welcome to
Whiting’s Foods
More than a summer job!

WHITING’S FOODS!

It is with great sincerity that we welcome you to our family legacy here at Whiting’s Foods. Our business began in 1953 with three “Frozen Custard” stands and today we operate over twenty different food locations of various sizes. In the many years since our beginnings, we have changed and grown quite a bit. We are very proud to be the largest supplier of food and beverages on the Boardwalk, and the exclusive concessionaire at the Santa Cruz Warriors Arena. Additionally, we have Whiting’s on Wheels (W.O.W.) - Our mobile division, setting up fairs and festivals throughout California and beyond, as well as Santa Cruz Fun Foods, our sweet treats catering division.

Without question, our greatest pride comes from our Outstanding Crew! We have employed hundreds of people every year, and use every effort to make it a rewarding experience.

We understand there is an abundance of information in our handbook. ALL of it is important, but as you begin, make sure you fully understand the following 4 priorities:

1. Read your handbook, make notes, and ask questions.
2. Read and understand the Whiting’s Foods Missions and Values. (Page 13)
3. Understand the importance and value of “Four Simple Things” (Page 40)
4. Focus on Food Quality: What we sell, and how to prepare it (Page 62)

Our goals could not have become our successes without the dedication of many others in the Whiting’s Foods Family. We are grateful to our Managers, Supervisors, and Crew that uphold the values that originated with this company since 1953.

We look forward to meeting you!

-Ken Whiting & Margie Whiting Sisk
MEET THE TEAM

Owners

Ken Whiting
Margie Whiting Sisk

Vice President

Jeff Whiting

Managers

Rob Holmberg
Elsa Mata
Anthony Whiting
Susan Woodward

Orey Wafford
Meaghan Campbell
Dan Whiting

and 200+ amazing crew members!

Now featuring... you!
You now work for an

AWARD WINNING EMPLOYER!

**IAAPA**

IAAPA (International Association of Amusement Parks and Attractions) is the premier trade association representing the diverse and ever-changing attractions industry. For over a century they have connected companies of all sizes, and people of all levels, to provide meaningful experiences for their guests around the world. Members include: all Disney parks, Six Flags, Cedar Point, San Diego Zoo, the Monterey Bay Aquarium, Vail Ski Resorts, the Santa Cruz Beach Boardwalk, Whiting’s Foods, and so many more.

**Brass Ring Awards**

The IAAPA Brass Ring Awards are presented annually to amusement parks, water parks, zoos, aquariums, museums, family entertainment centers (FECs), and suppliers from around the world to honor excellence in food and beverage, games and retail, human resources, live entertainment, marketing, new products, and exhibits.

These are prestigious awards and essentially an international Oscars awards show!

**Our Awards**

We are so proud to be able to say that we have won not 1, not 2, but 4 Brass Ring Awards!

- Best Innovative Training Program (2010)
- Employee Reward and Recognition Program (2011)
- Best New Innovation in Food and Beverage (2015)
- Best Innovation in a Training Program (won in 2019!!)
And, Boardwalk-wide

AWARDS INCLUDE...

SANTA CRUZ BEACH BOARDWALK
Santa Cruz, Calif.

The admission-free Santa Cruz Beach Boardwalk has something for everyone. Opened in 1907, this family-owned boardwalk features rides, a 300-game arcade, mini golf, a laser maze, laser tag, a walk-through haunted house, climbing wall and bowling alley! Photo courtesy of Visit California/Carol Highsmith

USA Today
Best Boardwalk &
Top Ten Best Amusement Park Food in America

Food! That’s what we do!

...Just to name a few!

Santa Cruz Beach Boardwalk, Santa Cruz, CA

Designed in 1907 to be the "Coney Island of the West," Santa Cruz’s boardwalk, on Main Beach, is the last remaining major family-oriented carnival-style park on the West Coast. It plays host to the 1924 wooden Giant Dipper roller coaster and the 1911 Looff Carousel, both National Historic Landmarks. The carousel is one of few left where riders on outside horses can grab a dangling ring, toss it into the mouth of a clown head painted on the wall, and be rewarded with bells, lights, and cheers.

Travel & Leisure
#2 Best Beach Boardwalk

Amusement Today
Best Seaside Park - won 11 of the last 12 years!
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In this chapter you will find:

- Ways to Contact Us
- Our Company Mission & Values
- How to Make the Most Out of Your Employment Experience
- Whiting's Foods Store Locations
- Your Job Description
WHO YOU GONNA CALL?
This includes: our website, various ways to call/contact us, and our social media

Check out our Website
WhitingsFoods.com
You can:
- Refer a friend to apply for a job
- Apply for a promotion
- Check out fun photos
- Use as a handbook reference
- AND SO MUCH MORE!

Who you gonna call? This includes: our website, various ways to call/contact us, and our social media.

Steph Curry came to a Santa Cruz Warriors game.

Save these numbers in your phone!
Contact Us...

- **Main Number:** 831-423-1890 ext. 6
- **Boardwalk Switchboard:** 831-423-5590 *(This should be used when you need to speak to someone immediately but main number is not answered. Ask for Whiting’s Foods Supervisor)*
- **Boardwalk Security:** 831-460-8300
- **Online:** www.whitingsfoods.com “Contact Us” form *(Should not be used for TIME SENSITIVE situations)*
- **For FUTURE schedule matters:** whentowork.com

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Find & Like Us On...

**Facebook**
- **Public Page:** “Whiting’s Foods”
- **Private Crew Group:** “Whiting’s Foods Crew Group”

**Instagram**
as “whitingsfoods”

**LinkedIn**
as “Whitings Foods, Inc.”

Join the community and stay in the loop! Exclusive content goes here.

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**Whiting’s Foods**

- **message**
- **call**
- **WhatsApp**
- **mail**
- **pay**

**mobile**
1 (831) 423-1890;6
MISSION STATEMENT & VALUES

Why does the Mission Statement and Values matter?

A **mission statement** is the longterm goal for the company. It is our core purpose.

**Values** are the day in, day out actions that help guide how we function.

Many successful businesses have a mission statement and values!

