will not be used for pre-employment screening. We will not pre-screen potential employees using social media websites. All hiring managers will adhere to our current hiring practices already enclosed in the Employee Handbook.
- Social media sites, such as Facebook, often display data that may unintentionally discriminate an employee based on information obtained from social media sites. All employees with hiring privileges must use current hiring and pre-screening measures as directed by the Human Resources department.
- Corporate resources and employee privacy. The corporation provides various technological resources to employees, including computers, laptops, telephones and other electronic devices to perform their job duties. All messages sent and received, including personal messages, and all data information stored on the Corporation's electronic-email system, voicemail, or computer systems are Corporate property. There should be no expectation of privacy on company devices or company-related content on personal devices. You should not expect privacy while using any computers, hardware, software, or any property of the 49er Shops
- Adherence to all existing Forty-Niner Shops policies. All Forty-Niner Shops policies against harassment and discrimination still apply when using social media. The Forty-Niner Shops will not tolerate sexual harassment and discrimination in any form. If you need to review any of our discrimination or harassment policies, please refer to the Human Resources department for clarifications

Electronic Communication Policy

The Corporation provides various technology resources, including electronic communications systems, to authorized employees to assist them in performing their job duties. Each employee has a responsibility to use the Corporation's technology resources in a manner that increases productivity, enhances the Corporation's public image, and is respectful of other employees.

All messages sent and received, including personal messages, and all data information stored on the Corporation's electronic-mail system, voice mail system, or computer systems, are Corporation property, regardless of content. Employees should understand, therefore, that they have no right to privacy with respect to any messages or information created or maintained on the Corporation's e-mail or other business systems. To ensure that the use of electronic and business equipment is consistent with the Corporation's legitimate business interests, authorized personnel may monitor use of such equipment from time to time.

The Corporation is also aware that employees may use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. As set forth more fully in the Corporation's "Policy Against Harassment," the Corporation does not tolerate discrimination or harassment based any category or status protected by State and Federal laws. Under no circumstances may employees use the Corporation's technology resources (including e-mail, facsimile, computers, or copying machines) to transmit, receive, copy, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually explicit or racial messages, jokes, cartoons).

Failure to follow the Corporation's policies regarding the use of technology resources may lead to disciplinary measures, up to and including termination of employment.

Telephone Use

The company recognizes that employees must sometimes place or receive personal calls on company telephones. However, the telephone system is intended primarily to serve the needs of the business, and it is essential that we keep personal use from interfering with that purpose.

If you have personal calls to make, do so during non-working periods, and use personal cell phones. Ask callers to minimize the number of personal calls you receive.

Cell phones and pagers should be turned off during work shifts.

Employer Information and Property

The protection of the Forty-Niner, Shops, Inc. business information, property and all other Company assets are vital to the interests and success of the Forty-Niner Shops, Inc. No Forty-Niner Shops, Inc. related information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of the Forty-Niner Shops, Inc.) may, therefore, be removed from the Company's premises. In addition, when an employee leaves the Forty-Niner Shops, Inc., the employee must return to the Company all Forty-Niner Shops, Inc. related information and property that the employee has in his/her possession, including without limitation, documents, files, records, manuals, information stored on a personal computer or on a computer disc, supplies, and equipment or office supplies. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including termination.

Conflict of Interest and Outside Employment

The Forty-Niner Shops, Inc. expects our employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interest of the Company. Business dealings that appear to create a conflict between the interest of the Company and an employee are unacceptable. The Forty-Niner Shops, Inc. recognizes the right of employees to engage in activities outside of their employment which are of private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that the Forty-Niner Shops, Inc. may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member as a result of the Company's business dealings.

If an employee has any questions whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact the Human Resources Department to obtain advice on the issue. The purpose of this policy is to protect employees from any conflict of interest that might arise.

Outside Employment –

Full-Time Staff are required to obtain written approval from their manager before participating in outside work activities. Approval will be granted unless the activity conflicts with the Company's interest.

Financial Interest in Other Business –

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer or competitor of the Company, except where such ownership or interest consist of securities in a publicly owned company and that securities are regularly traded on the open market.

Work Product Ownership –

All Forty-Niner Shops, Inc. employees must be aware that the Forty-Niner Shops, Inc. retains legal ownership of the product of their work. No work product created while employed by the Forty-Niner Shops, Inc. can be claimed, construed, or presented as property of the individual, even after employment by the Forty-Niner Shops, Inc. has been terminated or the relevant project completed.

An employee must promptly disclose actual or potential conflicts of interest, in writing, to his or her supervisor. Approval will not be given unless the relationship will not interfere with the employee's duties or will not damage the Company's relationship.

