

## **Welcome**

These guidelines are presented to you for the purpose of familiarizing you with the operations, policies, and procedures to be used in all Sun Shops locations.

We take pride in having improved both the image and the service at the Boardwalk in the past years. We have chosen you to join us in this continuing effort because we believe you will be an asset to our operation. We believe that you have the ability to conduct yourself professionally, and within the guidelines presented to you.

We ask that you have read all of these pages carefully before you report to work the first day.

## **COVID-19**

All employees entering employee areas, break rooms or other non-public areas must submit to local, state and federal guidelines. This is mandatory and non-compliance may result in disciplinary action, including termination, upon the first offense. Testing, masking and other protective measures may be eliminated, created or reinstated as needed. When these changes occur the MOD and Sun Shops operations team will ensure staff members are notified in a timely manner.

## **IN THE WORKPLACE AND CLOSE CONTACT**

While working for Sun Shops we invite you to ensure your store is stocked with adequate cleaning supplies, cleaning schedule and to report any incident or loophole that would allow our stores to operate more safely, this information may be reported to the Manager on Duty or via email to [info@sunshops.co](mailto:info@sunshops.co).

If you know you have been in close contact with someone or begin to exhibit symptoms of Covid-19 you must report this information to the Manager on Duty immediately regardless of time of day. Sun Shops will take immediate action and will contact all individuals meeting the CDC criteria of “close contact”.

Employees required to quarantine from work relative to Covid-19 and CDC guidelines will be allowed to return to work once they have met CDC guidelines pertaining to their specific case and presence of symptoms.

## **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

Sun Shops is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Company policy prohibits unlawful discrimination based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (including language use and restrictions and possession of a driver’s license issued under Vehicle Code section 12801.9), ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state, or local law or ordinance or regulation. All such discrimination is unlawful. Company sponsor, training, transfer, demotion, termination, layoff and return from layoff, shall be administered without regard to sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (including language use and restrictions and possession of a driver’s license issued under Vehicle Code section 12801.9), ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran

status or any other basis protected by federal, state, or local law or ordinance or regulation.

### **AT WILL EMPLOYMENT POLICY**

While we hope the work relationship between you and Sun Shops will be mutually beneficial, please recognize that neither you nor Sun Shops has entered into any contract, expressed or implied. This relationship is, and will be, voluntary “at will” employment. Just as you, as an employee, are free to resign at any time, Sun Shops is free to conclude an employment relationship at any time we believe it is in the best interest of Sun Shops. In order for the employees and for Sun Shops to retain the necessary flexibility, the company will retain this policy regardless of any procedural rules or regulations which may be enacted.

Terms and conditions of employment with the company may be modified at the sole discretion of the company with or without cause and with or without notice. 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. Examples of the types of terms and conditions of employment which are within sole discretion of the company include, but are not limited to, the following: promotion, demotion, transfers, hiring decisions, compensation, benefits, qualifications, discipline, layoff or recall, rules, hours and schedules, work assignments, job duties and responsibilities, or any other terms and conditions that the company may determine to be necessary for the safe, efficient and economic operation of the business.

Once you have a complete understanding of the Customer Service Guidelines, should you be unable or unwilling to comply with them, a verbal warning, written warning, or termination notice will be issued. A violation of legal code is reason for immediate termination

### **COMPLIANCE AND TRAINING**

The Operations Manager will train new employees before serving the public. Additionally, throughout your first week of service, your manager will continue to coach and help you develop skills necessary to perform your job. It is your duty as an employee of our company to familiarize yourself with the employee guidelines, as you are responsible for its contents.

### **RIGHT TO REVISE**

This employee handbook contains the employment policies and practices of Sun Shops in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

The company reserves the rights to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or any other document, except for the policy of at-will employment. However, any such changes must be in writing and must be approved by the Vice President of Human Resources. Any written changes to this handbook will be posted openly, at the Sun Shops office, for staff to read and inquire as to the meaning of the changes.

At the time of the posting all affected staff members will be notified by email or internal communications. This posting will ensure that you will be aware of new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

This handbook sets forth the entire agreement between you and the company as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this employee handbook or in any other personnel document, including benefit plans descriptions, creates or is intended to create a promise or representation of continued employment for any employee.

### **AMERICANS WITH DISABILITIES ACT AND FAIR EMPLOYMENT AND HOUSING (FEHA) COMPLIANCE**

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability or perceived disability, the company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability, or who cares for a disabled family member, who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential job functions should contact the Human Resources Department and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the essential job functions and the duration of the accommodation. The company will engage in a timely, good faith discussion with the applicant or employee to determine whether the suggested accommodation and any alternative accommodation is necessary and reasonable. If a proposed accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

### **GUARANTEE OF FAIR TREATMENT/PROBLEM SOLVING PROCEDURE**

As a Sun Shop Employee, you will be treated with respect and in a fair manner at all times. Even in the best relationships, however, misunderstandings and problems can occur.

If at any time you would like to discuss a company regulation, policy, decision, or working condition that makes you feel uncomfortable; please contact your Manager or Supervisor. Generally, you and your Manager or Supervisor will be able to resolve the problem

If the problem is such that you prefer not to discuss it with your Manager or Supervisor, or if you cannot resolve the problem, you may ask to speak with the Vice President of Human Resources at any time.

### **EMPLOYER PROPERTY**

We respect your privacy. At the same time, the company must take reasonable measures to maintain security and the safety of our work force and workplace.

Desks, storage areas, work areas, file cabinets, computer systems, office telephones, modems, duplicating machines and company vehicles not specifically assigned to an individual are the property of the company and must be maintained and used only for work purposes. The company reserves the right, at all times, without prior notice, to inspect and search any and all company property for the purpose of determining whether this policy or any other company policy has been violated, or whether such inspection and investigation is necessary for purposes of promoting safety in the workplace or compliance with state and federal laws. Such inspections may be conducted without notice to you during or after business hours and in your presence or absence, however the company will make every attempt to conduct inspections in your presence. The company reserves the right to monitor voicemail messages and e-mail messages, without notice to you and at any time, not necessarily in your presence.

The company may periodically need to assign and/or change “passwords” and personal codes for voicemail, e-mail, and computer access. The communication technologies and related storage media and databases are to be used only for company business and they remain the property of the company. The company reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Prior authorization must be obtained before any company property may be removed from the premises.

### **INSPECTION AND SEARCH**

We reserve the right to inspect and search any person entering, leaving, or storing personal belongings on company property including back packs, purses, lunch boxes, packages, employee vehicles parked on company property, lockers, or other personal belongings brought onto, carried from, or stored on company property. We reserve the right to inspect, and search lockers provided by the company and locked by locks either provided by Sun Shops or the employee. Any stolen items, drugs, weapons, or other contraband found in a search may lead to disciplinary action up to and including immediate termination and/or prosecution.

### **ELECTRONIC COMMUNICATIONS USAGE**

The company uses various forms of electronic communication including, but not limited to computers, e-mail, telephones, and internet. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of the company. The company computer system and other technical resources, including internet access, voicemail, e-mail systems are provided for business use. If you use the computer

system or other technical resources, your work may be subject to the investigation, search and review of others in accordance with this policy.

Sun Shops reserves the right to access and review electronic files, messages, mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of company policy or any law occurs.

Individuals are not permitted to access the electronic communications of other employees or third parties unless directed to do so by company management.

Do not install or use anonymous e-mail transmission programs or encryption of e-mail communications.

If you use devices on which information may be received and/or stored, including but not limited to cell phones, cordless phones, portable computers, fax machines, and voicemail communications you are required to maintain the confidentiality of information. These communication tools should not be used for communicating confidential or sensitive company information to others not in the company.

You may use company equipment for occasional non-company purposes with permission from your direct Supervisor. You have no right of privacy to any information or file maintained in or on company property or stored or transmitted on company computer systems, voicemail, e-mail or other technical resources. For purpose of inspecting, investigating or searching computerized files or transmissions, voicemail, or e-mail the company may override any applicable passwords or codes in accordance with the best interests of the company, its employees or guests.

Sun Shops does not sanction use of company computers to play games, or use of the internet to access dating sites, chat rooms or personal web sites. Viewing or use of pornographic sites is strictly prohibited. If you misuse electronic communications and engage in defamation, discrimination, harassment, or related actions you will be subject to discipline and/or immediate termination.

You may access only files or programs, whether computerized or not, that you have permission from the company to enter.

Unauthorized review, duplication, dissemination, removal, damage or alteration of files, passwords, computer systems or programs, or other property of the company, or improper use of information obtained by unauthorized means, may lead to disciplinary action up to and including prosecution and/or termination.

#### **PERSONAL CELLULAR PHONES**

During paid work time, employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of any business phone. Personal calls (including text messaging) during the work day, regardless of phone used, can interfere with employee productivity and be distracting to others.

Sun Shops finds it reasonable to limit personal calls during work time to an average of no more than two or three short-duration calls per day as needed. Employees are expected to make personal calls on non-work time when possible and to ensure that friends and family members are aware of the Company's policy.

Flexibility will be provided in circumstances demanding immediate personal phone use, but this immediate need should be communicated to a manager or MOD. For these reasons cellular phones are **not** allowed by customer service personnel on the sales floor.

## **SOCIAL NETWORKING**

We recognize that employees may engage in "social networking" while off-duty. "Social networking," for the purpose of this policy means posting information on one's own, or on someone else's, web log, journal or diary on the internet. "Social networking" also includes any other form of posting information on the internet, such as postings on YouTube, Twitter, a personal web site, social networking or affinity web site (e.g., Facebook, Instagram, Linked-In), on a bulletin board, or in a chat room. Employees who engage in social networking should be mindful that their posting, even if done off premises and while off-duty, could have adverse effects on the company's legitimate business interests. For example, the information posted could be the company's confidential business information. In addition, some readers may view you as a de facto spokesperson for the company. To reduce the likelihood that your personal blogging will have an adverse effect on the company, we ask that you observe the following guidelines.