By understanding our longterm goal for the business, you can help us achieve it!

Back row: Susan Woodward, Meaghan Campbell, Dan Whiting, Orey Wafford, Ken Whiting. Middleish row: Margie Whiting Sisk, Jeff Whiting
Front row: Paris Toews, Taylor Dixon, Elsa Mata, Anthony Whiting, Rob Holmberg
TO SERVE OTHERS
AND TO
ENHANCE THE LIVES
OF THOSE THAT
CROSS OUR PATH.

OUR LEGACY
WILL BE BASED ON
THE POSITIVE IMPACT
WE MAKE IN OUR
COMMUNITY AND IN THE WORKPLACE.

FAMILY SPIRIT

TEAMWORK IS CELEBRATED, AND
INDIVIDUAL NEEDS AND SUCCESSES ARE
SUPPORTED AND RECOGNIZED. WE WORK TOWARDS
COMMON GOALS THROUGH OPEN COMMUNICATION, MUTUAL
SUPPORT, AND WIN-WIN ATTITUDES.

PEOPLE FOCUS

WE FOCUS ON OUR CO-WORKERS,
CUSTOMERS AND BUSINESS ASSOCIATES,
AND THEY ACKNOWLEDGE US AS PREFERRED PARTNERS.

MEMORABLE PRODUCTS AND SERVICE

WE AIM TO EXCEED
EXPECTATIONS IN THE FOOD & BEVERAGE WE SELL AND
THE SERVICE WE PROVIDE. WE WILL ONLY TAKE ON WHAT
WE CAN DO RIGHT. OUR SUCCESS LIES IN OUR ABILITY TO
SERVE HIGH QUALITY FOODS FOR FUN WITH AN
EXCEPTIONAL LEVEL OF CUSTOMER SERVICE THAT WILL
ADD TO THE OVERALL GUEST EXPERIENCE.

CONTINUOUS GROWTH

WE PROVIDE AN ENVIRONMENT,
ENCOURAGEMENT AND THE
GUIDANCE FOR PERSONAL AND BUSINESS GROWTH.

INTEGRITY

WE ACT WITH HONESTY AND SINCERITY IN
EVERYTHING WE DO. WE SAY WHAT WE MEAN,
DO WHAT WE SAY, AND BUILD CONFIDENCE IN OUR TEAM.

INNOVATION

WE ARE OPEN Minded TO NEW IDEAS AND
IMPROVED PROCESSES. WE VIEW CHANGE AS
AN OPPORTUNITY AND CHALLENGE OURSELVES TO
CONTINUOUS IMPROVEMENT.

PROFITABILITY

FOR THE LONG-TERM BENEFIT OF ALL
STAKEHOLDERS; TIME, TALENTS AND
RESOURCES ARE VALUED, AND EXPECTED THROUGH GOAL
SETTING AND ACCOUNTABILITY, TO WORK TOWARDS AN
IMPROVED FINANCIAL BOTTOM LINE.
Realize how important you are to the Boardwalk Memory Making experience:
The pride and reputation of the entire Boardwalk depends on the Crew. As a member of our team, you represent our company to the Guests. You are a valuable part of the entertainment package and special memories that keep our Guests returning time after time. Your enthusiasm, conduct, appearance, and professionalism will be very important in helping us maintain our reputation as the finest seaside amusement park in the world! You will be part of other’s memories that can last a lifetime!

Read your Handbook:
To be certain of your responsibilities as a member of the Whiting’s Foods team, please read this handbook promptly and carefully. The purpose of this Crew Member handbook is to familiarize you with Whiting’s Foods and the Boardwalk. Its goal is to explain our policies, grooming standards, employee benefits, and other important procedures. We want you to feel as comfortable as possible from the onset of your employment. Giving you this handbook before your first day allows you to arrive with a multitude of knowledge to ease your training. You will decrease the effectiveness of your training if the handbook is not read at the beginning of your employment and used for reference purposes thereafter.

Ask Questions:
If you have any questions from the handbook or any material you are given, we encourage you to ask right away. Questions can arise throughout your employment and should always be brought to the attention of your Supervisor. A Supervisor or Manager is always the best person to approach with your questions or concerns. They can ensure you get the CORRECT answer.

Everyone Starts Somewhere!
No question is dumb! We know you are receiving a lot of information about your new job, but our main goal is to help YOU be successful here. So ask questions, learn new things, and use these skills in future jobs and opportunities!

We value on the job training, so if it is your first time in a new location, speak up! We want to make sure you learn the RIGHT ways to do things.

Everyone goes through a training period, so you have a lot of coworkers who can offer you tips for when you’re new!

“Hi, how do I make cotton candy?”
“I’ll be right there to show you!”
WHITING’S STORE LOCATIONS

AREA 1

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Location</th>
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<tbody>
<tr>
<td>Casino Dots</td>
<td>Inside Casino Fun Center</td>
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<tr>
<td>Slush</td>
<td>Adjacent to Double Shot</td>
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<tr>
<td>Pizza Now</td>
<td>Adjacent to Bumper Cars</td>
</tr>
<tr>
<td>Beach Tacos &amp; Nachos</td>
<td>Next to Pizza Now</td>
</tr>
<tr>
<td>Beer Cove Sports Lounge</td>
<td>Next to Beach Tacos</td>
</tr>
<tr>
<td>Churros &amp; Floats</td>
<td>Across from Pizza Now</td>
</tr>
<tr>
<td>Carousel Cones</td>
<td>Next to Carousel ride</td>
</tr>
<tr>
<td>Beachside Snacks</td>
<td>Across from Carousel Cones</td>
</tr>
<tr>
<td>Dippin’ Dots #1</td>
<td>Adjacent to Carousel Cones</td>
</tr>
<tr>
<td>Freeze</td>
<td>Adjacent to Haunted Castle</td>
</tr>
<tr>
<td>Blenders at the Beach</td>
<td>Across from Haunted Castle</td>
</tr>
<tr>
<td>Funnel Cake</td>
<td>Adjacent to Blenders</td>
</tr>
<tr>
<td>Cotton Candy Clouds (aka Dipper)</td>
<td>Opposite entrance to Giant Dipper</td>
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AREA 2

