

Keweenaw Co-op Personnel Policy Manual

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I. Introduction

The purpose of this Personnel Policy Manual is to provide you with information on the policies, procedures, compensation, benefits and general philosophy of Keweenaw Co-op. You are expected to read and become familiar with all provisions of this Handbook.

No Personnel Policy Manual can anticipate every circumstance or question about policy. The information contained here is a guideline and is not intended as an employment contract. Keweenaw Co-op reserves the right to interpret, revise, add to or delete any policies in this Handbook. From time to time employees will be informed of changes to this Handbook by the distribution of revised policies and guidelines. Any provision found to be invalid will not invalidate any other provision in the Personnel Policy Manual. It is the intent of Keweenaw Co-op to comply with all applicable state and federal regulations.

This Handbook is not a guarantee of continued employment or any term, privilege or condition of employment. **Employment at the Co-op is "at will." This means that both the Co-op and its employees have the right to terminate the employment relationship at any time, with or without cause and with or without notice for any reason not prohibited by law.**

This Handbook supersedes all previously issued handbooks and other personnel policy or procedure documents and verbal representations concerning the matters addressed in it. Policy questions may be discussed with any member of management at any time. However, statements of a manager that are in conflict with any portion of this Handbook are not binding or enforceable. Co-op management is responsible for the enforcement of the policies contained herein. Only the general manager has the authority to modify and approve any changes from the policies, benefits and guidelines set forth in this Handbook, and any changes must be in writing, signed by the general manager.

Nothing in this Personnel Policy Manual is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Personnel Policy Manual will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

Keweenaw Co-op is an at-will employer. Nothing in this Personnel Policy Manual or in any document or statement, written or oral, shall limit the right to terminate employment at-will. **No representative of the co-op is authorized to enter into any agreement to the contrary to that employment relationship.**

Employee Classifications

This Personnel Policy Manual contains general information that applies to every employee of the Co-op, including management.

Here is how we define employee categories and certain terms. These categories do not guarantee employment for any specified period of time.

1. Full-time employees are those employees hired for continuous service, who have completed a 90-day introductory period, and who are expected to work at least 37 hours each week. The requirement for 37 hours per week may be amended if the employee is asked to reduce hours as part of a total staff reduction.
2. Part-time employees are those employees hired for continuous service, who have completed a 90 day introductory period, and who are expected to work fewer than 30 hours per week.
3. Introductory employees are those employees who are in their first 90 days of employment.
4. Temporary employees are employees hired to fill a position for an undetermined limited period of time, no longer than 1 year. Temporary employees receive no benefits except the employee discount and benefits mandated by law during the period for which they are hired.
5. Substitute employees are employees hired to fill in on an as-needed basis. Substitute employees receive no benefits except the employee discount on the day of their shift and benefits mandated by law.
6. Supervisor Your supervisor oversees your daily work, schedules your work hours, conducts your performance review and, if necessary, takes corrective action. In addition to your immediate supervisor, you may also receive directions regarding your work from any of the other members of Co-op management from time to time.
7. Manager Your department manager oversees the operations of the specific store department that you work in. Your Manager may or may not be the same as your Supervisor depending on the department in which you work.
8. Manager on Duty (MOD) is responsible for providing in-store management-level support for staff and customers. This includes overseeing store operations to ensure smooth traffic flow, safety and security, cash handling and oversight of all staff members.

II. EMPLOYMENT POLICIES

Equal Opportunity Policy

Keweenaw Co-op is committed to equal opportunity in employment practices, including selection, job assignment, compensation, discipline, termination and access to benefits and training. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Keweenaw Co-op will be based on performance, qualifications and abilities. Employees will not be discriminated against because of their race, color, creed, religion, national origin, sex, marital status, disability, public assistance, age, sexual orientation, gender identity, genetic information, military history or any other protected class status.

Equal Employment Opportunities under the American's with Disabilities Act (ADA) includes providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify the HR manager of the need for accommodation. Upon doing so, the HR manager may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Keweenaw Co-op will evaluate requests for accommodation and determine whether or not the requested accommodation can be met. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The Co-op will not seek genetic information in connection with requests for accommodation. All medical information received by the Co-op in connection with a request for accommodation will be treated as confidential. Please see the general manager or HR manager with any questions.

If you believe you have been subjected to discrimination due to your race, sex, age, religious or political beliefs, national origin, sexual orientation, gender identity, marital or parental status, or mental or physical disability, you are required to immediately report the discrimination to your manager, the human resources manager, the general manager or any other manager at the Co-op. We will make every effort to conduct a prompt and thorough investigation and take corrective action when and if necessary including but not limited to termination. No retaliation for bringing such a complaint will be tolerated.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, the Co-op is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

Hiring of Relatives

Relatives of employees are welcome to apply for open positions on an equal basis with other applicants. An employee will not be permitted to work in a position when a direct or indirect manager or supervisor is a relative or housemate. Hiring of relatives within the same department is at the discretion of the hiring supervisor. Relatives are defined as your married or domestic partner, your own parents, grandparents, children, grandchildren, siblings, nieces and nephews, stepfamily, and the above listed relatives of your married or domestic partner.

Access to Personnel Records

Each employee of the Co-op has a confidential personnel file kept by the HR manager. Medical and other health-related information is kept in separate files from regular personnel files.

Keweenaw Co-op complies with all applicable state laws governing employee access to their personnel records.

Your personnel record may contain but is not limited to:

- Address, phone and emergency contacts;
- Job application, payroll, discipline, performance, attendance, and employment history data;
- Training documents;
- Changes in status, (full-time, part-time, temporary), resignation and re-hire information;
- Comments you choose to enter into your file.

You are responsible for submitting current address, name changes and phone number information to the HR manager any time there is a change to your contact information.

Introductory Period

All new employees go through an introductory period, typically of 90 days. The introductory period is not a guarantee of employment for any set period of time and completing the introductory period doesn't change your status as an at-will employee.

On or before your first day of work, your supervisor will give you copies of your job description and the criteria for evaluating your work. At some point during

the introductory period, your supervisor will hold an informal check-in to give you verbal feedback on your progress in learning your new job. You are expected to ask questions and seek clarification during your training to ensure that you get the help you need to be successful.

Near the end of 90 days, your supervisor will conduct a performance evaluation to demonstrate your successful completion of the introductory period. Your supervisor will seek input from other employees who have trained you or worked closely with you. However, if at any point during the introductory period your supervisor concludes that you are unable to adequately perform the job for which you were hired your supervisor could end your employment before 90 days. Introductory periods may be extended beyond 90 days in certain situations.

If you have left employment at Keweenaw Co-op for more than one year and are then rehired, you must go through a new 90-day introductory period.

If you move into another position at the Co-op, you will have an introductory period of up to 90 days.

Performance Reviews

Keweenaw Co-op holds performance reviews for the purpose of improving both your performance in your job and the overall effectiveness of the Co-op. This review may include the opportunity to:

- Review strengths and achievements
- Review areas for improvement, agree on plans for action.
- Review progress toward goals set at the last review.
- Review job description, decide on updates as needed.
- Review skill development and training needs, develop plans for action.
- Agree on goals for coming evaluation period.