- Do not engage in social networking using any of the company's electronic resources.
- Your social networking is subject to all of the policies in this handbook, including but limited to "Prohibited Harassment," "Prohibition of Unlawful Behaviors", "Confidentiality of Information", "Employer Property," and Electronic Communication Usage."
- All requests for references or recommendations, even those that are received through social networking, should be handled in accordance with the company's standard policy for responding to such requests.
- If your social networking includes any information related to the company, please do the following:
  1. Make it clear to your readers that views expressed are yours alone and that they do not reflect the views of the company, by stating, e.g., "*The views expressed in this post are my own. They have not been reviewed or approved by the company.*"
  2. Do not use the company's logo, trademark, proprietary graphics or photographs of the company's premises or products.

You should also consider the following if your social networking includes any information related to the company. The company has spent substantial time and resources building its reputation and good will. These are valuable and important

corporate assets. Before you make any posting that identify yourself as an employee of the company, or that identifies the company, please consider whether you are damaging the company's reputation.

You are more likely to resolve complaints about work by speaking directly with your co-workers, supervisor, or other management-level personnel, than you are by posting complaints in a blog. If you, nonetheless, decide to post complaints or criticism, you are responsible for the policies in this handbook, including but limited to "Prohibited Harassment," "Prohibition of Unlawful Behaviors," Confidentiality of Information," "Employer Property," and "Electronic Communication Usage."

These policies apply even if your social network is anonymous or under pseudonym. If you do engage in such social networking, you should be aware that in appropriate circumstances we will take steps to determine your identity.

These guidelines will continually evolve as new technologies and social networking tools emerge. For the aforementioned reason, please always review this policy; contact your supervisor or Human Resources. Failure to comply with this policy may lead to discipline up to and including termination.

### **PERSONNEL FILES**

Your personnel file is important for many reasons: taxes, insurance, wage reviews, Social Security information, promotions, etc.

Please help us keep your records up to date by promptly notifying your Supervisor of any changes in your name, address, phone number, marital status, person to notify in case of an emergency, etc. If you change your address after termination, but before the end of the tax year, please make sure that Sun Shops has your new address for mailing your wage statement (W-2 Form).

You have a right to inspect or receive a copy of the personnel records that Sun Shops maintains relating to your performance or to any grievance concerning you. Certain documents may be excluded or redacted from your personnel file by law, and there are legal limitations on the number of requests that can be made.

Any request to inspect or copy personnel records must be made in writing at the MOD desk. You can obtain a form for making such a written request from the MOD.

### **DRUG AND ALCOHOL FREE WORKPLACE**

Sun Shops recognizes that the use of drugs and alcohol may adversely affect the work and safety of employees and our guests. As a company, we are committed to maintaining a work environment free from the effects of drug abuse and alcohol abuse.



While Marijuana has been legalized for recreational use by the State of California it is still illegal under U.S. Federal Law. Therefore you may not come to work under the influence or in possession of Marijuana and its derivatives, nor may these substances be used during a shift or on a shift break in any capacity.

Any employee who is using prescription or over-the-counter drugs should notify their Supervisor of such use immediately before starting or resuming work whenever such drugs may impair the employee's ability to safely perform their job duties, or may affect the safety or wellbeing of others. An employee may be allowed to continue normal job responsibilities, or may be temporarily reassigned job duties, or may be required to stay off the job, as determined by the Supervisor, in order to maintain a safe work place for the employee and others. If there is a question regarding the employee's ability to safely and effectively perform assigned duties while using such medications or drugs, a clearance from a qualified physician may be required.

### **SMOKING**

Sun Shops is committed to providing a safe and healthy work environment free from harmful effects of secondhand smoke. This goal is achieved by ongoing efforts to protect nonsmokers and by restrictions on smoking, including e-cigarettes and other nicotine delivery devices (such as vape pens). This policy applies to all employees as well as visitors, vendors, clients, job applicants, and others who visit our offices or our concessionaries.

To protect employees and guests from exposure to secondhand smoke, smoking is prohibited at company facilities, buildings and within 20 ft (6.1m) of doorways, windows, air intake vents and entrances. The beach next to the Boardwalk is also smoke-free. Smoking is allowed in the Area 3 outside break area and employees not in uniform can smoke in any area identified as a guest smoking area along the railroad tracks. Employees can smoke in any company parking lot. Employees who choose to smoke must do so only during their authorized breaks and meal period.

### **HARASSMENT, DISCRIMINATION AND RETALIATION PREVENTION POLICY**

We at Sun Shops have long believed in the principals to provide a work environment free of hostile behavior, bullying, harassment, discrimination, retaliation and disrespectful or other unprofessional conduct based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (including language use and restrictions and possession of a driver's license issued under Vehicle Code section 12801.9), ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, political affiliation, military and veteran status or any other basis protected by federal, state, or local law or ordinance or regulation. It also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on

the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Furthermore, bullying, as stated above, is against the law. Bullying is the repeated infliction of intentional, malicious, and abusive conduct which interferes with a person's ability to do his/her work and is substantial enough to cause physical and/or psychological harm and a reasonable person would find hostile or offensive. This includes acts conducted through social media or online.

Teasing and heckling amongst co-workers is a frequent occurrence in the workplace. What's more, there is a great deal of research that suggests having fun at work is important to team-building and productivity. However, there are several signs that the fun-making has taken a turn toward aggression:

- Non-reciprocity; employees take shots at another employee, but he/she is not participating in the "fun." It is one-way.
- Targeting; often, inappropriate behavior is targeted to one individual (or group). You will recognize this as "picked on" behavior (bullying), where there is one person that many of the other employees direct their aggressive behavior toward.
- Personal; the teasing is of a personal nature. Acceptable one-upmanship might include joking about one's favorite sports team versus another team. Unacceptable teasing often includes something personal about the targeted employee (his/her body type or hairstyle, for example).
- Bias; teasing takes place against a protected group.

**Sun Shops will not tolerate any form of bullying and therefore will be met with disciplinary action, up to and including termination.**

## **SEXUAL HARASSMENT**

The Company's policy prohibiting harassment applies to all persons involved in the operation of the Company. The Company prohibits harassment, disrespectful or unprofessional conduct by any employee or the Company, including Supervisors, manager and coworkers. The Company's anti-harassment policy also applies to vendors, customers, independent contractors, unpaid interns, volunteers, persons providing services, and other persons with whom you come into contact with while working.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, comments, posts, or messages;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;

- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by company policy.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts towards an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire.

It's against the law to harass males or females. Although many people think of sexual harassment as involving a male boss and female employee, not all sexual harassment occurs in this manner. Sexual harassment may also involve coworkers, other employees of the Company, Guests or other persons doing business with or for the Company.

Prohibited harassment is not just sexual harassment but harassment based on any protected category.

## **RETALIATION**

Company policy and California state law forbids retaliation against any employee who opposes sexual harassment, other harassment or discrimination, files a complaint, testifies, assists or participates in any manner in an investigation, proceeding, or hearing conducted by the Department of Fair Employment and Housing for the Fair Employment and Housing Commission.

Prohibited retaliation includes, but is not limited to:

- Demotion
- Suspension
- Failure to hire or consider for hire
- Failure to give equal consideration in making employment decisions
- Failure to make impartial employment recommendations
- Adversely affecting working conditions or otherwise denying an employment benefit to an individual.

### **State and Federal Agencies:**

Employees or job applicants who have been unable to resolve issues of discrimination or harassment may contact the Department of Fair Employment and Housing. The Department of Fair Employment and Housing (DFEH) is the state agency that resolves complaints and unlawful discrimination and harassment, including sexual harassment. After a complaint is filed, the DFEH has one year to investigate the complaint. The Fair Employment and Housing Commission (FEHC), headquartered in San Francisco, decide cases prosecuted by the DFEH at the state level.

To contact the DFEH, consult your local telephone directory under State Government Offices or ask directory assistance for the number of Department of Fair Employment and Housing headquarters in Sacramento.

The Equal Employment Opportunity Commission (EEOC) is the federal agency that resolves sexual harassment claims. To contact the commission, consult directory assistance for Washington D.C.

### **ANTI-RETALIATION**

The Company will not retaliate against you for filing a complaint or participating in any workplace investigation and will not tolerate or permit retaliation by management, employees or coworkers.

### **REPORTING HARASSMENT OR DISCRIMINATION**

If you believe that you have been unlawfully harassed, or discriminated against, submit a verbal or written complaint as soon as possible to your Supervisor, or the Vice President of Human Resources, once the incident has occurred. You will be asked to provide details of the incident(s), names of individuals involved and names of witnesses. Supervisors must report any complaints or unlawful activity to the Vice President of Human Resources. All information provided is confidential. All complaints will be referred to the Vice President of Human Resources for investigation. The company will immediately undertake an effective, thorough and objective investigation of the allegations.

### **COMPLAINT PROCEDURE**

For sexual harassment, other forms of harassment or any form of discrimination, or retaliation:

1. When possible, tell the harasser or offender to stop. The person may not realize the advances, or behaviors are offensive. Often a few simple words will end the behavior.
2. Report harassment, discrimination or retaliation to your supervisor, the Vice President of Human Resources or any other Vice President. Harassment, discrimination or retaliation should be reported in writing as soon as possible. You may report such activities even if you were not the target of the action. Please include any relevant details, names of people involved and the names of any witnesses. You may report your complaint verbally
3. An investigation will be conducted and appropriate action taken. The company will investigate, in confidence; all reported incidents of sexual harassment, harassment, discrimination or retaliation.

If the company finds that harassment, discrimination or retaliation has occurred, disciplinary action will be taken against the harasser, discriminator or person responsible for retaliation. The Company will act upon your complaint and promptly tell you when the investigation is conducted.

If you, as an employee are found guilty of harassment, discrimination or retaliation, or for actions outside the course, scope and conditions of your employment you may be

personally liable for monetary damages. The Company will not pay damages assessed against you personally.