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Twinkies &amp; Oreos</td>
<td>Near Sky Glider Tower #1</td>
</tr>
<tr>
<td>Tiki Hut Dole Whip</td>
<td>Under Sky Glider Tower #1</td>
</tr>
<tr>
<td>Midway Dots</td>
<td>Next to Rock-n-Roll Ride</td>
</tr>
<tr>
<td>Fish &amp; Fry</td>
<td>Next to Midway Dots (under skyglider, tower 1)</td>
</tr>
<tr>
<td>Little Dipper</td>
<td>Across from Rock-&amp;-Roll</td>
</tr>
<tr>
<td>Bay Brews</td>
<td>Across from Sea Swings</td>
</tr>
<tr>
<td>The Grill/pizza Now 2/Loaded Fries/Senor Teds</td>
<td>Adjacent to Loggers’ Revenge</td>
</tr>
<tr>
<td>Crazy Churro</td>
<td>Across from The Grill</td>
</tr>
<tr>
<td>Dippin’ Dots #2</td>
<td>Adjacent to Crazy Churro</td>
</tr>
<tr>
<td>Sweet Spot/Handout</td>
<td>Near Cliffhanger</td>
</tr>
<tr>
<td>Kettle Korn</td>
<td>Next to Loggers ticket booth</td>
</tr>
<tr>
<td>Dippin’ Dots #3</td>
<td>In front of Cave Train</td>
</tr>
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</table>

Stars show our store locations.
ABOUT THE JOB
This includes: Promotions and your job description

Your Job is called... Counter Sales!
This is the most important job we’ve got! You will sell food in a Boardwalk quick service location, while providing consistent, friendly and quality service to Guests. You must wear company issued uniform.

You must be able to work varied work schedules. You will work around high noise levels. Crew must be willing to conform to company grooming and hygiene requirements. Shifts fall between 8:00 am and 12:30 am 7 days a week, including holidays. You must be 14 years of age due to labor laws, and be 18 when beer sales are involved due to Alcoholic Beverage Control Laws. Our crew must be willing to work past 12:30 am (if age permits) when necessary.

Job Tasks
• Interact with guests by receiving order, offering guest service, and satisfaction.
• Operate register, collect money and determine correct change using company cash handling policies.
• Sell beer in conformance with the state law and company policies (if over age 18).
• Use suggestive selling techniques with the guests.
• Prepare portions of food correctly and at the highest quality standards.
• Maintain safety and sanitation requirements.
• Keep work area stocked and clean, as well as perform cleaning projects.
• Proper operation and use of store equipment.
• Work independently and/or cooperatively as a team member.

Opportunities for Advancement
After you have the important job experience from Counter Sales, many opportunities await you:

COOK: This position is primarily scheduled in the kitchens of our locations that apply.

STORE LEAD: Be scheduled in one store location. You would hold the responsibilities of that store opening and/or closing, operations, cleanliness and training of new Crew.

STORE SUPPORT (SERVICING AND MAINTENANCE): This part of our team keeps our stores and machines clean and supplied with plenty of inventory.

REVENUE DEPARTMENT: This position requires an aptitude for math and problem solving.

OFFICE SUPERVISOR: This position works out of our office interacting with the Crew on a daily basis regarding scheduling, training, and other daily operations.

AREA SUPERVISOR: This position is an accumulation of experience and skills from all our other promoted positions. You would supervise many stores and the Crew for your designated shift.

RESTAURANT MANAGER: This highly qualified person oversees our largest locations: Pizza Now 1 (and all stores near it) & The Grill (and all stores associated with it).

MANAGER ON DUTY: This highly qualified person oversees our entire operation as well is connected with the whole Boardwalk when a need arises.

How Soon Can I Get Promoted???
There is no minimum amount of time you have to work here before getting promoted.

We look for talented crew who are leaders, can maintain our standards and teach other crew to do the same, and display great customer service. If you’re looking to gain more responsibility and feel like you meet these requirements, then apply for a promotion! You can get the form in the lobby or off our website.

Store Leads enjoy a range of perks from getting a raise to getting invited to fun work parties!
THE ARENA AND MORE

YOU AREN'T LIMITED TO THE BOARDWALK!
You will hear about and have the opportunity to be scheduled at one of our off-the-Boardwalk enterprises.

1. THE KAISER ARENA
HOME OF THE NBA G-LEAGUE SANTA CRUZ WARRIORS
There is a separate orientation to certify you to work at this exciting venue.

2. W.O.W & S.C.F.F.
WHITING'S ON WHEELS & SANTA CRUZ FUN FOODS
We will notify crew when there are opportunities to work at these fairs and festivals and catering opportunities.
In this chapter you will find:

- Your Personnel File
- Work Permits
- Identification Card
- Parking and Traffic
- Lockers
- Bicycle Lockers
- Crew Search
- Lost and Found
- Working with the Press
- Security
- Smoking
- Telephones
- Cell Phones
- First Aid Procedures
**Your Personnel File:**
We maintain certain information on file in regard to all Crew Members. Please notify the office at 613 Beach Street if there is any change to your personal information, such as change of address, telephone number, marital status, number of withholding exemptions, or the like.

- Each member of this organization must have a current IRS form W-4 (Employee’s Withholding Exemption Certificate) on file.
- If you are under 18 you must also have a current work permit.
- All crew must have a California Food Handlers Card.
- Additionally, we must have your current address on hand for mailing of W-2 forms in January of each year.

**Identification Cards:**
Your I.D. card is your name tag. It must be worn at all times during your shift on the Boardwalk. ID cards are issued to all Boardwalk Crew Members. These cards have many important uses:

- Parking in the Boardwalk lots
- Receiving a free ride pass
- Employee food discounts
- Clocking in and out
- And any purpose where official identification of your Crew Member status is needed.

Your ID card may be used for access to some doors. The ID card is Boardwalk property and must be returned to us upon termination of employment. If your card is lost or not returned at the end of your employment, you may see a cost deducted from your pay.