New employees are evaluated by their supervisor at approximately 90 days to determine successful completion of the introductory period. After the introductory period, we will assess your job performance approximately once each year.

Evaluations may include your own evaluation of your performance, your supervisor's evaluation and input from your co-workers.

If you move into a new position at the Co-op you will have a performance review at approximately 90 days.

While Keweenaw Co-op will make every effort to conduct and provide performance reviews at least every twelve (12) months, the performance reviews will be conducted at sole discretion of Keweenaw Co-op.

Resignations

In the case of voluntary termination of employment, Keweenaw Co-op requests that where possible, you give a minimum of two weeks' notice for hourly positions and four weeks' notice for management positions. Please notify your supervisor in writing of your last day with us as soon as possible.

During the period from your notice to your last day, you are expected to continue to perform work at a satisfactory level and assist in the transition of work to your replacement during your notice period. At any time during the period, Keweenaw Co-op may end your employment.

If you are receiving benefits through Keweenaw Co-op, you should consult with the HR manager for specific information about your entitlement to an extension of any covered benefit.

If you wish to use Keweenaw Co-op as a reference, you must sign a resignation form with a reference release. Without this release, Keweenaw Co-op will only verify dates of employment, position(s) and wage level. Only the HR manager is authorized to release information concerning a former or current employee.

Before your last day of work, you are responsible for providing the address for your final check, any accrued and payable benefits, and year-end tax information. Your final paycheck will be issued on the regular payday following the last pay period in which you worked, unless otherwise required by law. Your final paycheck will be sent to the address the Co-op has on file for you, unless you indicate otherwise on the resignation form.

Reorganizations and Reductions in Workforce

Various economic and operational contingencies may require Keweenaw Co-op to reorganize and/or reduce its workforce. During such periods, the Co-op, in its sole discretion, reserves the right to take whatever actions it considers necessary to accomplish the reorganization and/or reduction in force efficiently and effectively, based on criteria it considers appropriate under the circumstances, which may include, but are not limited to, the following, notwithstanding any other provision contained in this policy manual:

- Discharge or lay off employees and eliminate job classifications and positions
- Combine or revise job titles and/or job descriptions
- Create new job titles and/or descriptions

- Fill any position vacated or created by the reorganization or reduction in force, using any criteria deemed appropriate by the Co-op.

Rehire

If you leave co-op employment and want to be rehired, you will be considered the same as an external applicant, unless you were laid off from your position at the Co-op within the last year. You will be screened by the same standards as those used for other applicants. Your personnel file will be consulted to determine if you are eligible for rehire.

Benefits that have accrued from your previous periods of employment will not be carried over if you are re-hired, with the exception of those that are legally required.

If you left your employment at Keweenaw Co-op more than one year prior to your rehire, you must go through a new 90-day introductory period. If you have been gone less than one year and returned to the same position that you held before, you will receive a performance evaluation and pay review approximately 12 months from your rehire date.

Corrective Action Policy

Although employment at Keweenaw Co-op is based on mutual consent, and both the employee and the Co-op have the right to terminate employment at any time, Keweenaw Co-op may use corrective action to correct problems related to misconduct and unsatisfactory work performance.

Instances of misconduct and/or poor job performance shall be handled on a case-by-case basis, based on the circumstances involved and the judgment of Co-op management.

The Co-op reserves the right to terminate or suspend employees with or without pay while conducting an investigation in cases of alleged misconduct.

Misconduct **includes, but is not limited to:**

- Theft of equipment, products or money, including misuse of staff discount.
- Misrepresentation of hours worked.
- Violation of the policies and procedures of Keweenaw Co-op.
- Any act that is an intentional contradiction of a management decision or reasonable instructions of a supervisor that is not in violation of the right to concerted activity. (Insubordination)
- Acts of discrimination or harassment.

- Acts or threats of physical violence or assault against a manager/supervisor, coworker, customer or vendor.
- Unauthorized use of Co-op funds or property.
- Being under the influence of, dealing or selling alcohol or illegal drugs on Co-op premises or on paid time.
- Selling alcohol to a minor.
- Unexcused absence from work.
- Unauthorized release of confidential information.

Workplace Conflict Procedure

This procedure covers conflicts with coworkers, your direct supervisor or co-op management in general, and is available to all current co-op employees and to former employees within 10 days of separation from the co-op. However, for cases of harassment, discrimination, or retaliation, you are encouraged to follow the complaint procedure outlined in the Co-op's Anti-Harassment Policy.

You have a right to use all steps of this procedure without fear of retaliation. Retaliation consists of an adverse action (termination, discipline, refusal to hire or promote) by management because you used the conflict resolution procedure. Retaliation is not a feeling of discomfort or awkwardness on the part of either employee or manager, in communicating after an employee has used the procedure.

At any point, you are encouraged to talk to the HR manager for advice. Prior to further action being taken, HR may conduct an initial investigation to identify any relevant facts related to the situation.

First, every employee is empowered to seek resolution directly or with the individual who has the authority to solve the problem. This is not a required first step, and you are not foreclosed from other conflict resolution options if you don't use this part of the process.

Additionally, you may choose to submit a Conflict Resolution Request Form to the HR manager or General Manager. This will result in a meeting with HR, your direct supervisor and the GM. Before this meeting takes place, the HR manager may investigate by talking with you and other parties involved in the issue. You may use this meeting to explain and discuss your concerns, and may attend this meeting individually or with other staff members. No later than 1 week after the meeting, you will receive a written response from the HR manager or General Manager.

If you remain unsatisfied with the results following the first Conflict Resolution Meeting, you may resubmit your Conflict Resolution Request Form to request a meeting with the entire Management Team. This meeting will occur within 1 week or by the time of the next management team meeting, whichever comes

later. You may use this meeting to explain and discuss your concerns, and may attend this meeting individually or with other staff members. After you present your concerns and answer questions from other managers, the Management Team will engage in a thorough discussion and the General Manager will decide whether to change the original decision and provide a written response to the employee within 1 week of the meeting.

III. STANDARDS OF CONDUCT

Professional Courtesy

Our co-workers are internal customers and we provide each other good customer service by doing our jobs well and treating one another with consideration. Rudeness to co-workers is no more acceptable than rudeness to customers. Treat your co-workers in the manner that you like to be treated. Gossip about co-workers is not appropriate in the workplace and goes against our philosophy of direct communication. We expect all employees to treat one another with respect.

Employee E-mail

Keweenaw Co-op Employee E-mail Address Policy

- All employees will be issued a “.coop” e-mail address
- This e-mail address will be used for all staff communications and information:
 - schedules
 - staff newsletter “The Curreant”
 - meeting and training notices
 - Co-op-U training access
 - general staff communication
- Each employee will be responsible for monitoring this e-mail address as often as is necessary for their position, as specified by their supervisor.
- We will be happy to help you with forwarding options
- This e-mail address is for Keweenaw Cooperative business use and is subject to all guidelines and policies relating to electronic information

Electronic Communication and Internet Use

As an employee of the Keweenaw Co-op, you represent the organization even when you are not on the clock. Your personal communication can affect the Co-op. The effects of miscommunication can be even greater if it is written or shared online. The use of social media presents certain risks and carries with it responsibilities. To assist you in making responsible decisions about your communication, and use of social media, we have established these guidelines. These apply to all employees.