## **EMPLOYEE BENEFITS & SERVICES**

### **WORKERS COMPENSATION**

Sun Shops carries Worker's Compensation Insurance coverage as required by law to protect you if you become ill or are injured on the job. This insurance provides medical, surgical, and hospital treatment in addition to payment for loss of earnings that result from work-related illnesses or injuries. Compensation is effective the first day of your hospitalization or after the third day following the injury if you are not hospitalized.

If you are injured at work, you must report it immediately to your Supervisor, regardless of how minor the injury, and you must complete the proper forms within 24 hours of the injury. If the injury requires medical attention, you must report to a M.O.D.

Sun Shops has a list of the approved physicians and facilities if you need additional medical care. Sun Shops reserves the right to select the treating doctor unless you have a designated medical provider on file prior to your injury.

*Please Note:* Sun Shops or its Worker's Compensation insurance carrier may not be liable for the payment of Worker's Compensation benefits for any injury that arises out of your voluntary participation in any off-duty recreational, social or athletic activity that is not part of your work-related duties.

### **MPN Notification for New Employees**

Unless you pre-designate a physician or medical group, your new work injuries arising on or after your date of hire will be treated by providers in the Anthem Workers' Compensation Medical Provider Network. If you have an existing work injury with this employer, you may be required to change to a provider in the new MPN. Check with your current claims adjuster for more information. You may obtain more information about the MPN from workers' compensation poster or your employer.

### **LEAVE OF ABSENCE**

Leaves must be requested 30 days in advance, in writing and approved by your Supervisor, the Divisional Director and the Compensation and Benefits Director.

Extended leaves may be granted under certain circumstances with the additional approval of the Vice President of Human Resources and the Divisional Vice President. You will be required to provide a fitness for duty report from your doctor before you are able to return to work after a leave taken for any medical condition (including Pregnancy Disability). In addition, we will attempt to reasonably accommodate you if you are released for partial or modified duties.

With advance notice, you can be granted time off from work to take care of other personal obligations, such as: voting, election officer services, jury duty, witness duty, volunteer firefighter, military service, school visits, and alcohol and drug rehabilitation or if you are a victim of domestic violence or criminal assault. Please contact the Compensation and Benefits Director or refer to the leave policies for more information.

Leaves of Absence are unpaid. However, you may be entitled to state Disability Insurance (SDI) or Family Temporary Disability Insurance (FTDI).

### **PERSONAL LEAVE OF ABSENCE**

If you have a compelling reason you may, upon written request, be granted a Personal Leave of Absence for a period not to exceed two months. Personal Leaves of Absence can be granted only at the mutual convenience of the company and the employee. An effort will be made to hold your position open; however, due to the business climate there will be times when positions cannot be held open.

### **MEDICAL, FAMILY CARE, PREGNANCY LEAVES OF ABSENCE**

Sun Shops has several leave policies to address the needs of employees to be away from work because of compelling reasons. All policies have been developed to comply with Federal Family and Medical Leave Act, California Family Rights Act and California Pregnancy Disability Leave Regulations as appropriate.

Your Particular leave may be regulated by more than one of the State and Federal laws and we will count the leave time taken concurrently under State and Federal regulations unless specifically restricted by the regulations.

If you have worked for Sun Shops for at least 1 year and have worked 1,250 hours over the past 12 months you may qualify for an unpaid Medical Leave if you are disabled due to your own serious health condition (including pregnancy, child birth, or other related medical condition) you may qualify for an unpaid Family Care Leave to care for your child after birth, or placement for adoption or foster care, or to care for your registered domestic partner, parent son or daughter. Group Health Benefit coverage (Medical, Dental and Employee Assistance Benefit) which you participate in at the time of your leave will continue to be provided for up to 12 weeks. You will be returned to the same or comparable position without a loss of service credit if you return within 4 months from the start of your leave. If you have less than a year of service or have worked less than 1,250 hours in the past 12 months you may qualify for unpaid Pregnancy Disability Leave if you are disabled due to your pregnancy, childbirth, or other related medical condition or an unpaid Personal Leave for compelling reasons that prevent you from working.

You will be returned to the same or comparable position without a loss of service credit if you return within 4 months from the start of you Pregnancy Leave however we will make every effort to hold your position open, place you in another suitable position, or reemploy you when a suitable opening is available.

### **Lactation Accommodation Policy**

Sun Shops recognizes lactating employees' rights to request lactation accommodation, and accommodates lactating employees by providing a reasonable amount of break time and a suitable lactation location to any employee who desires to express breast milk for their infant child, subject to any exemption allowed under applicable law.

If possible, the break time should run concurrently with your normally scheduled break time. Any break time to express breast milk that does not run concurrently with your normally scheduled break time is unpaid.

The lactation location will be private (shielded from view and free from intrusion from co-workers and the public) and located close to your work area. The location will be safe, clean and free of toxic or hazardous materials; have a surface to place a breast pump and other personal items; have a place to sit; and have access to electricity or alternative devices (such as extension cords or charging stations) allowing you to operate an electric or battery-powered breast pump. Sun Shops will also provide access to a sink with running water and a refrigerator suitable for storing milk in close proximity to your workspace. If a refrigerator cannot be provided, Sun Shops will provide another cooling device suitable for storing milk, such as an employer-provided cooler. The lactation location will not be a bathroom or restroom. The room or location may include an employee's private office if it otherwise meets the requirements of the lactation space. Multi-purpose rooms may be used as lactation space if they satisfy the requirements for space; however, use of the room for lactation takes priority over other uses for the time it is in use for lactation purposes.

Employees who desire lactation accommodations should contact Operations Management or Warehouse Management to request accommodations. An employee's request may be provided orally, by email, or in writing, and need not be submitted on a specific form. We will engage in an interactive process with you to determine when and where lactation breaks will occur. If we cannot provide break time or a location that complies with this policy, we will provide a written response to your request.

Sun Shops will not tolerate discrimination or retaliation against employees who exercise their rights to lactation accommodation, including those who request time to express milk at work and/or who lodge a complaint related to the right to lactation accommodation. If you believe you have been denied reasonable break time or adequate space to express milk, or have been otherwise denied your rights related to lactation accommodation, you have the right to file a complaint with the Labor Commissioner.

### **MILITARY LEAVE**

Sun Shops will grant a military leave of absence if you are absent from work because you are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You must give your supervisor 30 days advance notice or it is otherwise impossible or unreasonable. To provide notice of your need for leave you must complete a Request for Leave of Absence Form.

You will not be paid for military leave. However, you may use any available accrued paid time off, such as annual leave or holidays, to help pay for the leave.

Continuation of health insurance benefits is available by USERRA based on the length of the leave and subject of the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

If you are on military leave for up to 30 days, you must return to work in the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you are on military leave more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws.

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of services, you will be treated as if you had been continuously employed.

If you have questions about military leave, contact the Compensations Benefits Director for more information.

### **DOMESTIC VIOLENCE LEAVE**

An unpaid leave will be granted if you are a victim of domestic violence, sexual assault, or stalking. You may request leave if you are involved in a judicial action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure your health, safety or welfare, or that of your child. You should provide notice and certification of your need to take leave under this policy and complete a Request for Leave of Absence Form and have it approved by your Supervisor/Manager.

Certification may be sufficiently provided by any of the following:

- A police report indicating that the employee was a victim of domestic violence, sexual assault or stalking
- A court order protecting or separating the employee from the perpetrator of an act of domestic violence, sexual assault or stalking, or other evidence from the court or prosecuting attorney that the employee appeared in court
- Documentation from a medical professional, domestic violence advocate or advocate for victims of sexual assault, health care provider or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence, sexual assault or stalking

Sun Shops will, to the extent allowed by law, maintain your confidentiality if you request a leave under this provision.

The length of unpaid leave you may take is limited to 12 weeks and if you need this leave for your own injury then you may qualify for Medical Leave. If you have questions about domestic violence leave, contact the Human Resources Department for more information.

### **VICTIMS OF CRIME LEAVE**

Unpaid time off will be granted if you are a victim or a family member of a victim of a violent felony or serious felony to attend judicial proceedings related to the crime.



You must provide notice to your Supervisor and may be asked to document the scheduled proceeding. If advance notice is not possible, you must provide appropriate documentation within a reasonable time after absence.

### **SCHOOL CONFERENCE AND SCHOOL ACTIVITY VISITS**

Unpaid time off will be granted, as long as notice is given, if you are requested to pick up a child from a care provider, an unexpected school or care closure, including closure or unavailability due to natural disaster, or to attend a school discipline conference as requested by your child's school principal/administrator.

You may also take unpaid time off with reasonable prior notice to participate in activities of your child's school or licensed day care facility, or enrollment in said facility. You may also take time off to find, enroll, or reenroll in a school or with a licensed child care provider as well as time off to address a child care provider or school emergency. Leave may be limited to eight hours a month and a maximum of 40 hours each school year.

### **HEALTHY FAMILIES ACT**

Nearly every worker in the State of California will at some time during the year need some time off from work for health reasons. Providing workers time off will ensure Sun Shops has a healthier and more productive workforce. The Healthy Families Act (HFA) allows workers to address their own health. An employee can invoke the Healthy Families Act for the diagnosis, care, or treatment of an existing health condition, or preventative care for, themselves or for any other reason as stated in the HFA.

For the above reasons Sun Shops has an accrual policy as defined by the HFA. There are important points regarding how the Healthy Families Act may be used. First, employees may not invoke their HFA leave rights, in which leave will be accrued at a rate of 1 hour for every 30 hours worked beginning on the date of hire, until the 90<sup>th</sup> day of employment and 30 days worked; after that date the employee can use paid sick leave (PSL) as stated within the HFA. Second, Sun Shops limits total PSL to 3 days, or 24 hours, per calendar year; accrual is capped at 48 hours. Unused time may be carried over to the next year but may not exceed 48 hours, nor will be paid out at time of termination. Third, if an employee terminates their working relationship with Sun Shops, accrued sick leave will only be reinstated if the employee returns within one year of their termination date. Fourth, if the need for PSL is foreseeable, the employee shall provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the employee shall provide notice of the need for the leave as soon as practicable. Notice may be provided in writing or conveyed verbally. Lastly, an employee may determine when and how much PSL he/she needs to use in increments not less than 2 hours.