**Work Permits:**
If you are under the age of 18, you are required to have a current Work Permit on file with us. This is done prior to you starting work. Whiting’s Foods will issue you a request for a permit, which is signed by a parent/legal guardian, and then given to the school Counseling Office. Your school will issue you the actual Work Permit, which you must turn in to us BEFORE you may begin working. Work Permits must be renewed throughout your employment. When you receive your notice to renew your permit, please do

**Crew Search**
Whiting’s Foods Crew (that’s you!) has always been our main source of recruiting NEW Crew. We are grateful for this and reward our current Crew for their recruiting efforts. We have various generous promotions that you will want to be aware of.

Last year, we gave out over **$14,000** in Crew Search checks!

In most cases the cash reward is paid to you once your referral has worked 40 hours. This is a great way to make extra $$$! See our separate Crew Search flyer for more details.
so immediately. If your permit is not current, you may not be scheduled. During the summer months, Work Permits are issued out of the district offices, and the local high school(s) holding summer school. Failure to acquire and/or renew a work permit will lead to termination.

Parking and Beach Area Traffic
Free parking is provided for all Boardwalk Crew Members. When you start working, obtain a parking sticker from the Boardwalk Employee Services Office at the back of the Haunted Castle Building. This sticker, when presented with your ID card, will allow you to park for free. Crew Members can park in any designated parking lot. During our peak weekends and summer, an employee shuttle is in place called B.E.R.T. (Boardwalk Employee Rapid Transit). A separate detailed booklet will be provided on the parking policy and the B.E.R.T. Shuttle when it is in operation. Please allow yourself extra time as traffic in the beach area can be challenging.

Lockers
Lockers are provided for your use. You will be advised of specific locations. The purpose of the lockers is to protect Crew Members’ personal belongings during their work hours. **Personal items such as backpacks, large purses and skateboards are not allowed in Whiting’s Food store locations.** You may bring an extra jacket, sweatshirt or small purse to your work location. At the end of your shift be sure you have removed your lock so that the locker is available for one of your co-workers to use. There is a place provided for you to store your lock. All lockers are the property of Whiting’s Foods. Whiting’s Foods maintains the right to inspect the lockers at any time with or without notice. You may bring your own lock from home. Please keep items that you bring to work to a minimum. **Whiting’s Foods is not responsible for items lost or stolen while at work.**

Bicycle Lockers
Bicycle lockers are available for Crew Members and Guests and are located at the entrance to the River Parking Lot. They may be rented in the Boardwalk Employee Services Office to Crew Members for a refundable key deposit, paid in advance. Guests may rent a bicycle locker at a daily rate. A refundable key deposit is required, regardless of the length of use of the locker. These are based on availability, and there is often a wait list.

Lost & Found
Please direct all lost and found inquiries to the Boardwalk Guest Services Office near the Haunted Castle ride. If you find a lost item, it must be turned into the Boardwalk Office. You may request any lost item that remains unclaimed for 30 days.

Working with the Press
As you know, the Boardwalk is an interesting and newsworthy establishment and is an important part of the community. As a result, reporters periodically come here to write stories about the Boardwalk. It is important that we furnish them with accurate facts. Please refer any reporters to the Boardwalk Guest Services office, near the Haunted Castle ride.
GENERAL INFO
This includes essential info to the job such as: Your file, work permits, parking/traffic, crew search, security, smoking, first aid, and more.

Security
The Santa Cruz Seaside Company has its own Security department. There are security officers who are available to anyone on the Boardwalk 24 hours a day. Utilize the security department when you feel it is necessary. Your eyes are part of the security department. Report anything that looks suspicious to you. “If You See Something, Say Something.”

Please CALL a Supervisor anytime you have called security. This allows the Supervisor to stay informed of the situation and head over to you to assist in any way they can. If a Supervisor is not available, contact the Boardwalk Office by dialing 01 on the store telephone. If the Boardwalk Office is closed, you can contact security by dialing 611 from a store phone.

Contact your Supervisor if you feel uncomfortable IN ANY WAY about a guest, or a transaction. They are here to help you. All Boardwalk Employees should adopt the philosophy of SEE SOMETHING, SAY SOMETHING.

Security escorts are also available to take you to your car after your shift. To request an escort, ask your Supervisor or call the Boardwalk Operations Office. When the Boardwalk Operations Office is closed, contact Security at 611.

Smoking
The Boardwalk and the beach next to it is a smoke-free environment. To protect Crew Members and guests from exposure to secondhand smoke, smoking is prohibited at all Boardwalk and Whiting’s Foods facilities, buildings and within 20 feet of doorways, air intake vents and entrances. This includes e-type cigarettes. Authorized locations are posted in our lobby.

Security’s Phone Numbers:
- Add this in your phone contacts as “Boardwalk Security”:
  (831) 460-8300
- If you are calling from a store phone, you will need to call this number to reach security: 611 (for both minor and major issues)

NO SMOKING
NO VAPING
**GENERAL INFO**

This includes essential info to the job such as: Your file, work permits, parking/traffic, crew search, security, smoking, first aid, and more.

**FIRST AID PROCEDURES**

**First Aid Department**
The First Aid Department is located in the Employee Services Office, near the Haunted Castle. It is staffed by registered nurses and is open during operating hours.

**Illness or Injury:**
INFORM YOUR SUPERVISOR IMMEDIATELY IF YOU NEED FIRST AID. You will either be sent to First Aid, or if your injury is serious, your Supervisor will make arrangements to have you transported by a security officer. If, for any reason you are unable to return to work, the nurse will inform your Supervisor. Your Area Supervisor must be involved in order to coordinate with the First Aid Office in order for you to be seen. Information regarding workers compensation can be found later in the handbook.

**Current Immunizations:**
It is strongly recommended that you have a current Tetanus shot. A shot should be given if five or more years have elapsed since your last one. You, your parents or guardian can obtain information from your family physician.

**Telephones**
There are telephones in each of Whiting’s Foods locations. Usage is restricted to our locations. No other Boardwalk location may be called. Telephones are NOT to be used for personal reasons.