In general, any act which could harm the Keweenaw Co-op or its employees or which interferes with the Co-op's operations is prohibited and will result in discipline, up to and including termination.

The following are prohibited:

- Sharing of confidential business information, or misrepresenting the Co-op or co-workers with your spoken word, or in writing.
- Social media site postings that harass, disparage, threaten or intimidate other employees (past or present), vendors, customers, or the Co-op.
- Immoral conduct or indecency; and postings that violate standards of honesty and ethical relationships.

General Guidelines for use of electronic communication:

- Do not use your Co-op e-mail to register on blogs, social networks, or other forms of social media.
- Do not post or share internal reports, policies, procedures or other internal business-related confidential communications.
- Do not represent yourself as a spokesperson for the Co-op.
- Internal and external e-mails are considered business records and should not be considered private.

Social Media Guidelines

- Keep your personal and professional communications separate.
- Be smart about what you publish. Once you put something out there, it can be difficult to retract. Make sure your online brand doesn't diminish or tarnish your offline brand.
- Social media is more than just Facebook and Twitter. It includes blogs, online networks, and any other Internet-based tools for sharing and discussing information.
- If the Co-op is a subject of the content you are creating, be clear and open about the fact that you are an employee and clarify that your views do not represent those of the Co-op, co-workers, owners, customers, or vendors.
- If you do publish a blog or post online related to the work you do or subjects associated with the co-op, clarify that you are not speaking on behalf of the company. Speak in the first person (I not we) when referring to your work.

Any employee who retaliates against another employee for reporting a possible deviation from this policy, or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Confidential Information

Information provided to you about the business, including but not limited to financial information, is intended for internal use, and is not to be distributed except to other authorized employees. The misuse, unauthorized access to, mishandling or disclosure of confidential business information, customer, employee or co-op financial information, is strictly prohibited. Examples of such confidential information include but are not limited to:

- Co-op owner names, addresses, phone numbers, account information
- Financial reports not approved for release
- Accounts payable, invoices, vendor information, price lists
- Accounts receivable
- Board and committee deliberations or minutes not approved for release
- Employee information

Do not give out personal information about staff, including phone numbers, personal addresses, work schedules, last names, health status and personal or marital status. If you are asked for this information, simply refer the request to the HR manager. The co-op will comply with all legitimate requests from labor organizations for employee contact information.

If you are unsure about the confidential nature of specific information, you should ask the general manager for clarification. All financial information or other types of information that is not publicly disclosed is confidential and should not be disclosed to third parties without specific permission. Breaches of confidentiality are subject to corrective action up to and including immediate termination of employment.

Conflicts of Interest

A conflict of interest occurs when you are in a position to influence a decision that may result in a personal gain for you or for a relative, as a result Keweenaw Co-op business dealings. If you have any influence on transactions involving purchases, contracts or leases, you must disclose that influence to your supervisor or the general manager as soon as possible, so that safeguards can be established to protect all parties.

Acceptance of Gifts:

You may not solicit or accept gifts, entertainment or other benefits from potential and actual customers, suppliers or competitors in the course of your work. Unexpected gifts or gratuities should be given to the HR manager for use in employee raffles or similar purposes.

Accepting samples of products for the purpose of determining product quality is acceptable. Accepting payment for meals in which business is conducted is

acceptable. Attending vendor-sponsored educational programs, tours or events requires the approval of the general manager. If you are in doubt as to what is appropriate, please consult the HR manager or general manager.

Employee Purchases and Sales to the Co-op:

Keweenaw Co-op will not purchase goods, equipment, materials, and services from you, a member of your immediate family or from a business in which you or a family member has an ownership interest of 10% or more, unless an exception is granted by the general manager. You must disclose any such possible conflict of interest in advance of the transaction.

If you wish to purchase items for use in a personal or family business (e.g. purchasing baking supplies) you may do so through the usual special order process. The nature of the business must be disclosed as described above. Your employee discount may not be used for these purposes.

Work Product Ownership:

Keweenaw Co-op retains legal ownership of any products of your work at the Co-op. This includes written and electronic documents, audio and video recordings, system code, and also any recipes, concepts, ideas, or other intellectual property developed for the Co-op, regardless of whether the intellectual property is actually used by the Co-op.

Outside Employment:

Keweenaw Co-op does not permit working for grocery competitors. All employees will be judged by the same performance standards and will be subject to the Co-op's scheduling requirements, regardless of any existing outside work demands.

Communications with Media

Keweenaw Co-op strives to anticipate and manage crisis situations in order to reduce disruption to our employees and customers and to maintain our reputation in the community. To best serve these objectives, communications with media should be handled by the general manager.

Cell Phones and Other Portable Electronic Devices

If you carry a cell phone with you when you are working, you must keep it silenced and put away except for during your break. In emergency situations, please talk with your supervisor. Use of cell phones for work-related purposes is allowed on the sales floor.

No earphones or ear buds should be worn while working during store hours. Before or after hours volume must be at a level that does not impede awareness of surroundings (communication from other staff, pages, phone calls, etc). Other personal music in non-public areas of the store will be allowed at the discretion of and monitored by the department manager or other supervisor.

Anti-Harassment

It is the policy of the Keweenaw Cooperative that all employees, customers, vendors, contractors, and visitors to the workplace enjoy a positive, respectful and productive work environment, free from behavior, actions or language constituting workplace harassment.

Anti-Harassment Guidelines

1. Workplace harassment is a form of offensive treatment or behavior which to a reasonable person creates an intimidating, hostile, or abusive work environment. It may be sexual, racial, based on national origin, age, sex, disability, religion, height, weight, marital status, veteran's status or a person's sexual orientation or gender identity. It may also encompass other forms of hostile, intimidation, threatening, humiliating, or violent behavior, which is not necessarily illegal discrimination, but is nonetheless prohibited by this Policy.
2. Engaging in workplace harassment is unacceptable conduct, which will not be tolerated. Any employee found to have engaged in workplace harassment will be subject to disciplinary action up to and including dismissal.
3. Managers and supervisors who know or should have known of workplace harassment and fail to report such behavior, or fail to take immediate, appropriate, corrective action, will be subject to disciplinary action up to and including dismissal,
4. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical behavior of a sexual nature.
5. If you experience or witness sexual or other unlawful harassment in the workplace; report it immediately to the HR manager or the general manager. In the event that the complaint is about the general manager, you may report your claim to the Board of Directors.
6. All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. Communications will be made to others only on a limited "need to know" basis. When the investigation is completed, you will be informed of the outcome of the investigation.
7. Upon completion of the investigation, if necessary, corrective measures will be taken. These measures may include, but are not

limited to: training, counseling, warning, or immediate termination. Anyone, regardless of position or title, found through investigation to have engaged in improper harassment will be subject to discipline up to and including termination.