All non-exempt Sun Shops employees qualify for the Healthy Families Act as stated in the above policy; full-time employees, both exempt and non-exempt, qualify for Annual Leave beyond the requirements of the HFA and may exercise usage of Annual Leave under the same purposes and same conditions as specified by the HFA. Please consult the Healthy Families Act of 2014 for the full scope and understanding of the law.

## **HEALTH INSURANCE MARKETPLACE COVERAGE OPTIONS AND YOUR HEALTH COVERAGE**

When key parts of the Affordable Care Act took effect in 2014, there was a new way to buy health insurance: the Health Insurance Marketplace. To assist you as you evaluate options for you and your family, this notice provides some basic information about the new Marketplace and employment-based health coverage offered by Sun Shops.

### **PART A: General Information**

#### **What is the Health Insurance Marketplace?**

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers “one-stop shopping” to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly insurance premium right away. Open enrollment to select health insurance coverage through the Marketplace began October 1, 2013 for coverage starting as early as January 1, 2014.

#### **Can I Save Money on my Health Insurance Premiums in the Marketplace?**

You may qualify to save money or lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that does not meet certain standards. The savings on your premium that you are eligible for depends on your household income.

#### **Does Employer Health Coverage Affect Premium Savings through the Marketplace?**

Yes. If you have an offer of health insurance coverage from SUN SHOPS that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in Sun Shop’s health plan. However, you may be eligible for a tax credit that lowers your monthly premium or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards. If the cost of health insurance coverage from Sun Shops that would cover you (and not any other members of your family) is more than 9.5% of your household income for the year, or if the coverage provided by Sun Shops does not cover the “minimum value standard” set forth in the Affordable Care Act, then you may be eligible for a tax credit. An employer-sponsored health plan meets the “minimum value standard” if the plan’s share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs.

If you purchase health insurance coverage through the Marketplace instead of accepting health insurance coverage offered by Sun Shops, then you may lose Sun Shop’s contribution (if any) to the employer-offered coverage. Both Sun Shop’s contribution and your contribution to employer-offered health insurance coverage is often excluded from income for Federal and State income tax purposes. Your

payments for health insurance coverage through the Marketplace are made on an after-tax basis.

**How can I get more information?**

The Marketplace can help you evaluate your coverage options, including your eligibility for coverage through the Marketplace and its cost. Please visit HealthCare.gov or call 1-800-318-2596 for more information, including an online application for health insurance and contact information for a Health Insurance Marketplace in your area. For more information about your coverage through Sun Shops, please check you summary plan description or contact T.J. Moran at (831) 425-8509.

**PART B: Information About Health Coverage Offered by Sun Shops.**

This section contains information about any health care offered by Sun Shops. If you decide to complete an application for coverage in the Marketplace, you will be asked to provide this information.

<b>Employer name</b>	<b>Employer Identification Number (EIN)</b>	
SUN SHOPS	77-0186170	
<b>Employer address</b>	<b>Employer phone</b>	
P O BOX 637	(831) 425-8509	
<b>Employer city</b>	<b>Employer state</b>	<b>Zip Code</b>
SANTA CRUZ	CA	95061
<b>Health coverage contact name</b>		
T.J. Moran		
<b>Health coverage contact phone number</b>	<b>Health coverage contact email address</b>	
(831) 425-8509	tj@sunshops.co	

NOTE: Even if your employer intends your coverage to be affordable, you may still be eligible for a premium discount through the Marketplace. The Marketplace will use your household income, along with other factors, to determine whether you may be eligible for a premium discount. If, for example, your wages vary from week to week (perhaps you are an hourly employee or you work on a commission basis), if you are newly employed mid-year, or if you have other income losses, you may still qualify for a premium discount.

**BOARDWALK TEAM MEMBER BENEFITS (BOARDWALK STAFF ONLY)**

The following items have been enabled to make your experience with Sun Shops more memorable. All of the items below have been enabled for our Boardwalk staff due to our relationship with the Santa Cruz Beach Boardwalk. Unfortunately we are not able to offer these benefits to our Off-site staff members. In a few offsite locations we have been able to accomplish reduced rates or free parking.

**PARKING**

Free parking is provided for all boardwalk employees. Employees working Saturday, Sunday or holidays during the summer will be required to park at a remote lot and/or use the BERT shuttle. Employee parking permits may be obtained from the Operations Office. Your parking permit must be affixed to the designated area on your windshield. If you have

a current parking permit and Employee ID card, you may park in the specified Company lots on days you work. You must use the designated Employee Entrance at the Beach Lot and present your ID at all other parking lots. Your ID card may only be used to allow the car you are driving access to the parking lot.

Always check with your Supervisor regarding current employee parking arrangements, or you may read the parking policy brochure.

The following rules must be observed:

- A) You must STOP at the entrance gate and give your ID card to the attendant or swipe the sensor.
- B) Observe the 5 mph speed limit.

If you work at other sites, stores off the Boardwalk, check with the MOD about parking. Employees working at locations other than 400 Beach St. are subject to applicable parking requirements based on each individual location. Check with the MOD.

### **BICYCLE LOCKERS**

Bicycle lockers are available for Employees and guests and are located at the entrance to the Beach Parking Lot and by Entrance 5. The Operations Office assigns lockers to employees on a first-come, first-served basis. A refundable key deposit is required. The Company is not responsible for lost or stolen bicycles

### **SECURITY ESCORT**

In keeping with our commitment to safety, if requested, the Security Department will provide you with an escort to your car or a safe destination.

To request an escort, ask your Supervisor, call the Operation Office, or when Operations is closed, call 611 or (831) 345-5590 to reach security to set up an escort. Make sure to let the officer know your name, the extension from which you are calling, your current location, and where you will be waiting. If an officer does not arrive within reasonable time, repeat the process.

### **EMPLOYEE SEASON KICK-OFF PARTY**

Every spring you are invited to attend a very special employee party, an evening of fun and excitement to introduce you to some of the fun offered at the Boardwalk. The park is closed to guests and reserved especially for you. You'll enjoy a delicious barbecue dinner, free rides, games, and arcade attractions. It's a Boardwalk tradition you won't want to miss!

### **EMPLOYEE END-OF-SEASON PARTY**

At the end of the summer season, you're invited to our annual End-Of-Season Party, as a way of saying thank you for working during this busy time. This is a festive event with lots of food, fun and surprises, and it's attended by hundreds of employees each year. It's a great way to celebrate a job well done!

## **BOARDWALK PASSES**

All employees who work on the Boardwalk are eligible to receive free Unlimited Ride wristbands for Boardwalk rides except on “black-out dates” on major holiday weekends. Wristbands can be used before or after your shift and on your days off. You can obtain your wristband from the Season Pass Office or the Operations Office by showing your employee ID card. You may receive an Unlimited Ride wristband up to one hour before actual closing time. Please, follow these simple rules when visiting the Boardwalk as a guest:

1. Your wristband is non-transferable; transfer or sale may result in discipline up to and including termination.
2. Do not distract on-duty employees from the guests.
3. Do not loiter around areas set aside for on-duty employees (break areas, department offices, etc.).
4. Do not sell or give your employee wristband to anyone else. This is considered theft and will result in termination.

## **GUEST PASSES**

You will be able to treat up to 10 of your friends or family members to unlimited ride wristbands each year by bringing them to the Operations Office. Wristbands are available year round, however certain blackout dates do apply, call Boardwalk Operations at (831) 423-5590

## **MORE EMPLOYEE PERKS**

As an employee you may be able to receive further benefits, beyond those mentioned above. Please check with the MOD as these benefits do change and may be suspended at any time by the Santa Cruz Seaside Company. In the past these benefits have ranged from Free Miniature Golf and Fright Walk to discounted bowling at Boardwalk Bowl and even discounted tickets to other theme parks.

## **MERCHANDISE DISCOUNTS**

As an employee, you receive a 20% discount at all Santa Cruz Seaside Company owned shops, and at O’Neill’s Boardwalk store. Please present your employee identification card prior to your purchase. Respectively, Seaside Company employees enjoy a 20% discount at all retail stores operated by Sun Shops on the Boardwalk

## **EMPLOYEE FOOD DISCOUNT PROGRAM**

As an employee, you receive a 20% discount on all food and beverage items (excluding alcoholic beverages) at all Santa Cruz Seaside Company and Concessionaire-owned food and beverage locations on the Boardwalk and at BB Eats at the Boardwalk Bowl. Additional discounts from 20-40% on specific items are available at other food locations including Concessionaire Locations.

The following procedures must be followed:

1. You must be in usual work attire or uniform when making a discount purchase. If not, you must present your employee ID card prior to making your purchase.

2. Discount purchases may be made on your scheduled rest and meal periods or immediately prior to or immediately after your shift. Discounts do not apply on days off when you are off-duty.
3. Food and beverages purchased at a discounted price are to be used for your own personal consumption only.

### **EMPLOYEE DINING**

The lounge located above the Dipper Diner Restaurant is called the Sea View Terrace. This lounge, with beautiful views of the Monterey Bay, provides on-duty employees a quiet place to eat. You will find a food service window, down the stairs on the street side of the Boardwalk, where you will receive a 40% discount on food. Vending machines for snacks and sodas, drinking fountains, bathrooms and plenty of tables and chairs, all provided for your convenience. The Sea View Terrace is open when the Boardwalk is open on full operating days. Please help us keep the break areas pleasant by cleaning up after yourself.

### **OTHER DISCOUNTS**

The Employee Relations office offers employees a variety of discounts for other local amusements parks and attractions including the Monterey Bay Aquarium. You can purchase discount movie tickets for Cinema 9 and Riverfront Theater in Santa Cruz. Check with the Employee Relation Coordinator or the most current Employee Discount flyer for details.