There is a telephone located in the lobby of the Whiting’s Foods office. This telephone is provided for your use to make outside phone calls for rides, etc. You just need to dial “9” for an outside line. This telephone is available for use during all hours of operation.

**Cell Phones**
CELL PHONES ARE NOT TO USED IN YOUR STORE LOCATION.

Our recommendation is to have them OFF, but if you’ve got the willpower you can do silent. Cell phones can only be responded to during a designated break period. They should not be visible while in your store. Exceptions can only be made for an emergency. This permission must be granted by a Supervisor. Please be responsible if wearing a smart device (Apple Watch, etc.). Area Supervisors may use a cell phone as it relates to their job tasks.
SCHEDULING

In this chapter you will find:

• Attendance
• How to Check your Schedule
• Time Off or Schedule Adjustments
• Breaks
• Rainy Day Policy
• Hours of Work for Minors

Whiting's FOODS
SCHEDULING
This includes: Scheduling, time-off, canceling a shift, calling in sick, breaks, hours of work for minors, rainy day policy, and more.

Overview
The Santa Cruz Beach Boardwalk is a seasonal business, operating during weekends, holidays, and summer. Most employment is seasonal in nature. You are expected to be available for work during these peak times. Do not accept a position with us unless you have intentions of working on weekends and holidays. For our Boardwalk positions, we encourage your commitment to work through Labor Day weekend in September, and ULTIMATELY through weekends in October. We have additional shifts available at the Arena, especially during the Santa Cruz Warriors’ basketball season.

The Operational Schedule is where you will find your scheduled time and location of work. A copy of the schedule is located in the office lobby and online at www.whentowork.com. You will be given an access code upon hire by e-mail. You can access your work schedule directly by logging on to whentowork.com. The schedule is posted on Fridays for the following Monday through Sunday period. Any requests for time off must be received at least 14 days in advance. These requests can be made via WhenToWork or in writing. They will NOT be accepted from e-mail or Facebook.

Attendance
Your presence here as a Crew Member is greatly valued. Guidelines have been established to monitor your attendance. We track attendance carefully. It is important that you familiarize yourself with our tracking point system found later in this handbook.

Unexcused absences and other attendance issues may result in disciplinary action, including termination.

WhenToWork.com
- Check your schedule
- Request time off or a schedule adjustment
- Trade shifts with other Crew Members

You can access WhenToWork.com directly or link through the www.whitingsfoods.com website. Soon after you are hired you will receive an access code through e-mail to use throughout your employment.
SCHEDULING
This includes: Scheduling, time-off, canceling a shift, calling in sick, breaks, hours of work for minors, rainy day policy, and more.

How to Check Your Schedule
You will be listed on the schedule by your FIRST NAME AND LAST INITIAL. It is your responsibility to check your own schedule. Check your schedule carefully in the office lobby or on whentowork.com. Please bring any errors to the attention of a Supervisor as soon as possible.

Starting Time and Estimated Ending Time
The time that is listed on the schedule for your starting time is the time that you should be clocking in, ready to work. Please bear in mind that someone may be getting off at that time, or waiting for you to get there, so they can take their break. Don’t be late!

Regarding closing time, The Boardwalk’s Manager on Duty decides when we can close. This means that we can only estimate the time that you will be closing. The time that we list is the scheduled closing time, but it could be later if the Boardwalk extends closing time. If you are scheduled to close, this means that you must stay and clean up the store, making it ready to open the next day. An Area Supervisor must be called to approve your closing before you leave.

Canceling your Shift
If you cannot come in for your scheduled shift(s) and you want to drop them without any penalty (no points tracked), you have only one option: find a suitable Crew Member to work your shift(s). A Supervisor must approve this switch. Factors to consider in finding a “suitable” Crew Member are: age (18 or over if beer selling location), that overtime will not be authorized, and experience levels.

Time Off or Schedule Adjustments
Should advance time off or a schedule adjustment become necessary, every attempt will be made to meet your needs. A minimum of 14 days notice is required for schedule requests. Fill out a Time Off Request form in the office lobby or do it on www.whentowork.com. Certain dates and holidays may be blacked out due to high level scheduling needs. You may be required to turn in your request to our Operations Office Supervisor on duty.

Time off or vacations listed on applications, DO NOT count as schedule requests and they need to be turned in by one of the methods listed above.

If an emergency should arise, call us and speak directly with a Supervisor or Manager.

Scheduling Tip:
Don't forget to notify us of any availability changes you have! Also, pay close attention to blackout dates.

Confused?
Just call us or talk to us at the front desk and we will gladly help you! We want to make sure your time off is entered correctly!
Clocking In
Clocking in occurs at the office. You must be completely in uniform and in compliance with the Grooming Policy before you clock in. You can also receive important messages at this time, so it’s beneficial to arrive 10 minutes early. Clock in at the starting time posted on schedule (not before). (Clocking in for arena shifts occurs at the arena).

Clocking Out
Clocking out occurs on the Boardwalk in your store.

Breaks
All breaks will be scheduled by your Store Lead or Area Supervisor. “Rest Periods” are 10-15 minutes in length and you are paid for that time. “Meal Periods” are not paid and are 30 minutes long. Rest Periods and Meal Periods vary by shift length. Our policy conforms to legal wage and hour requirements.

* You must use the registers to clock out and back in from breaks. These actions are to be done only from the location you are working in.

* It is important to take your breaks as assigned. For compliance reasons, it is important to use the system to clock in and out from all breaks. Communicate immediately with your Supervisor if you are having any break challenges.

Sometimes when you come in to clock in, there will be a surprise! On this day, we ordered Jamba Juice for everyone!
**SCHEDULING**

This includes: Scheduling, time-off, canceling a shift, calling in sick, breaks, hours of work for minors, rainy day policy, and more.

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**Hours of Work for Minors**

If you are under the age of 18, the hours that you can work during the day and the number of hours you can work during the week is restricted.