NON-RETALIATION

Any retaliation against an employee who, in good faith, has registered a complaint or who cooperates with an investigation under these anti-harassment policies is strictly prohibited. Any employee or supervisor who, after investigation, has been found to have retaliated against any employee for reporting harassment or for participating in an investigation will be subject to appropriate discipline, up to and including discharge.

Personal Relationships at Work

If you have a special personal relationship with a coworker, e.g. dating, domestic partnership or marriage, you are both expected to behave professionally at all times when you are together on Co-op premises. This includes refraining from public displays of sexual affection, sexual innuendo, suggestive comments and sexually-oriented joking.

Keweenaw Co-op does not allow relatives or people in special personal relationships to supervise each other. Relatives are defined as your married or domestic partner, your own parents, grandparents, children, grandchildren, siblings, nieces and nephews, and your in-laws or stepfamily, and the above listed relatives of your married or domestic partner.

If you develop a personal relationship with someone you supervise, you must immediately disclose the relationship to your own supervisor or the HR manager. Keweenaw Co-op management will make a good faith effort to find work for one of the parties in another department, under a different supervisor. There is no guarantee that such an arrangement will be possible. In that case, you will have two weeks to decide to either step down from your position as supervisor or one of you resign from the Co-op.

Attendance and Punctuality

Work shifts are scheduled very closely together, in many cases, with little or no overlap. Therefore it is extremely important that you arrive at work on time. On time means that when your scheduled shift begins, you are in the store, punched in on the time clock, with appropriate employee identification on, and ready to work.

If, for any reason, you anticipate being late, you must call the store and speak with your supervisor, or if not available, the MOD, to inform her/him of your reason for tardiness and when you expect to arrive for work.

Habitual tardiness, or any single incidence of tardiness of 15 minutes or more, or failure to notify your supervisor or the MOD of your tardiness for work, will be subject to corrective action.

If you must be absent, notify your supervisor, or if not available, the person who your supervisor has designated as his/her alternative, but no later than store opening or the time you are expected to be at work, whichever comes first.

Notices of lateness or absence must be received via phone call. If you must leave before the end of a scheduled shift due to illness or emergency, you must notify both your supervisor, by phone if necessary, and the MOD.

Everyone at Keweenaw Co-op is dependent upon adequate staffing for the business to operate smoothly. Leaving the store before the end of your shift without notification will be subject to corrective action. Excessive absenteeism is also grounds for corrective action.

If you miss 3 or more consecutive work shifts due to illness Keweenaw Co-op may request a doctor's note upon return to work.

In the case of an Emergency

Directly contact your supervisor or the General Manager as soon as possible so that a substitute can be found.

Work Schedules

Employees are expected to work various hours during the workweek, Monday through Sunday. The hours each day will depend upon the varying needs of the Keweenaw Coop. Employees are expected to read and know their work schedule.

Job Descriptions

You are expected to fulfill all of the responsibilities of your job description and perform other duties as assigned by your manager or another member of the management team. If you are unsure of the responsibilities of your job, talk to your manager.

We recognize that job responsibilities evolve over time, according to the needs of the store. Our expectation is that employees will be flexible and willing to accommodate the Co-op's changing needs to best serve our customers and attain the objectives of the Co-op.

It is our intent to review job descriptions at least annually and update them as appropriate.

Dress and Hygiene Policy

The acceptability of personal appearance is subjective. However, at work we are representing the Keweenaw Co-op. Employees are ambassadors for the positive effects of healthy and wholesome products. Our business is food-related, and wellness-oriented, so customers may be especially sensitive to staff dress and hygiene. We need to be approachable by all of our customers and co-workers, therefore be aware of their comfort-level or sensitivities.

All Keweenaw Co-op employees are expected to take personal health and hygiene seriously, wear appropriate attire for the workplace and avoid inappropriate items. There may be additional policies pertaining to your position or job description.

All employees are expected to be clean and well groomed

- Come to work with clean hair and body.
- Groom hair and/or beard for a neat appearance.
- Pay attention to body odor and fresh breath.
- Maintain clean hands and fingernails throughout your shift.
- Avoid heavily-scented products (like perfume, cologne, hair care items) due to people's sensitivities.
- There should be no evidence of smoking about your person.

All employees are expected to present themselves professionally

- Casual dress is generally acceptable.
- Clothes must be clean, neat, hemmed, and free of visible stains, rips or holes.
- Clothing must be hair-free and fur-free.
- Clothing should not have offensive odors.
- Shoes are required; they should be sturdy and safe.
- Accessories should be safe and appropriate for your tasks.
- Wear your name tag on the sales floor.
- Additional staff identification is encouraged, like a Co-op apron, shirt, and/or hat.

All employees are expected to avoid inappropriate clothing/accessories

(Note: These are examples, not an inclusive list of inappropriate items.)

- Revealing clothing – exposing armpits, abdomen, buttocks, underwear, excessive chest or upper thigh; be sure to note the fit of clothing when you perform your tasks (leaning, reaching, bending, etc.).
- Undergarments worn as a top layer.
- Pajamas or work-out wear.
- Mesh or see-through clothing.
- Excessively tight or revealing clothing.
- Clothing or accessories containing inappropriate, vile or obscene or political messages or images.
- Visible tattoos with inappropriate, vile or obscene messages or images.

Please use your best judgement when applying these requests. We understand that workplace climate is a reasonable factor in staff attire decisions. If you have questions about the acceptability of certain items, talk to your supervisor. Our general manager will have the final say as to what is acceptable. Please note that employees who do not comply with these expectations will be counseled by their supervisor and may be sent home without pay to adjust their appearance.

Deli, Produce and Bulk Employee Specifics:

Sanitation and safety

- All hair must be restrained.
- Shoes must be closed-toed.
- Disposable gloves must be worn when handling food.

Working with food that requires no other preparation, cooking or washing

This section applies to employees who do any kind of food prep (e.g. working with food that requires no other preparation, cooking or washing before being consumed including, but not limited to, repack, stocking 'to go' deli items, prepping cheese for deli cheese case and to all employees who enter an area where these foods are being prepared.

1. Employees will wear hair restraints that are designed and worn to effectively keep their hair from contacting exposed food.
2. Fingernails are to be kept neat, trimmed and clean.
3. Nothing will be worn that has the potential of falling off (e.g. glitter, fake fingernails and fingernail polish), except for a plain banded-ring or close fitting necklace.
4. Nothing will be worn that has the potential to hang in food (e.g. flowing sleeves, dangling bracelets and/or necklaces).

PLEASE NOTE: In some departments, further guidelines may apply. Food-handling staff must follow all additional MI Health Code Requirements.

Alcohol and Drug-free Workplace

Keweenaw Co-op intends to provide a safe and drug-free work environment for its customers and its staff members. With this goal in mind the following policy applies to you and all staff members of the Co-op.

Keweenaw Co-op explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription while on the job.
- The presence of any detectable amount of prohibited substances in your system while at work, while on Keweenaw Co-op premises, or while on Keweenaw Co-op business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to you.