### **MISUSE OF THESE EMPLOYEE PRIVILEGES IS GROUNDS FOR WRITTEN WARNINGS AND/OR TERMINATION.**

### **EMPLOYEE PURCHASE**

All active Sun Shops Employees receive a 40% discount on merchandise, purchased from Sun Shops. When making an Employee Purchase, follow these guidelines:

1. Personnel make purchases through a manager, and only in Sun 1(Main Store)
2. An Employee Purchase (EP) form must be filled out for each purchase. If a manager is making the purchase, the EP must be filled out by a different manager.
3. All purchases are to be made when you are off duty.
4. Employee Purchases are to be made at a manager's convenience and only when business permits.
5. Employees take merchandise home in a Sun Shops bag only. No items are to go home in purses or on a person's body.
6. Do not save merchandise under the counter in order to purchase it later.
7. We ask that you not make employee discounts public knowledge. It may put you under pressure to purchase items for peers.
8. Making Employee Purchases for family and close friends is allowed.
9. Purchasing items for profit is grounds for dismissal.

### **DRESS CODE POLICY**

Sun Shops fun atmosphere is maintained in part by the image you as an employee portray to our guest. Please use good judgment regarding your dress and appearance. Dress in a

way that would make any customer feel comfortable approaching you. Consult your supervisor when in doubt. The company policies in regard to wardrobe and your appearance have been designed to complement our image. You are a representative of our business. If you arrive at work wearing clothing that is not in accordance with this policy, you will be considered not ready to work at your scheduled time. You will be asked to go home and change. As a condition of our lease the Santa Cruz Seaside Company requires the following:

Clothing must be clean. Jerseys, hats, beanies, visors, and flip-flops are prohibited.

**MEN:** Tank tops are not allowed

**SHOES:** Staff are given the option of choosing shoes that may compliment their choice of wardrobe. It is highly recommend that shoes fit properly, are comfortable, and enable a staff member to stand for long periods of time. In addition, closed toe shoes are required for safety reasons. Heels over two inches high are not acceptable.

**PANTS/SHORTS:** Choices for pants should be solid-colored (not faded), neutral tones (such as black, navy, khaki, or grey) and unembellished. Blue denim pants (blue jeans) are not allowed.

There is a length requirement for shorts that apply to both men and women.

- Pants/shorts must be of sturdy cotton. Athletic clothing material or sweatpants, yoga pants, and leggings are NOT allowed.
- Shorts may not be shorter than 4 inches above the knee
- All pants/shorts must be neat, clean and free of holes.
- All pants shorts must NOT be baggy, frayed, faded, torn or bleached.
- All pants/shorts must fit properly at the waist. Underwear may not be visible in the course of your workday.

**HAIR:** Employees should choose hairstyles that compliment interactions with our Guests. Hairstyles and colors should be natural and not extreme. It's important that Guests and others you interact with can see your face, especially your smile. Please ensure hair is away from your face using hair clips, hair ties or bands. Hair accessories should be complementary to the uniform. Hair color must be permanent or semi-permanent, no sprays, glitter, chalks or temporary products. All employees must choose hairstyles and colors that are conservative and not extreme or distracting.

Sideburns should be straight, neatly trimmed, and may extend to the end of the earlobe. Beards, mustaches, and goatees are allowed; however, they must be neatly trimmed and not longer than one inch. An established beard is an intentionally grown beard, not several days of not shaving. Other than established beards, mustache and goatees, you are expected to be cleanly shaven every work day. An established beard must not have any empty spaces between the sideburns, mustache or goatee.

**JEWELRY:** Select tasteful and appropriate jewelry to wear at work. Remember the jewelry should be both safe and appropriate for your work environment. Earplugs or spikes of any size are not permitted. No extremes are allowed; all visible piercings must be approved by management. Consult your supervisor or manager if in doubt.

Earrings may not exceed 2 inches (5.1cm) in length or diameter. You may wear plugs (no tunnels or tapers) that are a plain, solid color, and do not exceed a  $\frac{3}{4}$  inch in diameter. One small nose stud no bigger than 2mm is acceptable. You may wear plugs, no tunnels or tapers, that are plain, solid color and do not exceed  $\frac{1}{4}$  inch. No other visible pierced jewelry or body adornment is allowed.

**TATTOOS:** We want you to share your individuality while ensuring guest and coworker comfort. Tattoos that are located on the face, head, neck or chest are NOT allowed to be visible in the course of work. Tattoos that contain obscene, profane, racist, gang-related, sexual, violent, or other objectionable words or imagery are NOT allowed to be visible in the course of work. Tattoos located behind the ear cannot extend onto the neck (past the chin), unless the tattoo is not visible while looking directly at the neck from the front. Tattoos may not be covered by makeup or bandages.

**SUNGLASSES:** Please keep your sunglasses simple and conservative. Mirrored sunglasses are not permitted as they limit eye contact with guests and coworkers. Sunglasses should not be worn indoors

## **UNIFORMS**

Employees who are required to wear a uniform must abide by specific rules, as outlined below. When in doubt, always check with your Supervisor.

- Please report to your workstation in uniform. Anyone who is not in uniform at the time they are scheduled to work is subject to a written warning up to and including a termination notice.
- Please keep your uniform clean and neat.
- Shirts and tops may be worn with the top collar button unbuttoned.
- While in uniform, only approved pants or shorts may be worn.
- While in uniform, only company jackets may be worn.
- No signature apparel of any kind, other than company-approved logos, may be worn. Check with your Supervisor before wearing an item to work.
- Plain long-sleeve or short-sleeve, white or black crew neck t-shirts (no art work or designs), can be worn under a uniform shirt. White or black turtleneck shirts can also be worn under a uniform shirt, and are the only shirts that can extend above the uniform shirt collar
- Only Company-issued or approved visors or hats may be worn while in uniform.
- Wear your Employee ID card at all times; please do not add anything to your ID card such as unauthorized buttons, stickers or pins.
- Uniforms or Company jackets should only be worn during work hours or when traveling to and from work.



**FACE COVERINGS:** When face coverings are required the following is required. Face coverings must be appropriate for the work place. Face coverings must be solid in color or can be patterned; face coverings with logos, graphics or offensive images or wording are not allowed. Face coverings must hook behind the ears or head and must fully cover the mouth and nose. Bandanas are not allowed. Face coverings should not allow light to be visible or permeate when held against a light source.

**NAME TAGS:** Photo identification cards are issued to all Sun Shops employees. These cards are used as a nametag, building access key, parking lot access at certain locations (in conjunction with a current parking sticker), employee food and other discounts, or any other purpose where confirmation of your employment status is needed. Misuse of your Employee ID card may result in discharge. Please wear or carry your Employee ID card with you at all times when you are on company property. All employees actively working must have their name tag in plain view and oriented correctly. Employee ID cards are company property and must be returned upon termination of employment. If you lose your Employee ID card, you will be responsible for the \$15.00 replacement fee.

### **LANGUAGE USE DURING WORK TIME**

The company requires that employees who directly serve our guests speak English. For non-English-speaking guests, employees are encouraged to speak the language of the guest. Employees who are talking to one another in front of guests or other employees are encouraged to speak English. Exceptions to this policy may be made with the approval of the Vice President of Human Resources.

### **EATING**

Employees may eat during rest and meal periods in designated areas only, away from work areas. Eating, drinking, gum chewing, chewing tobacco or smoking at workstations or any unauthorized area is not permitted.

### **ATTENDANCE**

You are important to the overall success of Sun Shops. You are a part of our team. **WHEN YOU ARE NOT HERE, SOMEONE ELSE MUST DO YOUR JOB; YOUR FELLOW COWORKERS WILL BE CALLED ON THEIR DAY OFF AND CREW MEMBERS MAY BE OVERWHELMED DUE TO YOUR ABSENCE.** You are expected to be on time and to work as scheduled. Your availability must be consistent with the company's staffing needs. **If you cannot report to work on time, or if you are ill, you must telephone and speak to a Supervisor at least two hours before your scheduled reporting time. If a Supervisor is unable to answer you must leave a voicemail, the voicemail system is available 24 hours a day.** If you call in sick it will go against your allotment of 3 sick days a year. After using your 3 sick days, or prior to qualifying for sick days, disciplinary action will then be taken, up to and including termination. **It is clearly not in your best interest to use a sick day if you are not sick.**

Unexcused absence or failure to report to work at your scheduled time could result in disciplinary action, which may include termination. If you are absent for two consecutive workdays without contacting your Supervisor, or if you fail to return to work at the end of a leave-of-absence, you are considered to have voluntarily terminated your employment. Please contact the M.O.D if you must be absent for any reason.

### **DOCTORS STATEMENT AND RELEASE**

Your Supervisor may request that you provide a physician's statement to verify illness when you miss work with the exception of those days that qualify under the Healthy Families Act (HFA). All illnesses exceeding three working days, or prior to HFA qualification, may require a doctor's statement stating you are physically able to resume working and the date you will be able to resume working.

Following medical treatment for a work-related illness or injury, a work status report must be provided to your MOD immediately.

### **SCHEDULING POLICY**

Sun Shops uses a live online schedule called When To Work (W2W). The schedule is posted on Monday for the following work week. Sun Shops work week starts on Saturday and ends on Friday. **You are responsible for knowing the time to report to work.**

### **YOU ARE RESPONSIBLE FOR BEING CHECKED IN AND AT YOUR WORKSTATION AT THE TIME YOU ARE SCHEDULED TO WORK.**

If you are scheduled to work at 10:00, you must be punched in, have your cash in the register, and be available to help customers at 10:00. You may check in up to 10 minutes before your scheduled time.

**IF YOU ARE NOT AT YOUR WORKSTATION AT THE TIME YOU ARE SCHEDULED, YOU ARE SUBJECT TO WARNING AND/OR DISMISSAL.**

**In our Company there are a few very important days which all staff are expected to work (Spring Break, Memorial Day weekend, 4<sup>th</sup> of July weekend, and Labor Day weekend), during which we will not be able to grant time off. TIME OFF REQUESTS WILL BE DENIED FOR THE AFOREMENTIONED DATES.** It is your responsibility to have reliable transportation to and from work and to allow enough time for the unexpected to happen on your way (traffic, parking, etc.).