The restrictions are as follows:

<table>
<thead>
<tr>
<th>Time of Year</th>
<th>Your Age</th>
<th>Hours during the day that you can work</th>
</tr>
</thead>
<tbody>
<tr>
<td>During the school year</td>
<td>14-15</td>
<td>7:00 AM - 7:00 PM</td>
</tr>
<tr>
<td></td>
<td>16-17</td>
<td>5:00 AM - 10:00 PM*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*12:30am when no school the next day</td>
</tr>
<tr>
<td>Summer (June 1 Thru Labor Day)</td>
<td>14-15</td>
<td>7:00 AM - 9:00 PM</td>
</tr>
<tr>
<td></td>
<td>16-17</td>
<td>5:00 AM - 12:30 AM*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*10pm when school in session the next day</td>
</tr>
</tbody>
</table>

* Please remember that you will not be allowed to work unless we have a current work permit on file for you.

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**If You are Sick...**

The definition of ill or sick is as stated in the Food Handler’s Guidelines (fever, vomiting, diarrhea) or in Healthy Workplaces, Healthy Families Act found in Policy Section. You are not expected to report to work. **It is clearly not in your best interest to use a sick day if you are not sick.**

First, if it’s the same day, call our office immediately to let us know at 831-423-1890 ext 6. The shift will go against your allotment of 2 sick days a year. **A call must be made to the office to report the illness.**

If you are trading your shift at least a day in advance, no call to the office needs to be made if you find a replacement and it gets approved. After using your 2 sick days (no replacements found) a year, an Attendance Review will be scheduled to advise you on how future canceled shifts due to illness will be handled.

**Rainy Day Policy**

Prior to your shift: If we are forced to operate on a limited basis due to inclement weather, you may be relieved from duty for that day. However, don’t assume that you will not be needed. We will notify you if your shift has been canceled or modified. If we cannot reach you, and you report to work, you will be sent home. **YOU NEED TO HAVE ADEQUATE METHODS FOR US TO BE ABLE TO CONTACT YOU.** We will also post schedule updates on WhenToWork as quickly as we can.

**DURING YOUR SHIFT:** If adverse weather conditions begin once you are at work and we are forced to operate on limited basis, you may be relieved from duty for that day.
GETTING PAID

In this chapter you will find:
- Your Paycheck
- Payroll Deductions
- Resignations
- Terminations
GETTING PAID

This includes: Your paycheck, payroll deductions, resignations, and terminations.

Your Paycheck

Payroll deductions are taken out of your paycheck every pay period. These deductions are required by law. Complete details of your earnings are summarized on your payroll check stubs which you should keep for your records.

Direct Deposit is an available option. This means your paycheck will automatically be deposited into the account you designate. If you would like this option, you will be able to sign up within our payroll employee portal with Paycom. All payment stubs will be digital. (And no paystub will be available in the office for pick up.)

Our work week is defined as Monday through Sunday. Crew Members who are 18 years of age and over will be paid overtime (time + 1/2) for any hours beyond 40 in a week or over 8 hours in one day. Crew Members who are 16 or 17 years of age are legally restricted to working no more than 48 hours in a week, with anything beyond 40 hours being paid overtime (time + 1/2). They cannot work beyond 8 hours a day. Crew Members under 16 cannot be scheduled overtime.

Pay Days will be twice a month. A listing of all paydays for the year is posted in the office lobby. Your paycheck will be ready for you to pick up approximately five working days from the end of the pay period. Pay periods run from the 1st through the 15th of the month. The next period starts the 16th and ends the last day of the month. Paychecks are available after 10:00 AM on payday and 9-5 M-F, thereafter. Paycheck availability on weekends varies with our operating hours. Pick up your paycheck at the 613 Beach Street office.

If you lose your check, we can stop payment on it and reissue a new one for a banking fee. A “Lost Paycheck” form must be completed within the Paycom portal or picked up from our office, completed, and notarized before a new check can be released.

Checks left in the office for 15 days with no hours worked in the following pay period may be mailed to address on record.

Also, final checks cannot be mailed without express written consent and verified address.

PAYROLL DEDUCTIONS
The following required deductions will be made from your paychecks:

- Social Security (F.I.C.A.)
- Federal Medicare Tax
- Federal Income Tax (F.I.T.)
- California Income Tax
- State Disability Insurance (S.D.I.)

PAYCHECK TIPS:

TIP #1
Save your paystubs. General practice is to save 1 year’s worth of stubs.

TIP #2
If you don’t have a bank account, we strongly recommend that you get one. Otherwise, you will need to use a check cashing service and they keep a portion of the paycheck. If you have an account, sign up for direct deposit! The money automatically gets sent to your account.

$ $
Resignation

Although advance notice is not legally required, prior notice is strongly recommended in order to ease the company’s transition and may be a consideration for possible rehire. **CREW MEMBERS ARE THEREFORE ENCOURAGED TO OFFER AT LEAST TWO WEEKS NOTICE.** Resignation notices are located in the office lobby.

Termination

From the beginning of your employment with us, you will be made aware of your expected level of performance. You will receive corrective counseling (see page 45) should this level of performance decrease below what is expected. If performance does not improve or the action is severe from the onset, the corrective action could be unpaid suspension or termination of your employment.

Consistent with our philosophy that you, as a Whiting’s Foods Crew Member, are an important member of our team, we hope that both of us will find mutual satisfaction with your employment. While this almost always occurs, from time to time, there are exceptions. As a result, Whiting’s Foods reserves the right to terminate employment at any time with or without cause of reason when it is viewed to be in the best interest of the company.

If you resign or are terminated all reward and incentive programs are voided.

Even if you are no longer with us...
Give us any change of address for January Tax Forms

Manager Tip:
2 weeks notice is necessary to ensure you leave the company on good terms. It’s easy to resign, just ask for the form. We will miss you!