Confidential Nature of Work

All Forty-Niner Shops, Inc. records and information relating to the Forty-Niner Shops, Inc. or its customers are confidential and employees must, therefore, treat all matters accordingly. No Forty-Niner Shops, Inc. or Forty-Niner Shops, Inc. related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of the Forty-Niner Shops, Inc.) may be removed from the premises of the Forty-Niner Shops, Inc. without permission from the Forty-Niner Shops, Inc. Additionally, the contents of the Forty-Niner Shops, Inc. records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. Employees must not disclose any confidential information, purposefully or inadvertently through casual conversation to any unauthorized person inside or outside the Company. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

Open Door Policy

The Forty-Niner Shops promotes ongoing open communications between its employees and management. We believe that good communication is essential to the well-being of the Shops as an organization, and problems, questions, concerns, or complaints that are left unresolved negatively impact our work and our environment. If you have a question, concern, or complaint of any kind, you are urged to bring it immediately to the attention of your supervisor. Alternatively, if you believe that your immediate supervisor is not the appropriate person with whom to raise the concern, you may raise it with a manager, the Director of Human Resources, or the General Manager/CEO without fear of reprisal.

Complaint Procedure

The Forty-Niner Shops encourages you to bring your questions and concerns regarding wages, hours, working conditions, or core values to our attention. We will give careful consideration to your questions and concerns in our continuing effort to improve operations and communications.

If there is anything bothering you about your job, get it out in the open and talk about it. Discuss it frankly with us and we will do everything we can to help you remedy the situation. Your complaint will be handled in an open and fair manner.

First, if you feel you have a problem, you should present the situation to your immediate supervisor. Your immediate supervisor knows you and your job best. Past situations have shown that most problems can be settled by simple examination and discussion of the facts at this level.

However, if your complaint involves your supervisor, or if you are not satisfied with your supervisor's response, or if for any reason you do not wish to bring the problem to your supervisor's attention, you may present your concern to your Department Head or to the Director of Human Resources.

Finally, if your problem is still not solved to your satisfaction, you may contact the General Manager/CEO. All complaints will be discussed, reviewed and investigated in a confidential manner. In addition, we wish to assure you that you will not be retaliated against in any manner for the use of the Complaint Resolution Procedure.

Policy Against Violence in the Workplace

The Forty-Niner Shops recognizes that workplace violence is a growing concern among employers and employees across the country. The Corporation is committed to providing a safe, violence-free workplace. In this regard, the Corporation strictly prohibits employees, consultants, customers, visitors, or anyone else on Corporation premises from behaving in a violent or threatening manner. The Corporation believes that prevention of workplace violence begins with recognition and awareness of potential early warning signs and has established procedures within the Human Resources Department for responding to any situation that presents the possibility of violence.

Workplace violence includes, but is not limited to:

- Threats of any kind;
- Threatening, physically aggressive, or violent behavior, such as intimidation, belligerent speech, excessive arguing or swearing;
- Defacing Corporation property or causing physical damage to the facilities; or
- With the exception of security personnel, bringing weapons or firearms of any kind onto Corporation premises.

If any employee observes or becomes aware of any of the above listed actions or behavior by an employee, customer, visitor, or anyone else, he or she should notify Human Resources immediately.

Policy Against Harassment

The Forty-Niner Shops has established a policy to comply with State and Federal laws relating to harassment in employment and to provide internal procedures by which allegations of prohibited harassment may be filed, investigated in a timely manner, and fairly decided. The Corporation is committed to providing a work environment that is free of all forms of prohibited harassment and discrimination, including sexual harassment. The Corporation does not tolerate discrimination or harassment based on gender, pregnancy, childbirth (or related medical conditions), race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family care or medical leave status, veteran status, or any other status protected under law.

This policy applies to all employees, management and non-management; including regular, temporary, intermittent, and student employees, and applicants for employment. It is intended to prohibit harassment in any form, including verbal, physical, and visual harassment. Possible violations of this policy will be promptly investigated, with the Corporation taking appropriate corrective and remedial actions. Retaliation against those who have made complaints under this policy is prohibited.