**If you know that you will be tardy or absent due to an emergency or illness, you must contact the Manager on Duty two hours before your shift by calling 425-8509 Ext. 1. If no answer you must leave a voicemail. Communicating via SMS, Email, W2W, or other means is not acceptable.**

Other members of the staff will be asked to work extra hours in your place. Likewise, you may be asked to cover for someone else in a similar situation.

The schedule will be posted one week in advance. Once the schedule has been posted, switching with someone else is possible only through the When to Work Tradeboard. **You will be responsible for finding other employees to cover your shifts. The Manager on Duty must approve the switch before it is made.** In such a situation, you are responsible for any tardiness or absenteeism on the part of anyone involved in the switch.

**Staff members may be sent home early due to lack of work, low foot traffic, or at the discretion of the Manager on Duty.**

## **INFORMATION AFFECTING COMPENSATION**

### **BREAKS AND REST PERIODS**

You are entitled to a break at least every four hours. Your manager will make a break schedule to account for the business climate, shifts, etc, and will also inform you when to take your break. The break schedule is subject to change; only take your break when told. It is inferred that you may take your applicable rest period at a time of your convenience when working in a location with more than one staff member during a time in which it does not negatively affect store operations. You are entitled to:

One 10-minute rest period (optional) for a shift of 4 hours and up to 5 ½ hours.

One 10-minute rest period (optional) and one meal period (optional) for a shift 5 ½ to 6 hours.

One 10-minute rest period (optional), a 30-minute meal period (required) and a second 10-minute rest period (optional) in a shift of more than 6 hours and less than 8 hours.

**Break personnel must follow their break schedule exactly, they must not deviate from specified times or locations for any reason. Break personnel may not pass off their breaks to another employee. The schedule must be followed regardless of convenience or proximity to other Sun Shops locations. When not actively covering a break you must report back to the store in which you were scheduled. Failure to comply with the break and rest period policy is a violation of company policy as well as California state law. Non-compliance will be met with disciplinary action up to and including termination.**

Tardiness in returning from a break is equivalent to not being at your workstation at the time you are scheduled. Call your manager concerning breaks only in an emergency or if you have gone four or more hours without a break.

### **DAYS OFF**

Please keep in mind the amusement business is a weekend and holiday business. You are expected to work on weekends and holidays. In the summer season, you will be scheduled two days off per week. We realize that circumstances may arise which may require that you be excused from work. If there is a particular weekday or a particular shift that you do not wish to be scheduled, you must submit your request to the scheduling M.O.D at least

14 days in advance. We will try to cooperate as much as possible, but we will not always be able to grant your request. However, your request will be granted if possible.

### **RAINY DAY POLICY**

In the event of rainy weather, never assume your shift has been cancelled. Please follow these procedures:

1. Call in one hour before your scheduled time (not before) to see if you will be working.
2. Please identify yourself. A list of employees who call in will be kept.
3. If you call in and were told to report to work and then are sent home due to weather, you will be paid for having worked a minimum of three hours.
4. If you fail to call in, but report to work and are sent home, you will not receive report pay.

Your manager has the authority to shorten or lengthen your shift depending on the business climate. However, they may not shorten it less than three hours without compensation or lengthen it more than 30 minutes without your consent. **Your shift is officially over when you have been released by your manager.**

### **PAY PERIODS**

As an employee of Sun Shops, you are paid every other Wednesday. This check includes any hours worked in the two-week pay period ending the previous Saturday at 12:00a.m. Your paycheck will be available after 12 p.m. at the location that you clock-in.

### **TIME CLOCKS**

Time clocks, through the use of your employee clock-in number; record hours worked and calculate your pay. They record regular hours worked and overtime. **Accordingly, you must record your time by clocking in and out at the beginning and end of each shift.** A time card is a contract. Do not allow anyone else to punch you in or out. You are responsible for any false information on this document. If you know of or notice any errors with your time card or hours worked the company will take action to immediately remedy the problem and provide appropriate compensation. Failure to clock in and out for the beginning and end of each shift, or for rest and/or meal periods, may be subject to warning and/or dismissal. **Note:** If your shift is over six hours, a 30-minute unpaid meal period will automatically be deducted.

### **AUTOMATIC CHECK DEPOSIT**

For your convenience your paycheck can be automatically deposited in your checking account and/or savings account. Contact payroll for more information.

### **OVERTIME**

Overtime is more than 8 hours in a day or more than 40 hours in a work week. If you work 7 days in a week, the seventh day in a work week (Saturday-Friday) is overtime. Overtime is only permitted if approved by the Manager on Duty. Make sure to have M.O.D. approval if you work longer than you were originally scheduled. Persons under sixteen years of age may not legally work more than 8 hours per day or more than 40 hours per week.

### **MAKEUP TIME**

Makeup time allows an employee to request time off for personal obligation(s), and make up the time, enabling zero net loss to the employees work week. Compensation for makeup time will always be reported at the employees' regular rate of pay and does not qualify for overtime, nor may be used in a manner which would trigger overtime. An employee can work no more than 11 hours on any one workday, and no more than 40 hours in a work week, to make up the time off. The makeup work must be performed in the same workweek that the work time was lost. Sun Shops workweek begins on Saturday and ends on Friday.

Makeup time must be requested at least 3 days in advance of the date and time to be missed for personal obligation. To be eligible to qualify employees must be non-exempt and of non-work permit status.

If an employee takes time off with approved makeup time and is unable to work the approved makeup time, all hours missed will be unpaid. If makeup time is performed prior to the scheduled time off, the employee must take the scheduled time off, even if the time off is no longer needed.

Employees must provide the scheduling manager with a signed, written request for each occasion that he/she desires makeup time. Re-occurring makeup time may be permissible and is subject to denial on a week to week basis. Approval for the makeup time request must be made by the scheduling manager and communicated either verbally or in writing by the MOD. All makeup time may be denied or rescheduled based on the scheduling managers, and businesses, operational needs. Sun Shops does not encourage, discourage, or solicit the use of makeup time.

### **DEDUCTIONS FROM WAGES**

State and federal laws require us to make the proper deductions from your paychecks on your behalf. Amounts withheld will vary according to how much you earn, your marital status, and the number of dependents you claim.

#### **Required deductions include:**

1. Social Security (F.I.C.A.): A deduction is made from your gross earnings in accordance with the law as your contribution to social security. Sun Shops contributes an equal amount.
2. Federal Medical Tax: A legally required deduction from your gross earnings to pay your contributions to Medicare. Sun Shops contributes an equal amount.
3. FIT- Federal Income Tax (withholding): FIT taxes are withheld from your check in amounts based upon wages, marital status, and the number of dependents you have chosen to claim on your W-4 form. If you wish to change your declared exemptions, Human Resources will have the proper forms.

4. California Income Tax: (Same as Federal Income Tax)
5. State Disability (SDI): The SDI deduction provides funds for you if you suffer from a non-work-related injury or illness, resulting in an inability to work. The PFL deduction is combined with your SDI deduction and it provides funds to you if you need to be away from work to provide care for parents, children, spouses and domestic partners or to bond with a new child. The local California State Disability Office or the Employment Development Department can provide additional information. **Any other deductions will be taken only upon your written approval.**

## **WAGE REVIEWS AND PERFORMANCE EVALUATION**

Your wage increase is based on your job performance, your effectiveness with guests and co-workers, and your commitment to the company. It really depends on you.

## **GUEST RELATIONS POLICY**

**It is your primary responsibility to be of service to the public.**

**GIVE THEM YOUR FULL ATTENTION.**

When conducting yourself with a guest you will have the opportunity to make an impact. Each interaction will result in either a positive or negative impact. Below you will find a number of ways to provide our guests with a positive experience easily avoiding a negative interaction.

### **Positive**

1. Make the guest feel welcome.
2. Being able to answer the “Frequently Asked Questions.” If you can’t, ask someone who can answer the question.
3. If possible, walking the guest over to where they need to go such as the restroom, ATM or drinking fountain.
4. Keeping calm when the guest is upset.
5. Offering to take a group photo for guest.
6. Choosing a good-natured and friendly attitude so that your coworkers will want to work with you.
7. Offering helpful recommendation when a guest is not sure what to do.
8. Preventing accidents by being safety-conscious, clean, and organized.
9. Doing something special for a coworker or guest.

## Negative

1. Rolling your eyes because you've been asked, "Where's the bathroom?" for what seems like the millionth time.
2. Ignoring the guest because you're having fun talking to other employees.
3. "\*@\*#%!!" Swearing at (or in front of) the guest.
4. Answering a question with a bored "I don't know."
5. Sighing loudly because the guest is annoying you.
6. Throwing something at a guest.
7. Having an "I-don't-care-and-can't-be-bothered" attitude.
8. Whining about your personal dramas.
9. Text messaging, talking, or possessing your cell phone, or listening to your iPod when you are supposed to be working.
10. Making a guest or employee feel stupid because they are not familiar with rules, language, and the local geography.
11. Being rude to the guest. Remember they are just here to have fun.
12. Bothering your coworkers because you are late again getting back from your break.

While working in the stores, make sure you are directing your attention to them, not to the ocean, people, or surroundings outside of the stores.

Show your interest in each customer the moment they walk in the door. Greet them verbally. **All Sun Shops employees are required to greet and offer assistance to each customer. The following or similar language MUST be used.**

1. Hello
2. How are you?
3. Can I help you?

**This is mandatory. Noncompliance may result in verbal or written warnings depending on the circumstance.**

If you are with another customer, at least make eye contact and smile. **When with another customer acknowledge new customers as they enter. Do this by**

1. Making eye contact
2. Saying "Hello" or "I'll be right with you"
3. Directing the person to an available coworker

**This is mandatory. Noncompliance may result in verbal or written warnings depending on the circumstance.**

**Once you are able to attend to the new customer you must greet them with the customer greeting outlined above.**

Make it clear that you are prepared to help your customer in the selection of merchandise. Offer ideas, alternatives, and accessories. Should your customer be physically challenged, accommodate their particular needs with sensitivity and special attention.