For Cause Testing – Keweenaw Co-op may ask you to submit to a drug and/or alcohol test at any time it feels that you may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the your person or in your vicinity, unusual conduct on your part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

If you refuse a request to submit to testing under this policy, you may be subject to appropriate corrective action, up to and possibly including termination of employment.

Alcohol Sales: Employees under the age of 18 cannot sell, stock, or handle alcohol products. Employees between the ages of 18 and 21 may sell, stock, and handle alcohol products, provided that at least one other employee who is 21 years of age or older is in the store supervising these activities.

No employee may sell alcohol to a customer who is under 21 years of age. You must request picture identification from all customers wishing to purchase alcoholic beverages who appear to be under 40 years of age. You must check identification to verify that the customer is 21 years of age or older. Failure to do so could result in immediate dismissal.

Safety

Keweenaw Co-op is committed to the safety of its employees, customers, vendors and suppliers when on Co-op property or at a Co-op sponsored event. Keweenaw Co-op endeavors to provide a safe and healthful place in which to work. Management continually reviews its operations, policies and procedures in the interest of accident prevention, fire protection and health preservation. No employee is expected to perform any job or to work in any place deemed unsafe. Employees are expected to immediately report any conditions that appear unsafe or dangerous to their manager or the general manager. Employees are also expected to perform their job duties in a safe manner. Each of us has a basic responsibility to keep the workplace safe and we count on every employee to do her or his part in maintaining a safe workplace for all.

Safety Responsibilities of Every Employee:

- Observe safe practices in doing your work. Encourage others to work safely.
- Offer suggestions contributing to a safer work environment.
- Use proper safety devices and protective equipment when needed.
- Wear appropriate clothing and footwear for performance of the job.
- Report all injuries on the same day of occurrence to the HR manager. If the injury occurs when the HR manager is not available, report to your department manager or MOD.
- Know where the fire extinguishers are located and how to use them
- Practice good housekeeping. Keep work areas clean, organized and free from hazards
- Learn and practice safe lifting procedures. Bend your knees, keep your back erect, keep the load close to your body and get help for heavy loads.

Horseplay at work is inappropriate and may result in corrective action. No matter how playful or well-intentioned, horseplay is, by its nature, boisterous and unpredictable and may inadvertently result in an accident or injury.

Workplace Violence and Weapons

Keweenaw Co-op does not tolerate violence in the workplace. Violent behavior of any kind or threats of violence, either implied or direct, are prohibited on Co-op premises and at Co-op sponsored events. If you, or any other employee, exhibit violent behavior, you may be subject to criminal prosecution and shall be subject to corrective action up to, and including termination. Violent threats or actions by a non-employee also may result in criminal prosecution. The Co-op will investigate all complaints filed and will also investigate any possible violation of this policy of which we are made aware. Retaliation against a person who makes a complaint regarding violent behavior or threats of violence made to him/her is also prohibited.

Violence in the workplace may include, but is not limited to the following list of prohibited behaviors directed at or by a co-worker, supervisor or member of the public:

- Direct threats or physical intimidation
- Implications or suggestions of violence
- Stalking
- Possession of weapons of any kind on Co-op property, including parking lots, other exterior premises or while engaged in activities for the Co-op in other locations, or at Co-op sponsored events.
- Assault of any form
- Physical restraint, confinement
- Dangerous or threatening horseplay

- Loud, disruptive, aggressive or angry behavior or language that is clearly not part of the typical work environment
- Blatant or intentional disregard for the safety or well-being of others
- Commission of a violent felony or misdemeanor on Co-op property
- Any other act that a reasonable person would perceive as constituting a threat of violence

If you are a victim of violence, or believe you have been threatened with violence, or you witnessed an act or threat of violence towards anyone else, you should take the following steps:

- If an emergency exists and the situation is one of immediate danger, you should contact the local police by dialing 9-1-1, and take whatever emergency steps are available and appropriate to protect yourself from immediate harm, such as leaving the area and securing yourself and others in Co-op designated safe areas.
- If the situation is not one of immediate danger, you should report the incident to your supervisor, or the assistant general manager or general manager as soon as possible.

Acts of violence or threats will be investigated immediately in order to protect employees from danger, unnecessary anxiety concerning their welfare, and the loss of productivity. All incidents will be thoroughly documented including the recording of personal accounts, witness accounts, and video footage.

Smoking

In compliance with Western U.P. District Health Department Clean Indoor Air Regulation, the Keweenaw Cooperative shall be entirely smoke free.

Smoking (including e-cigarettes) is prohibited in all enclosed areas within this worksite without exception. This includes common work areas, classrooms, conference and meeting rooms, private offices, elevators, hallways, cafeterias, employee lounges, stairs, restroom, employer owned or leased business vehicles, and all other enclosed facilities. Maintain a reasonable distance from doors, windows and ventilation so that smoke does not infiltrate the worksite.

When you are on paid time, there should be no evidence of smoking about your person, i.e. no smoking materials visible in a pocket and no smoke odor. Please discard the butts in an appropriate receptacle, not on the ground.

Telephone Communications

Because it is important for your manager to be able to contact you outside of work hours, you must have access to a working phone and a current phone number on file. If your manager leaves you a voicemail or text message and requests a response, you are expected to respond within a reasonable amount of time.

Meeting Attendance

Periodic staff meetings may be called. Meeting attendance is a necessary and vital obligation of employees. All-staff meetings and department meetings are mandatory, and you will receive your regular hourly pay rate to attend these sessions, with overtime when applicable. If for any reason you cannot attend a scheduled meeting, you must be excused in advance by your supervisor, following the absenteeism policy.

Co-op Property

You must treat all Keweenaw Co-op property and facilities with respect. Any intentional damage or defacement to walls, equipment, furnishings, or other Keweenaw Co-op property will be considered serious misconduct, subject to corrective action; and will be paid for by the responsible individual(s). You must obtain prior authorization from the general manager to use Keweenaw Co-op property or equipment for non-work-related purposes. The written authorization will state your financial obligations, if any, if the property is damaged or unavailable for use by the Co-op when needed. Lost, stolen or damaged Co-op property or equipment must be reported so that it can be replaced or repaired. Use of Co-op property for personal purposes without authorization may result in corrective action up to and including termination.

Personal Property on Co-op Premises

Keweenaw Co-op is not responsible for the loss, damage, or destruction of any of your personal property. Keweenaw Co-op provides a designated coat room where you can store your personal items. However please know that storage of your personal items in the coat room is at your own risk.

No illegal substances, no illegal drugs, or alcohol may be brought into the Co-op or stored anywhere at the Co-op. Perishable items may only be stored in the staff refrigerator.

In order to protect the Co-op and all employees, we retain the right for the Co-op or our agents to search any of your personal property on the Co-op's premises or property, including but not limited to, your lockers, backpack, or bags. The Co-op will not use this policy to institute random spot searches of employees, unless warranted by business necessity.

Solicitation

Solicitation of any kind while on the job is prohibited, unless approved by the general manager.

Organized Workspace

These guidelines are to clarify the expectations of employees to keep all the spaces they use on the premises in a reasonable state of organization and cleanliness, to the benefit of us all.