Sexual harassment

Historically, conduct which may constitute sexual harassment has not always been clearly understood as such. It is important that each employee understands that sexual harassment may consist of repeated, unsolicited verbal comments, gestures, or physical conduct of a sexual nature which is unwelcome and damaging to the integrity of the employment relationship. Examples of such conduct include:

- **Unwelcome or unwanted physical advances of a sexual nature.** This includes patting, pinching, brushing up against, hugging, cornering, kissing, fondling, and any other similar physical contact unacceptable to another individual.
- **Requests or demands for sexual favors.** This includes subtle or blatant expectations, pressures or requests for any type of sexual favor accompanied by an implied or stated promise of preferential treatment or threat of negative consequences concerning one's employment status.
- **Verbal abuse or joking that is sexually oriented and unacceptable to another individual.** This includes comment about an individual's body or appearance which go beyond a mere compliment and sexually oriented comments, innuendoes, or actions ("dirty jokes") that should reasonably be known to be unwanted or offensive to others.
- **Any type of sexually oriented conduct that unreasonably interferes with another's work performance.** In the workplace, conduct such as that defined above constitutes sexual harassment if :
 - Submission to such conduct is made, either explicitly or implicitly, a term or condition of employment; or
 - Submission to, or rejection of, such conduct is used as the basis for employment decisions; or
 - Such conduct has the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile or offensive working environment.

Reporting Harassment

Any employee who believes he or she has been subjected to ANY form of harassment or intimidation on the job is strongly encouraged to bring the matter to the immediate attention of his or her manager or supervisor, the Director of the department in which he or she works, the Director of Human Resources, or the General Manager of the Corporation. Complaints will be promptly and adequately investigated, will be kept confidential, and will be disclosed only as necessary to investigate and act on information. After the investigation has been completed, prompt and effective corrective action shall be taken against anyone found to have violated this policy. The Corporation expressly prohibits any retaliation against any employee who makes complaints or who provides information about possible violations of this policy.

Drug and Alcohol Policy

The abuse of drugs and alcohol poses a serious threat to both the Forty-Niner Shops and its employees. In order to maintain a safe, healthful, and efficient working environment, the Corporation has adopted the following policies:

- The possession, use, or sale of alcohol, unauthorized or illegal drugs, or the misuse of any legal drugs on Corporation premises, or while on Corporation business is prohibited and will constitute grounds for immediate termination.
- Any employee under the influence of drugs or alcohol which impairs his or her judgment, performance, or behavior while on Corporation premises or Corporation business will be subject to discipline, including termination.
- A violation of this policy will result in immediate and appropriate discipline, up to and including immediate termination.

Warnings, Suspensions, and Discharges

Although we remind you that we are an “at will” employer, meaning that your employment is for no definite time and may be terminated by you or by the Corporation at any time and for any reason, with or without advance notice, the following may occur:

Should an employee violate a company policy, work rule or procedure, it may become necessary to take corrective or disciplinary action. Depending on the severity and/or the frequency of these offenses, this action may take the form of a verbal warning, written warning, suspension, or discharge from employment. A warning may also be given for poor performance.

The following infractions are only some of the reasons for immediate termination:

- Stealing of any kind
- Drinking alcoholic beverages on premises during shift.
- Working under the influence of drugs, narcotics, or alcohol.
- Participating in a physical altercation with another employee or customer.
- Harassing, including sexually harassing, employees or customers.
- Intentionally damaging or destroying company property.
- Employee rudeness towards a customer.
- Gambling on the premises.
- No call, no show for three shifts is considered a “voluntary quit.”
- Falsification of application.
- Insubordination.

CUSTOMER SERVICE

Customer Service

Our key to success is an enthusiastic staff made up of individuals who are willing and able to give courteous, friendly, personal service to our customers. Effective customer service requires commitment and constant attention from everyone who represents the Corporation. Customer service is treating others the way you would wish to be treated as a customer.

Each time you interact with a customer, you should:

- Initiate interaction by smiling, making eye contact and providing a personal greeting.
- Work cooperatively as a team member.
- Provide quality work.
- Maintain a service orientation toward our customers by supporting our front-line staff.
- Work in an efficient manner.
- Be safety conscious.
- Maintain a clean, well-groomed appearance.

Every complaint from a customer should receive serious consideration and immediate attention. If you have the authority and knowledge to resolve the difficulty, an effort to settle the matter should be made. If not, please call your supervisor and stay with the customer until the problem is resolved.

Excellent customer service is a priority. The customer is the most important person in our business. Remember to treat the customer with warmth, courtesy, respect, and consideration.

EMPLOYEE SAFETY

Employee Safety

Your safety is a major concern to our company. The Forty-Niner Shops, Inc. strongly believes that a clean, safe and healthy environment should be provided for all employees. Every reasonable precaution is taken to provide you with a safe place to work. Injury prevention, however, is largely an individual responsibility, and all employees are expected to do their part to work safely.

We pride ourselves in safety. Our company goal is to have no work-related injuries. But if you are injured, we expect you to report it to your supervisor immediately. Likewise, if you observe an unsafe work condition, report it immediately.