If a customer is making you feel uncomfortable. Please let a store manager or M.O.D know immediately.

In order to answer questions and give directions quickly and clearly, familiarize yourself with all Sun Shops operations. Specifically, know your store and its merchandise. Take a few minutes each week for a walk-through, noting displays, counter merchandise and placement of floor displays. Your store's merchandise and displays will be changing constantly. Be aware of your store, its content, and its appearance. You are accountable for the image you present to the public.

Familiarize yourself with the Boardwalk. Know the names, locations, and nature of all attractions, restaurants, and shops as well as their products and service. Know the locations of phones, restrooms, drinking fountains, and first aid (**do not administer first aid yourself**).

Respond to compliments and complaints with equal courtesy. Resolve a complaint yourself when you are able to.

**Four Steps for Dealing with Guest Complaints, L.A.S.T.:**

**1. Listen**

- Make eye contact and give the Guest your undivided attention.
- Take the complaint seriously, even if it sounds strange.
- Show confidence by watching your body language and tone of voice.
- Try to remain relaxed and professional.
- Let the Guest explain the problem-don't interrupt.
- Remember, the Guest is upset with the situation, not with you.

**2. Apologize**

- Often Guest just want to be heard and to receive a sincere apology.
- "I'm sorry that happened."
- "I understand you feel that way..."

**3. Solve**

- We trust you to do your best to solve the problem
- Stress what you can do, rather than what you can't
- If you need help, call your Lead or Manager

**4. Thank**

- Thank the guest for bringing this to our attention.
- Thank the Guest for taking the time to make us aware.

**If you are not able to satisfy the customer, politely direct them to your manager.**



**Do not keep any personal belongings in the work areas (backpacks, purses, skateboards, etc.).** Lockers and padlocks are provided for you in the check-in area. Bring a lock to work with you to ensure your things are stored safely.

Do not come into any work area on a break or at any other time that you are not prepared to give your full attention to the customer or project at hand. **Do not visit other employees while on your break.** It is important for other employees to give their full attention to customers.

Be aware of the behind-the-scene work it takes to make the stores operate smoothly. When there are no customers, you can help with projects at hand or observe the store. You are responsible for making sure that

- (1) Your area is clean and straightened during your shift and before the end of your shift.
- (2) New merchandise is out when other merchandise is sold.
- (3) Displays are attractive.
- (4) New merchandise that is brought to the store by Buyers or receiving staff is put out neatly on display.

In order to make your job easier, sell from back-up stock whenever possible.

### **LOST AND FOUND**

Please direct all lost and found inquiries to the Operations Office. If you find a lost item, call your Supervisor immediately. Your Supervisor will then turn the item(s) in to the Boardwalk Operations Office or the front desk.

### **VISITORS**

**Do not have friends visiting in the stores.** Personal visits from family, friend, and boardwalk personnel while you are at work are prohibited because visits distract you from providing great guest service. You may not leave your assigned workstation to visit with others on personal matters. Please plan visits for your meal or rest breaks. If an unexpected guest or family member comes to see you, then greet them but let them know that you are not allowed guests. **Make sure that you are never neglecting the customer.** Visitors are not allowed behind the scenes or in Employee Break rooms.

### **SOLICITATION**

Approaching fellow employees in the workplace regarding activities, organizations or causes, regardless of how worthwhile, important or benevolent, can create unnecessary apprehension and pressure for fellow employees and disrupt the work environment. For these reasons, we have established the following rules:

1. No employee shall solicit for, promote or support any cause or organizations during work time or during the work time of another employee at whom such activity is directed.
2. No employee shall distribute or circulate any written, video, e-mail or printed material in work areas at any time, during work time or during the working time of another employee or employees at whom such activity is directed.
3. Under no circumstances will non-employees be permitted to solicit or distribute written material unrelated to company business or company-sponsored events on company property.

For the purpose of this policy, working time includes all time when an employee's duties require that he/she be engaged in work tasks, but does not include employee's own time, such as meal or rest periods, time before or after shift, and personal time.

The company reserves the right to conduct organized Charitable Contribution programs with voluntary employee participation.

### **EMPLOYEE SECURITY IN THE WORK PLACE**

**Do not keep any personal belongings in the work areas (backpacks, purses, skateboards, etc.).** Lockers and padlocks are provided for you in the check-in area. Bring a lock to work with you to ensure your things are stored safely.

The safety of each employee and guest is a primary concern of Sun Shops. You are responsible for the safety of yourself, coworkers and guests at your workstation and for identifying safety issues or problems throughout the company. Please report any unsafe or hazardous condition immediately to your Supervisor, who will make every effort to remedy problems as quickly as possible.

Sun Shops is committed to providing a workplace that is free from acts or threats of physical or emotional violence including intimidation, harassment, bullying or coercion that involve or affect employees, their families, friends or property, guests or the company. The Vice President of Human Resources and the Chief of Security are responsible for administering this policy. As a Sun Shops employee you are responsible for contributing to a healthy, safe and secure work environment.

Every verbal or physical threat of violence will be treated seriously and must be reported immediately to a Supervisor and/or Vice President of Human Resources and the Director of Corporate Security. An investigation will be conducted including consultation with appropriate external resources and witnesses. Anyone who reports violations is protected from reprisal of any kind. Employees who engage in or contribute to violent behavior or threaten others with violence are subject to disciplinary action, up to and including termination and criminal prosecution.

When there is an immediate threat or act of violence, call security 6-1-1 or after hour's call 9-1-1 and then 6-1-1 or (831) 345-5590.

To make our workplace more secure the following non work related items are not permitted on company property, including parking lots: all objects which can be used as weapons including all types of firearms, switch-blade knives, knives with blades longer than 2 1/2 inches, dangerous chemicals, explosives, and chains.

If you have a restraining order against someone, please notify your M.O.D. or the Chief of Security.

Your cooperation is required to help us make your workplace safe and secure. You may contact the M.O.D. if you have any questions about workplace security.

Protect our business and your co-workers from those few people who do not respect people or property. When it is safe, intervene in shoplifting, defacement, or destruction of store property, and harassment of co-workers. If you are unable to act yourself, call a manager or security immediately. Always remember to keep a description of the person and a direction in which they were heading. This will help security be more successful in apprehending the individual(s).

When gathering a suspects description follow these guidelines:

Describe physical characteristics of the suspect. Use any paper available to you; this information will be important! Never give a general description (i.e., do not describe a person as blond with blue shorts; there could be many guests matching such a description along the walk.) **Focus on details!**

- Sex
- Nationality
- Approximate age
- Approximate height and weight
- Speech manner
- Accomplices
- Method of leaving and license plate
- Eye color
- Hair color, style and length
- Jewelry and tattoos
- Suspect right or left handed
- Clothing

A good plan of action is to describe the subject from head to toe and avoid letting others distract you as you remember the details.

### **SEE SOMETHING SAY SOMETHING**

You are an active part of the safety and security of our properties and our surrounding community. Our Community Watch Program: ***See Something, Say Something*** encourages each and every employee to be the eyes and the ears of the company. You play a key role in continuously improving our safety culture by embracing the responsibility for your own safety and guarding the safety of your fellow employees and Guests. We urge you to report any and all theft, fraud, dishonest, unsafe, violent, unusual or suspicious activity to the Seaside Corporate Security Department.

Reporting suspicious or criminal activity is simple and easy. If working on the Boardwalk dial **611** from any Boardwalk telephone line. If working off the Boardwalk in an offsite location dial **911** and the Sun Shops MOD at **831-425-8509 x1**. Many crimes have been solved or prevented here at Sun Shops because someone like you paid attention and reported their concerns.

### **SHOPLIFTING**

Be aware of what customers have in their hands when they enter the store and at all times afterwards. Close any display doors or register drawers as soon as you are finished using them. Customers are able to reach over the counters, so be aware!

**Go with your gut. If you have a feeling someone is suspect and they are wearing our merchandise there is a high probability it may be stolen. Contact your manager or MOD immediately**

If you suspect that someone is trying to shoplift, keep your eyes on them while taking the following steps:

1. Approach the person and ask if you can help them find something.
2. Ask the customer if you can hold the merchandise while they continue shopping. This is especially effective in deterring small items such as jewelry from being stolen.
3. Tell your co-workers that you are watching a particular person. They will take your customer. If it is particularly busy, your manager will arrange for extra help so you can be free to watch.

If you see someone conceal merchandise without paying for it, you may ask him or her to take it out or you can wait until he or she leaves the store.

If a person leaves the store with merchandise they haven't paid for:

- A) Quickly ask a co-worker to call a manager and dial 611 (Security) because of shoplifting.
- B) Write down an explicit description of the suspect; include as much information as possible. (i.e. skin, eye & hair color, tattoos, piercing, etc)
- C) If you are alone in the store, take a good look at the suspect and the direction in which they are headed. Call 6-1-1 with the description and direction of travel immediately.
- D) Call your manager or MOD.

Once you contact a manager, you will be relieved of your station by another employee, so you can calm down, write what happened and a complete physical description of the suspect(s). Later, an officer may ask you to recount the entire incident.

When working off of Boardwalk property all procedures outlined in the “Sun Shops Customer Service Guidelines” are to be followed regardless of location. When working off the Boardwalk always call Santa Cruz Police at 471-1131 instead of Boardwalk Security.

### **HOLD-UPS: SAFETY FIRST**

What a frightening experience: “This is a hold-up. Don’t anyone move, or you’ll get hurt. Put all the money in the bag, and shut up.” The threat of a hold-up is a real concern. Irrate guests with too much to drink, an ex-employee, or a teenager out for kicks, are all capable of committing a crime at our facility. It can happen! Anytime a business or person is around the public there is a possibility of a hold-up. No one is immune from this threat, no matter how well trained or extensive the precautions.