-Meaghan Campbell,
HR Manager

GETTING PAID
This includes: Your paycheck, payroll deductions, resignations, and terminations.
In this chapter you will find:
• Boardwalk Passes
• Guest Passes
• Discounts
• Whiting’s Crew Food Discount Policy
• Other Discounts
Deals & Discounts
This includes: Free wristbands, Boardwalk discounts, and Whiting’s discounts

Boardwalk Passes
Your identification card is your admission ticket to receiving a Boardwalk ride wristband before or after your shift and on your days off. To obtain a free wristband for yourself, go to the Employee Services Office. You may receive an all-day ride wristband up to one hour before actual closing time. Please, follow these simple rules when visiting the Boardwalk.
1. Do not take the focus of Crew Members on duty away from our guests.
2. Change out of your uniform.
3. Do not loiter around areas set aside for on-duty Crew Members. (Break areas, stores, department offices, etc.)
4. Never give your ride pass/wristband to anyone.
5. Be aware of blackout dates

Guest Passes
You have 10 complimentary ride passes for friends and family. Passes are available year round. This program is monitored through the Seaside Company. These passes are for your friends and family to use and are not to be sold. The passes are accessed using your company ID card in the Guest Services office near the Haunted Castle.

Boardwalk Wide Discounts
As a Crew Member, you receive a 20% discount at the Santa Cruz Seaside Company-owned shops and other Boardwalk locations. Please present your employee identification card prior to your purchase. Alcohol cannot be discounted. There is a button on the Employee Function screen of the register that applies the discount and factors the new amount due. There are also certain items that are discounted even further than 20% for all Boardwalk employees. These items have buttons directly on the register. They currently include: Employee Soda (smallest size), Employee Pizza, Employee Nachos, Employee Fries, and Employee Corndog and MORE! These items would not get the 20% or 50% discount.
DEALS & DISCOUNTS
This includes: Free wristbands, Boardwalk discounts, and Whiting’s discounts

Discounts Exclusive to Whiting’s Crew Members
Whiting’s Foods Crew Members can receive 50% off an order from a Whiting’s Foods location (Beer is not discountable.) A button on the Employee Functions screen of the register applies the discount and factors the new amount due. **YOUR BOARDWALK ID CARD MUST BE SWIPED AT THE TIME OF SALE TO ACTIVATE THE DISCOUNT.**

In Addition:
- Crew Members in uniform can receive FREE soft drinks (small size). (Not valid at arena).
- The 50% discount can be used on days off, but ID card still needs to be swiped. (Take note if you have friends that work in Foodservice for SCSC, they might be surprised as they must be working that day.)
- Only items found on the menu can be ordered. No custom creations.
- Eating (and chewing gum for that matter) is not allowed in stores.
- Drinks should not be within the Guests sight or in food prep areas.
- Crew Members must stand in line to place an order and not prepare their own food.
- Keep your receipts for the day of purchase because your Supervisor may ask to see it.
- If you forget your cash, credit card or debit card, you are out of luck…unless you ask a friend for a loan! Or maybe you will be lucky enough to have won a Whiting’s Food Card!
- If you purchase a small fry, do not accept a “hook up” of a large fry. You only get to enjoy the size you purchase.
- You are not to extend your discount to other Boardwalk employees. They have their own discount program at our locations.
- The only exemption to these procedures are for ON DUTY Area Supervisors and/or made at the discretion of a Manager.
- The discount program at the Arena is available only to those who have been certified to work there.
In this chapter you will find:

- Guest Service
- Suggestive Selling
**GUEST SERVICE**

Guest Service is about providing exceptional service and keeping customers happy. Use the *Four Simple Things* to create an experience that will be rewarding and pleasing for you and our Guests.

Guest service is one of the top priorities for all who work on the Boardwalk.

For those of you who are fluent in another language, use it only when a Guest requests it. Otherwise, English needs to be spoken in the stores.

---

**Everyday you must...**

1. **Choose Your Attitude**
   Make today a great day! Only you are in control of your attitude. The Boardwalk guests, your fellow Crew Members and you yourself will be thankful.

2. **Make their Day**
   Follow the Golden Rule: treat guests and fellow Crew Members the way you would like to be treated.

3. **Be There**
   When your Guests and fellow Crew Members most need you.
   - Be polite, helpful and approachable at all times.
   - Keep your uniform and personal hygiene clean.
   - Make eye contact and smile.
   - Use “please”, “thank you”, “Sir” and “Ma’am” when you talk to guests.

4. **Have Fun**
   With your work, without jeopardizing excellent service. You will get out of this job experience what you put into it. Enjoy the people you will meet and skills you will learn.
SUGGESTIVE SELLING
Whiting’s Foods relies on you, our Crew Members, to make the biggest impact on the Guest when they are at your store location. One of the ways you can make this impact is by suggestive selling. Guests appreciate suggestive selling because they may not know all of the options or may forget part of their order.

Listen to Guests and make suggestions that would make their food choice more enjoyable.

Suggestive selling is achieved by questions we ask Guests when they are at our store locations, making purchases. This is our best opportunity for additional sales.

Examples of suggestive selling are as follows:

- When a guest orders a “Sprite”, say, “Is that a LARGE Sprite or in a beach bottle?”
- When a guest orders a hamburger and a drink, ask them if they would like fries with their order, or upgrade to a value meal.
- When a guest orders a soft serve ice cream cone, ask them “Would you like it dipped in chocolate?”
- “Is there anything else I can offer you today?”

These are examples of suggestive selling. Remember, this is done by “selling up”, or by offering a complimentary item with an order. At many locations, Whiting’s Foods has items that can be sold together.
CHAPTER SEVEN

THE POINT SYSTEM

In this chapter you will find:

• Standards of Conduct
• Point System
THE POINT SYSTEM
This includes: Standards of conduct and the point system.

STANDARDS OF CONDUCT
The orderly and efficient operation of each of the Whiting’s Foods locations requires that Crew Members maintain discipline and proper personal standards of conduct at all times. Discipline and proper standards of conduct are necessary to protect the health and safety of all Crew Members, to maintain uninterrupted production of duties, and to protect the company goodwill and property. To that end, Whiting’s Foods sets forth standards of conduct. Violation of any of the standards of conduct could result in disciplinary action, ranging from verbal and/or written counseling up to and including termination. Please remember that Whiting’s Foods 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 (listed as the Standards of Conduct on the following page).