We have outlined some of the obvious rules that will contribute to your safety, and the safety of your fellow employees. As with any list, it may not contain every rule for safe conduct. Obviously, common sense is important. But if you will follow these rules, you will be making a contribution to maintaining high safety standards at our company

General Safety Rules

It is the duty of each and every worker to obey all Forty-Niner Shops, Inc. safety rules and to use all required safety equipment. Listed below are some general safety rules that each employee should follow:

- All injuries, no matter how minor, must be reported to management immediately
- All workers should learn the hazards of their job by discussing them in detail with their supervisor
- When job conditions change, so do the hazards; therefore, each worker should learn to anticipate new hazards and plan their avoidance
- All new hazards should be brought to the attention of the supervisor
- Each worker should develop a daily routine of checking his/her job area, equipment, and/or machinery for any potential hazards or deficiencies
- All defective tools, equipment, machinery and/or dangerous work conditions should be brought to the attention of the supervisor
- Each worker should wear all required personal protective devices
- Do not use equipment and machinery that have defective safety devices
- All workers should familiarize themselves with the performance limitations of their tools and/or machines

- Any heavy equipment that appears to have been tampered with should not be used unless a mechanic has had an opportunity to examine it
- Each worker should provide any suggestions concerning safety to his or her supervisor
- All workers should familiarize themselves with the location of first aid equipment
- Anyone known to be under the influence of intoxicating liquor or drugs will not be allowed on the job in that condition
- Horseplay, scuffling, and other acts which tend to have an adverse influence on the safety or well-being of the workers are prohibited
- Workers should not handle or tamper with any equipment or machinery that is not within the scope of their duties or job unless they have received instructions from their supervisor
- When lifting heavy objects, use leg muscles instead of back muscles. Get help when you need it
- Wash thoroughly after handling injurious or poisonous substances, and follow all special instructions
- Do not attempt to operate machinery or equipment without specific instruction and direction by your supervisor
- Machinery should not be repaired or adjusted while in operation, nor should oiling of moving parts be attempted except on equipment that is designed or fitted with safeguards
- Operation of tractors and heavy equipment should be handled with special care where there is a possibility of overturning in dangerous areas like edges of deep fills, cut banks, and steep slopes
- Practice good housekeeping by keeping work stations neat and orderly. Deposit refuse in proper containers
- Loose clothing, long sleeves, ties, gloves or jewelry are not to be worn when working on machinery
- Removal of “Danger-Do-Not-Operate” tags or locks on any machinery by unauthorized personnel is prohibited
- Only authorized equipment may be used in specific operations. Never attempt to use defective machinery
- Use a ladder when required. Do not climb on machinery
- Smoking is permitted in designated areas only
- Tampering with, or unauthorized use of any machinery is prohibited
- All emergency equipment such as fire extinguishers, fire alarms, and exit doors must be kept clear of obstacles
- Know the location of fire and safety exits
- A clean place is a safe place. Keep your assigned area clean by adopting a “pick up as you go” method of housekeeping. Remember that safety rules are for your own

protection. Your adherence to them is part of your responsibility

- Each employee is expected to be responsible for his own safety and at the same time to exercise care in avoiding injury to his fellow workers and others
- Horseplay and practical jokes are forbidden
- Be sure that all tools are maintained in a good state of repair

Employee Accident Procedures

In the event of a work-related injury follow the instructions below:

- Assess the situation to ensure the employee is cared for properly
- If there is an emergency and immediate medical attention is needed, call 562-985-4101 from your cell phone or ext. 54101 from a campus phone and the University Police will respond
- If there is no emergency and medical attention is needed, take or send employee to the medical facility designated by the Forty-Niner Shops, Inc.
- Contact the Human Resources Department and notify Human Resources Director that an accident occurred
- Have employee complete an Employee Accident Report and submit it to Human Resources within 24 hours or the next business day following the accident

Customer / Vendor Accident Procedures

In the event of a customer or vendor accident follow the instructions below:

- Assess the situation to ensure the customer / vendor is cared for properly
- If there is an emergency and immediate medical attention is needed, call 562-985-4101 from your cell phone or ext. 54101 from a campus phone and the University Police will respond
- Contact the Human Resources Department and notify Human Resources Director that an accident occurred
- Have customer / vendor complete a Customer / Vendor Accident Report and submit it to Human Resources within 24 hours or the next business day following the accident. (In the event of an emergency collect as much information as possible on the Customer / Vendor Accident Report on their behalf)

Failure to comply with the Forty-Niner Shops, Inc. Safety Rules may result in termination.

Contact Information

Forty-Niner Shops, Inc.
6049 East 7th Street
Long Beach, CA 90840

Human Resources Department:
Phone: 562-985-7953
Fax: 562-985-7799
E-mail: Jobs@shopthebeach.com