Assistance: Sources of help are available to you for accomplishing this task. Please see your supervisor for specific workplace organization space needs, equipment/supply needs, or in the event of workspace conflicts you can't work out directly.

Guidelines: The Keweenaw Co-op expects all workspaces, shared or dedicated, to be kept to a reasonable standard by adhering to the following:

- The majority of items in workspace areas should be work-related or harmonious to work.
- In general, please limit your personal items that are kept at the Co-op.
 - Have a reason for your items to be here, and limit their amount so there is space for your co-workers to use (examples: extra clothing, health needs, food, food equipment, tools, etc.)
- In dedicated workspaces, please limit your personal items.
- In shared workspaces, please do not leave personal items behind after your shift.
- A limited amount of personal items may be stored in a shared non-work space, like the staff kitchen for food or related equipment, staff mailboxes for small items, etc.
 - Food or food equipment should be labeled with your name, dated if it is perishable, and properly stored.
 - If you use Co-op dishware, take it to the Deli area downstairs to be washed and sanitized – do not leave dirty dishes in the sink of the staff kitchen or the Deli kitchen.
 - Please do not store your personal items on counters, tables or any visible shared or public space; return them to a storage area when done using them.
- Organize your workspace for efficiency; clean as needed.
- Leave shared workspace in an organized and clean state before leaving work, ready for your next co-worker's shift.
 - Return shared equipment to storage areas.
 - If there are shared supplies you have used, restock them.
- If you have dedicated workspace, please attempt to leave it in a reasonable state of organization and cleanliness before you leave work.

- Items for your tasks that do not fit at a dedicated workspace should be organized, labeled, and kept in a designated storage area.
 - Needs for additional space should be discussed and planned with your supervisor.
- Please do not relocate other people's items unless necessary.
 - If someone's personal items are left in a shared space, first communicate directly with that person.
 - In a situation where you must move something that is not your own, communicate your action to involved parties or your supervisor.
 - If you can't resolve an issue regarding another person's property, talk to your supervisor.
 - If unapproved items are in your designated storage space, try to work it out with your co-worker; if you can't resolve the issue directly, talk to your supervisor.

IV. PAY & BENEFITS

Pay Scale

Keweenaw Co-op has a pay scale with 5 pay levels, based on the degree of responsibility and skill level required by the jobs in each level. Each level has a base and a cap. Most people start at the base, but occasionally some may be hired above the base rate of their pay level, with the permission of the general manager.

The pay scale is available from the general manager or your department manager.

If you work in two different jobs in different pay levels, your pay rate will be pro-rated in proportion to the hours you are regularly scheduled to work in each department.

If you reach the top of your pay level, you will not receive any more raises unless you move into a position in a higher pay level.

Pay levels will be reviewed periodically.

Pay Increases

It is the intent of Keweenaw Co-op to provide an annual cost of living increase to all employees. This increase may vary each year and is at the sole discretion of Keweenaw Co-op.

At least once a year, around your anniversary of hire, you will have a pay review. This is an opportunity for a pay increase to be considered but not a guarantee of a pay increase. Pay increases reflect the quality of your performance and/or increases in responsibility.

If you are promoted into a position in a higher pay level, you may receive a pay increase at that time. The amount of this pay increase will bring your pay rate to at least the base rate for your new pay level. At the discretion of the general manager, pay increases may also be given for taking on increased responsibility even if you don't move into a new pay level.

Breaks/Lunch

Each employee is allowed paid break time in the following manner based on the length of their work shift:

4 hours = 15 minutes of break time

5 hours = 20 minutes of break time

6 hours = 25 minutes of break time
7 hours = 30 minutes of break time
8 hours = 35 minutes of break time

each additional hour = another 5 minutes of break time

Employees taking their paid break are required to stay on the premises, and be available to be recalled to work if necessary. In this case equivalent break time will be given. Note: MI state law provides that employees under the age of 18 are granted 30 minutes of uninterrupted break time when working 5 hours or more.

You are welcome to relax in any of our break areas, but please be respectful of staff members who are currently working and maintain an appropriate work environment. If you need to shop, please remove Keweenaw Co-op employee identification so customers and staff are not confused about your availability. You must punch out prior to leaving Keweenaw Co-op property, unless it is for approved Co-op business.

Guidelines for appropriate behavior, speech and attire are still in place during breaks taken on Keweenaw Co-op property. Employees on break, while temporarily relieved from duties, are still representing the Co-op in the perception of the public.

Some positions may have set break times, which is at the discretion of the department supervisor. Break time may be split into two breaks at the discretion of the supervisor.

If an employee wishes to take additional time off during their scheduled shift, this will be unpaid, and must be pre-approved by their supervisor. Breaks cannot be taken at the end of a shift to punch out early.

Restroom breaks are allowed as needed.

Your Co-op complies with applicable laws governing break periods for nursing mothers. If you require a private place for this purpose, please speak to the HR manager to make arrangements.

If purchasing product at break time, items must be paid for before consumption.

Employee Discount

The Keweenaw Co-op employee discount is a benefit extended to all employees that enables you to purchase products at a 20% discount. You can start using the discount on the first day of employment.

The discount is designated as an employee benefit. Your spouse/domestic partner and your household dependents are eligible to receive the benefit of your employee discount for their personal use. Other family members and friends are not eligible to receive your employee discount or reimburse you for any item you purchased using your employee discount.

Discounts are not available on clearance items, gift cards, newspapers, catering orders or Hancock trash bags.

Violation of the Employee Discount Policy may result in disciplinary action up to and including termination of employment.

IOU Charge Account

The Keweenaw Co-op IOU Account is a benefit extended to all employees who have successfully completed their introductory period. It enables you to charge purchases to a personal house account.

The IOU Account is designated as an employee benefit. Your spouse/domestic partner and your household dependents are eligible to use your IOU Account with your permission. Other family members and friends are not eligible to use your IOU Account.

Employees must request that an IOU Account be set-up. IOU Accounts are not automatically set-up.

Amounts charged to your IOU Account will be deducted from your paycheck each week. IOU balances are reset when payroll is processed, typically Wednesday, but this day may vary depending on holiday schedules. It is your responsibility to ensure that your IOU purchases do not exceed your weekly wages.

Management reserves the right to set IOU limits and revoke IOU privileges if IOU account is abused.

Paid Time-Off (PTO)

At Keweenaw Co-op, vacation, sick leave, personal days and holidays are all combined into paid time off (PTO). The purpose of the Paid Time-Off (PTO) benefit is to provide all employees opportunities for time away from work with pay. Requests for days off must be covered by available PTO hours. For extended unpaid time off, refer to the policy on *Unpaid Time Off* or the section on *Leaves*.

- All full-time and part-time employees are eligible for PTO.