- Should this ever happen, don’t resist money can be replaced – a person can’t be. Don’t be a hero, do what you are told. To the suspect only one-thing matters: getting the money now! Anyone in the way will get hurt! The suspect is anxious, nervous, frightened and will probably panic at any resistance or problem.
- Never assume a hold-up is a fake or a person is joking around. If a suspect points a finger at you and says it is a hold-up assume that situation is real. The suspect may be testing our defenses and our employees to see how well trained we are, so a real hold-up could be attempted elsewhere within our facility.
- If the suspect then tells you that he or she was just playing or “just kidding” then you can say something such as “oh. You really scared me...” You may then proceed to handle the suspect’s transaction as usual.
- As soon as the suspect leaves, contact Security (6-1-1) and then the M.O.D. to report the situation. Write down a description of the suspect(s) and the direction they took when leaving. Security or the police will contact the suspect and inform them that we do not tolerate scaring employees or faking attempted hold-ups.

### **IN THE EVENT OF A HOLD-UP**

We are concerned about your safety and well-being. Again, be aware that a hold-up attempt is possible and it can happen to you. Should a hold-up occur please follow these steps for your safety:

- Don’t be a hero. Give the suspect exactly what is demanded.
- Remain calm. Do not panic. Do not move in quick movements; the suspect may become more frightened.
- Repeat everything the suspect says exactly as stated while doing as told; avoid having an accident because of nervous suspect.
- Move in a slow and deliberate manner, this will help calm the suspects’ nerves and keep the situation from elevating. If you move too fast with or without telling the suspect what you are doing the suspect may think that you are reaching for a weapon or an alarm button.

**Example:** If the suspect says, “Put the money in a bag and give it to me” say, “I’m putting the money in the bag, here’s the money.” Doing so will avoid startling the suspect. Immediately after the suspect leaves, notify Security by calling **6-1-1** or the Santa Cruz Police by calling **471-1131** (this is an emergency!) and tell them your location and situation.

- Describe the location of the hold-up. Advise them of the direction of get-a-way.
- Provide the officer with a detailed description of the suspect.
- Request immediate assistance from an officer.

**Immediately after contacting the appropriate authorities call your Manager.**

## **POINT OF SALE**

Each clerk is assigned to a specific register. Be sure to check your register assignment when you check your schedule. You are to stay at your assigned area. You must also make sure that only authorized people use your register because you will be held accountable for any discrepancies on your register. The only authorized people are M.O.D’s, Store Managers, and Buyers. When you go on a break, make sure you log off. This prevents anyone from using your register without your consent. Register transactions are recorded by camera to help ensure this policy. A manager will issue verbal warnings, written warnings, or suspensions if any of the cash procedures are handled incorrectly, or there are discrepancies.

**OPENING:** After punching in, report to the M.O.D for your cash bag assignment. You will have to verify that you received your cash by writing your initials on the daily distribution form. Your cash bag is labeled with what register to use. Go to your register, count your cash, and initial the Opening Cash Count Form.

The amount should be \$454.00. Notify your manager immediately if there is a discrepancy. They will recount the money to make sure it is accurate. You will need to make a note of it on the Opening Cash Count Form with your manager’s approval and call the M.O.D. at **ext. 3280**. If you are at a location without a manager present, call the M.O.D immediately for instructions.

Put the form in your cash bag. Place your cash bag under your register. You are now ready to serve the public.

**RETURNS:** In the event of a customer returning an item the following action should be taken. In addition to processing the return through Retail Pro, each return must be accounted for on your overring form. This must include a description of the event or items, item numbers, the total dollar amount, time and employee signature.

**CLOSING:** Your manager will notify you when you can close your register and take a reading. If you are scheduled to close a store, you will not close your register until all closing jobs have been completed and there are no customers in the store; or have been instructed to close by an MOD. Incomplete or substandard closing jobs are subject to disciplinary action. Empty all coin into your cash bag first. The paper money should start

with the lowest denomination and go to the highest. **BILLS MUST BE FACED.** Make sure all the money is going in the same direction and your bag is neat. Finally, place you cash bag in the drop safe and ensure it is deposited by re-opening the drop safe. If there is a cash discrepancy or any of the cash control procedures are handled incorrectly, your manager will issue verbal warnings, written warnings or suspensions. **A manager must dismiss you before you are allowed to leave.**

**Sun Shops does not accept Checks, Travelers Checks, Foreign Currency or Money Orders. Sun Shops only accepts Debit/Credit Cards and U.S. Currency**

## **REGISTER TRANSACTIONS**

1. **Before ringing up a sale ask the customer if he/she is finished shopping (i.e. is this going to be it for you today? Did you find everything you were looking for?, or its equivalent).**
2. Politely ask the customer to follow you to your assigned register (if not already there).
3. Navigate through the receipt form to complete the following fields.
  - In the Item # field, list items to be sold by either of these methods:
    - a. Scan the barcode merchandise tag using a bar code reader.
    - b. Enter the Item #.
  - Edit individual item quantity, prices, discounts, etc., as necessary.
4. Remove all security sensors, fold and/or wrap merchandise and place it neatly in a bag.
5. Select tender from the side toolbar to go to the Tender screen.
6. Tell the customer their total ...

Sun Shops accepts payment in the form of cash and/or credit card. All debit card transactions will be ran as credit and therefore “cash back” is not an option at this time. **Travelers, business and personal checks, as well as foreign currency, are never to be accepted as payment.**

If paying with cash... **always check bills for counterfeit features**

1. Find **3** authentic bill features – fibers, strip, and watermark
2. Count the money and key in the tender amount
3. Press the CASH button
4. Select print/update to print and update the transaction. Place money neatly in your cash drawer making sure all bills are facing in the same direction.

5. The amount of change will appear on the screen (count the change twice once to yourself and once to the customer) Let the customer know the amount of change owed.
6. Then proceed to **count the money back to him/her while placing it in his/her hand** followed with a receipt along with their merchandise and a **thank you, have a great day!**

#### **If paying with credit card...**

1. Select Credit Card and press Enter.
2. A new window will open
3. Confirm amount is correct and click "Authorize"
4. The device will allow the customer to select their transaction type.
5. If the card has a chip it must be inserted in the device; otherwise they may use the swipe.
6. Once transaction has been approved one receipt will printout; hand it to the customer along with their merchandise and a **"thank you, have a great day!"**
7. If the device is problematic, have the customer run the transaction as credit.
  - a. If problems persist contact your store lead, manager or MOD.

#### **TELEPHONE PROCEDURE**

**No cell phones are to be answered or used in the work areas (this includes text messaging). CELL PHONES MUST BE STORED IN THE SPECIFIED CELL PHONE POCKETS. Cell phones may also be safely stored in the MOD office.**

When a manager is present, they are responsible for answering the telephone. If a manager is not present or authorizes you to answer the phone, state your location and then your name. Follow with "May I help you?" or its equivalent. If the phone call is for someone who is unavailable, offer to take a message.

The telephone at your workstation is for the purpose of inter-boardwalk business communication. **No personal phone calls may be made from any Sun Shops location.** This includes calling other co-workers. A store manager may authorize a call for a ride home. All other calls must be made from a pay phone on your own time. In an emergency, your family can reach you by calling **425-8509 ext. 1**. The M.O.D will relay the message to you immediately.

Phone calls may be made to other stores if a price check or inventory check for a customer is needed. By no means are employees allowed to make personal phone calls to other employees.



## **WARNING PROCEDURES**

Insubordination or insolence by a staff member toward a customer or any other person on the Sun Shop's staff is not tolerated. If there is a person on the staff who exhibits this behavior or makes other people's jobs more difficult because they are unable or unwilling to perform their job adequately, a verbal warning, written warning or suspension will be given.

You will be given a written warning if you repeat a violation for which you were previously given a verbal warning. A second written warning is a suspension notice. These warnings can include various violations such as tardiness, not showing up for your shift, not performing daily duties, not performing a task assigned by a superior, cash discrepancies, etc. Employee theft is grounds for immediate termination.

## **TERMINATING YOUR EMPLOYMENT**

One of the responsibilities you accepted when you came here to work was to give us advance notice when you decide to leave (a minimum of two weeks). We require this much notice so that we can interview, hire, orient, and train your replacement. This helps to ease the burden that might otherwise be placed on your co-workers. We reserve the right to schedule you for a full two weeks after you submit your written termination. If you fail to comply with the two-week notice rule, it is grounds for suspension.

## **RULES OF CONDUCT**

Sun Shops expects its employees to follow certain rules of conduct to ensure a well-run and pleasant working environment for employees and guests alike. Violation of any of these rules could result in disciplinary action, ranging from verbal and/ or written warnings up to and including termination. Please remember that Sun Shops will retain the Employment At Will policy regardless of any procedural rules or regulations which may be enacted. Possible infractions include but are not limited to, the following:

1. Dishonesty, theft, and misappropriation of cash and company property. Sun Shops will prosecute anyone caught stealing money or other company property.
2. Insubordination, refusal to perform assigned jobs, tasks, or other disrespectful conduct to a manager or coworker.
3. Deliberate and/or willful damage of company property or gross negligence.
4. Possession or use of alcohol or drugs (including marijuana) on company property at any time, or appearing at work under the influence of alcohol and/or drugs.
5. Threatening behavior, harassment, intimidation, or coercion of any other employee or guest.
6. Violation of established safety standards.
7. Falsification of employment application or other official company documents.
8. Immoral and/or indecent conduct.
9. Profane, insulting behavior, or language in the presence of guest or other employees.
10. Fighting, pushing, shoving or any physically violent act.
11. Frequent or excessive absence or tardiness from work or work areas.
12. Violation of any company policy.
13. The use or possession of fireworks, firecrackers, or firearms.
14. Any violation of municipal, state or federal laws, whether or not committed on Santa Cruz Seaside Company property.
15. Inattentiveness, carelessness or indifference in performing task
16. Eating, drinking, gum chewing or smoking in any unauthorized areas.
17. Unauthorized use/possession of cell phones or other electronic devices including texting, talking, taking photos or any other use during work that distracts or prevents you from performing your job duties and/or poses a safety issue.
18. Use of electronic media, on or off duty, to engage in defamation, discrimination, harassment, retaliation, or related actions involving another employee or the company.