- o Employees accrue the equivalent of one (1) week of PTO in their first year of employment. PTO accrues at the rate of .01917 hours for each hour worked.
- o Employees in years 2-3 years of employment will receive two (2) weeks of PTO per year. PTO accrues at the rate of .03833 hours for each hour worked.
- o Employees in years 4-7 of employment will receive three (3) weeks of PTO per year. PTO accrues at the rate of .05750 hour for each hour worked.
- o Employees in years 8 and beyond will receive 4 weeks of PTO each year. PTO accrues at the rate of .07667 hours for each hour worked.
- o This accrual is calculated each pay period and is listed on each pay stub received by employees.
- PTO will be used for days that an employee does not work and which decreases hours / days worked below regularly scheduled hours per week, or to cover scheduled hours that are missed due to illness or injury of the employee or immediate family member.
- PTO can be accumulated up to a maximum of 120 hours and stops accruing at 120 hours.
- PTO can only be taken after it has been accrued, unless with prior approval from the general manager, a PTO debt of up to one (1) week may be allowed.
- Employees are eligible to use PTO after 90 days of employment.
- PTO may not be used as part of the Notice Period at the time of resignation.
- Substitute, temporary and contract workers are not eligible for PTO.

At termination of employment, an employee who has worked at Keweenaw Co-op for one year or more, has voluntarily resigned and submitted and worked an entire notice period (usually 2 to 4 weeks) is paid for the remaining earned but unused Paid Time Off in his/her account.

Requesting Paid Time Off

Employees requesting work days off are required to make the request to their department manager in writing (use the *Request for Time Off*) not less than 2 weeks in advance of time off. The manager must approve the requested PTO, conditional on the number of hours the requesting employee has accumulated in his/her PTO account, the needs of the store, and the availability and schedules of others in the department. No PTO request is guaranteed to be approved regardless of arrangements made by the requesting employee. The purpose of the PTO benefit is to give employees the opportunity for rest and relaxation every year. Therefore, unused PTO benefits will not be paid out to active employees.

Unpaid Time-Off

(see also Leave Policies, below)

Generally employees are expected to use available PTO to cover any approved time off. When an exception exists, unpaid time off may be available for the employee on a case-by-case basis.

- Unpaid time-off for employees in the introductory period is up to the discretion of the department manager.
- Unpaid time off for regular employees must be approved in advance by the department manager. Requests for Unpaid Time-Off must be submitted by the employee in writing to his/her manager.
- Requests for paid time off take priority over requests for unpaid time off.
- Unpaid Time-Off requests are generally limited to a maximum length of 2 weeks.

Leave Policies

The Uniformed Services Employment and Reemployment Rights Act (USERRA)

If you: are a past or present member of the uniformed service; have applied for membership in the uniformed service; or are obligated to serve in the uniformed service; then you have certain rights under the Uniformed Services Employment And Reemployment Rights Act (USERRA), which include not be denied initial employment; reemployment; retention in employment; promotion; or any benefit of employment because of this status. In addition, Keweenaw Co-op will not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

You have the right to be reemployed by Keweenaw Co-op if you leave that job to perform service in the uniformed service and: you ensure that you have provided Keweenaw Co-op with advance written or verbal notice of your service; you have five years or less of cumulative service in the uniformed services while with Keweenaw Co-op; you return to work or apply for reemployment in a timely manner after conclusion of service; and you have not been separated from service with a disqualifying discharge or under other than honorable conditions. If you are eligible to be reemployed, you will be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military. Even if you don't elect to

continue coverage during your military service, you have the right to be reinstated in Keweenaw Co-op's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

Parental Leave

Employees who have worked at least 12 consecutive months at the Co-op, and who have averaged at least 18 hours during those months, receive up to 12 weeks unpaid parental leave for childbirth or adoption. The leave must start within 6 weeks of the birth or adoption, (although in cases where a newborn is hospitalized longer than the mother, leave can begin within 6 weeks after the child is home.)

Please notify the HR manager of your intention to take parental leave, including the dates the leave will start and end, at least 30 days before the beginning of your leave. If it is not possible to give 30 days' notice, please give us as much notice as you can.

During your parental leave, you must use any paid time off that you have accrued. If you are already receiving medical and dental insurance at the time of your parental leave, you can continue on the insurance during the leave at the same rate you were paying before the leave.

Arrangements for payment of insurance premiums owed during leave must be made in advance. Benefits that lapsed during the leave will be reinstated without any qualifying period.

Employee discount and IOU accounts are suspended during leave. When an employee returns from Parental Leave, a credit will be issued for the amount equivalent to the employee discount on qualifying purchases made during the leave.

At the end of your leave, we will reinstate you to your current position or another comparable position with the same rate of pay. If your job was terminated for reasons unrelated to the leave, the Co-op will make a good faith effort to rehire you for another comparable position, but cannot guarantee this. If you fail to return to work after the expiration of the leave, or refuse a position with comparable duties and pay level to the job you left, you will be considered to have voluntarily resigned.

It is your responsibility to timely respond to any inquiry concerning your intention to return to work, and to advise the Co-op as soon as you know that you will not be returning to work.

Bereavement Leave

In the event of the death of someone in your immediate family or your partner's immediate family, or someone living in your household you will receive three consecutive unpaid days to enable you to fulfill your obligations. If additional time is necessary, arrangements may be made. You may use your accumulated PTO to cover bereavement leave.

Voting Leave

If you are eligible to vote in an election, you are allowed to be absent from work for the purpose of voting during the day of an election. Please coordinate with your department manager as needed.

Jury/Witness Duty Leave Duty

If you are called for jury or witness duty, you will be granted leave to attend. As soon as you receive your summons, please make arrangements with your supervisor. If you are excused from jury duty during your regular working hours, please notify your supervisor of the change in schedule.

Leave of Absence

The Co-op understands the need for leave. Leaves of absence may be granted at the discretion of the general manager. Most leaves are unpaid after PTO is depleted.

An employee completing a leave of absence, whenever reasonably possible or when required by law, may be reinstated to his/her former position. The Co-op reserves the right to reinstate or reassign the employee as current work schedules permit. If reassigned, the employee's pay rate will be based on the level of the new position.

Circumstances of a unique personal nature may cause an employee to seek time off without pay. Generally, an unpaid leave will be granted to employees who have completed one year of service. A request for a personal leave of absence may be approved for an employee provided it is reasonable in view of the compelling nature and need, employee performance, departmental workload involved and individual circumstances.

The general manager will need to approve any personal leave request. Personal leaves of absence, when granted, will generally be limited to thirty (30) day increments, except when required by law. Employees must use all PTO prior to taking unpaid leave. Benefits do not accrue while you are on unpaid leave.

If you fail to return to work after the expiration of a leave of absence, or refuse a position with comparable duties and pay level to the job you left, you will be considered to have voluntarily resigned effective your last day worked.

Employees are only allowed to take one unpaid personal leave of absence in any two year period. Employees may be entitled to other leaves in accordance with applicable state and federal law.

Employee discount and IOU accounts will be on hold during a leave of absence.

Holidays

The Keweenaw Co-op recognizes the following paid holidays for all full time employees:

- New Year's Day
- Labor Day
- Thanksgiving
- Christmas Day

We are open on the following holidays and staff members receive time and a half pay for any hours worked on those days:

- Easter
- Memorial Day
- 4th of July

Holiday hours will be posted in advance.

GROUP INSURANCE PLANS

When you have successfully completed 90 days of employment you may be eligible to enroll in several insurance plans offered at Keweenaw Co-op. When you are nearing 90 days of employment, you will receive information on benefits from the HR manager.

Continuance of Benefits with COBRA:

If you terminate your employment while covered by a co-op insurance plan or if you are no longer eligible to participate in the plan due to a reduction in hours, you may keep your insurance coverage as required by law through COBRA continuation coverage. All aspects of COBRA coverage for qualified dependents will be administered according to applicable regulations.

Workers' Compensation

Keweenaw Co-op maintains workers' compensation insurance coverage that pays cash benefits and medical expenses to you, if you become disabled because of an injury or illness related to your job. State law and the specific terms of our insurance coverage govern the maximum cash benefit that you may receive, the waiting period before receiving any benefit, and the term of your benefit period. Workers' compensation insurance will also pay for eligible medical expenses.

If you have experienced a work-related injury you need to immediately report your work-related injury or illness to your supervisor or the MOD, and complete a First Report of Injury or Illness. Failure to report an injury or illness in a timely manner may result in your benefits being reduced or denied.

Neither Keweenaw Co-op nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during your voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Keweenaw Co-op.

Staff Development

Keweenaw Co-op believes in developing the capacity of its employees to contribute to the business by offering training and development opportunities. Periodically, Keweenaw Co-op will send key personnel to training sessions locally and elsewhere. Keweenaw Co-op may also pay for classes for individual employees that will directly benefit the Co-op. All staff development is decided on a case-by-case basis. To find out more about available opportunities, and application requirements, please talk to your supervisor or the HR manager.

Materials acquired during the course of training become the property of the Co-op.

V. PAYROLL POLICIES

Paydays

Employees are paid weekly on Friday, for previous week, Monday - Sunday. On each payday, employees will receive a check or Direct Deposit. A paystub will show the number of hours worked, rate of pay, amount of gross pay, federal income tax withheld, state income tax withheld, and social security withheld, as well as other withholdings. Vacation pay, holiday benefit, overtime, and employee charges are listed if applicable.

Pay Corrections

It is the policy and practice of Keweenaw Co-op to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To make sure that you are paid properly for all time worked and that no improper deductions are made, you must record all your work time correctly and review your paychecks promptly to identify and to report any errors. If you believe a mistake has occurred or if you have any questions, please speak to the HR manager.

Time Records

HOURLY EMPLOYEES:

If you are classified as a non-exempt (hourly) employee, you must maintain a record of the total hours you work each day by using the time clock. These hours must be accurately recorded. Each employee must verify that the reported hours worked are complete and accurate, including, where applicable, signing any payroll related documentation. Your time record must accurately reflect all regular and overtime hours worked and any absences, late arrivals, early departures and meal breaks taken off-site. If you miss a punch, time corrections require a supervisor's signature.

When you receive each pay check, please verify immediately that you were paid correctly for all regular and overtime hours worked each work week. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and that time is recorded using the time clock. Missed punches or written in time requires the approval of your supervisor.

Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report on the time clock. Any employee who fails to report or inaccurately reports any hours

worked will be subject to disciplinary action, up to and including termination of employment.

It is a violation of the Co-op's policy for any employee to falsify a time card, or to alter another employee's time card. It is also a serious violation of Co-op policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time card to inaccurately or falsely report hours worked. If any manager or employee instructs you to, (1) incorrectly or falsely report your hours worked, or (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to your manager or the HR manager.

If you travel to and attend trade shows, conferences, trainings, meetings or other off-premises work that takes place during your regularly scheduled work hours, you will be paid at your regular hourly rate. If attendance at any of these events requires you to work beyond your regularly scheduled hours, and if you can't take other hours off during that same workweek, you will be paid time and a half for hours worked over 40. Your time traveling outside your regularly scheduled work hours (over 8 hours/day) is not compensated. You must get prior approval from the general manager for both your attendance at and travel to off-site events.

OVERTIME:

If you are paid on an hourly basis, you will be paid time and a half for hours worked over 40 in one work week. When computing overtime, vacation, sick leave and holidays are not included. If you are not scheduled for more than 40 hours of work in a week, you must get approval in advance from your supervisor to work overtime. Working overtime without authorization could lead to corrective action.

SALARIED EMPLOYEES:

If you are classified as an exempt salaried employee, you will receive a regular salary which is intended to compensate you for all hours you may work for the Co-op. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Being paid on a salary basis also means that you may be expected to work more than your established number of hours in a week. You are assumed to have some degree of control over the timing and the length of time needed to fulfill your responsibilities. If you find you are consistently working more than

your established number of hours in a week, you should speak with the general manager.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes, and social security. In any workweek in which you performed any work, your salary may be reduced for any of the following reasons:

- Full day absences for personal reasons.
- Full day absences for sickness or disability.
- Full day disciplinary suspensions for infractions of our written policies and procedures.
- To offset amounts received as payment for military pay.
- The first or last week of employment in the event you work less than a full week.

Please note: it is not an improper deduction to reduce an employee's accrued vacation, personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability.

If you believe you have been subject to any improper deductions or your pay does not accurately reflect your hours worked, you should immediately report the matter to your supervisor and/or the payroll bookkeeper. The Co-op will investigate the complaint promptly. If improper deductions were made from your salary, the Co-op will correct the error on the next payroll.

Pay Advances

In the event of a personal emergency, you may submit a written request to the general manager for up to 4 pay advances per year. The maximum amount of the advance will be equal to the amount of net pay that you are owed at the time of the request. To be eligible you must have completed your introductory period and have had no written warnings within the past 6 months.

Travel Expense Reimbursement

Employees traveling on Co-op business will be reimbursed for individual expenses, as arranged in advance. All cash advances must be accounted for, and expense receipts are required. You must get prior approval from the general manager for any business-related travel. The following expenses will be reimbursed when prior approval has been obtained: transportation, auto mileage, lodging, tips, and business meals at the established per diem rate.

Use of Personal Vehicles for Co-op Business

Personal vehicle must be insured. The Co-op is not responsible for your vehicle. Mileage will be reimbursed at the IRS rate. Please note mileage for reimbursement on your timecard.

Receipt of Personnel Policy Manual Acknowledgment

By signing below, I acknowledge receipt of my copy of the Keweenaw Co-op Personnel Policy Manual. I will review the information, and I will comply with all policies contained in the manual. As needed I will seek clarification of policies from my supervisor.

I specifically acknowledge my understanding of the following points:

This Personnel Policy Manual is a policy guide and not a contractual agreement. The material in this handbook does not create a contract of employment between Keweenaw Co-op and any of its employees.

Employment at Keweenaw Co-op is “at-will”, both the Employee and the Co-op reserve the right to terminate the employment at any time.

The terms of the Personnel Policy Manual may be changed at any time, without notice. Employees will be notified of changes to this manual.

Keweenaw Co-op may have policies in force that are not included in the Personnel Policy Manual.

Print Name: _____

Employee Signature: _____

Date: _____