AT-WILL EMPLOYMENT
Your employment with the Company is on a “at-will” basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause. Nothing in this employee handbook or any other Company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only “for cause,” or of any other guarantee of continued benefits or employment.

MOD Tip:
This list is of things not to do. Setting a great example can make you a great candidate for a promotion!

- Elsa Mata, Promotions & Training Manager

JOB ABANDONMENT/GHOSTING
No one likes getting ghosted, plus, at work it’s unprofessional and unnecessary. If you truly cannot continue to work, even a voicemail left for us at 2 am is better than job abandonment.

Of Note: Job Abandonment is when an employee fails to show up for work or call in with an acceptable reason for the absence for a period of 3 consecutive shifts. After this, they will be considered to have abandoned the job and voluntarily resigned.
1. Violation of any company policy, to include relevant SCSC policies.
2. Failure to treat our guests with respect and/or failure to comply with the company customer service policy.
3. Lack of attention to job duties or to neglect and to show no job interest. Examples: Sitting, reading, listening to music
4. Abandoning assigned work station. Walking off the job.
5. Unauthorized use of the company name.
6. Falsifying any reports or records, including application, personnel, absence, sickness, labor, or cash related reports.
7. Being under the influence of alcohol or drugs, or involved in buying, selling, or having possession of them on company premises.
8. Using profane language or insulting behavior in the presence of guests or other Crew Members.
9. Bringing firearms or weapons of any type onto company property.
10. Insubordination, refuse to perform assigned job tasks, or other disrespectful conduct to a supervisor or coworker.
11. Unauthorized use and/or misappropriation of company property, tools, equipment, or the property of other Crew Members or visitors.
12. To willfully vandalize, damage or graffiti any company property.
13. Abuse of safety or health policies.
15. Not abiding by the company food policy.
16. Not abiding by the company locker policy.
17. Habitual tardiness or absenteeism.
18. Failure to dress in company uniform, or to meet company grooming standards.
19. Absence without properly notifying management.
20. Misappropriation of food, merchandise, cash, I.D. card or company uniform is in violations of the Standards of Conduct and will result in LEGAL PROSECUTION.
21. Use of electronic media/social networking sites, on or off duty, to engage in defamation, discrimination, harassment, or related actions involving another Crew Member, the Boardwalk or Whiting’s Foods.
22. Noncompliance with the alcoholic beverage control policy.
23. Any violation of municipal, state and federal laws, whether or not committed on Boardwalk Property.
24. Immoral and/or indecent conduct.
25. Unauthorized use of cell phones or other electronic devices including texting, talking, taking photos or any other use during work.

STANDARDS OF CONDUCT

This includes: Standards of conduct and the point system.

THE POINT SYSTEM

This includes: Standards of conduct and the point system.
THE WHITING'S FOODS
POINT SYSTEM

WHY IT MATTERS  Our objective of the Point System is to identify individuals who are approaching levels that will require more immediate attention such as additional training or a reminder of the importance of our guidelines and policies….before it affects employment status.

This is one of those rare examples when you DO NOT want to accumulate points. Whiting’s Foods has a point system to use as a guideline. This system is our way of holding our Crew accountable to policies and procedures in order to keep the work environment for others and the overall experience for our Boardwalk Guests a positive one.

While certain policy violations are assigned points, there are some violations that are considered serious enough to require attention outside of this point system. (EX: Giving away or taking of food, theft, poor guest service, or safety).

The good news is that you can have points removed from your record. The ways will be listed at the end.

THE POINT SYSTEM

This includes: Standards of conduct and the point system.

THE POINTS

Take a look at the following list and ask about any that are unclear:

- No Show .............................. 8 Points
- Holiday, Friday-Sunday No Show .... 13 Points
- Call Off ................................. 5 Points
- Call Off with Approved Coverage ...... 0 points
  (Finding an approved replacement)
- Unreasonably Late without call (over 1 hour) 4 points
  (Call placed prior to shift, 3 points)
- Late 16-60 minutes without call .......... 3 points
  (Call placed prior to shift, 2 points)
- Tardy 1-15 minutes ........................ 1 point
- Break / Time Clock / Register Operation Violations 1 point
- Appearance Violation ................... 4 points
  (Respectfully fixed, 2 points)
- In-Store Behavior Violations (ex: texting, eating, gum chewing) 2 points
- Other: Managers discretion

As said earlier we can also deduct points for positive behavior:

- 100% Mystery Shopper Reports ........ 2 points off
- Filling a shift when the office requests you to work 2 points off
- At the discretion of an MOD or as awarded

Picking up un-assigned shifts on whentowork.com is a great way to reduce your points.
THE POINT SYSTEM
This includes: Standards of conduct and the point system.

What Happens as Points Add Up

Written Warning Level 1 8 Points
Written Warning Level 2 13 Points
Employment Review 16+ Points
(MOD discussion, Final warning, Suspension and/or Termination)

There are circumstances where you could be put on FINAL WARNING before reaching 16 points (ex: Food Policy Violation).

* Please NOTE: Point accumulation can be cleared after a period of time as determined by management.

PROGRESSIVE/CORRECTIVE COUNSELING FORM (A.K.A WRITE UP)

Any serious disciplinary situations (those that require other than a verbal reprimand or that may affect the rehire status of a Crew Member) shall be recorded on a Progressive/Corrective Counseling Form (PCC). One copy is retained in the Crew Member’s file. The procedure listed prior may be altered based on the severity of the situation. The offense does not need to be the same type to progress in this system. Any pattern of undesirable behavior can create multiple offenses.

Call Off vs No Show:
What’s the difference? A call-off means you gave us proper notice that you wouldn’t be coming in. So, as soon as you realize you can’t come in for your shift... CALL!
423-1890 ext. 6

Don’t be like this guy! Ken Whiting and Lighthouse President, Jon Sisk, got a little crazy during Alumni Days!

0 Points
You are HERE!

8 Points
Level 1 Write Up

13 Points
Level 2 Write Up

16 Points
Employment Review

Danger Zone! Pick up unassigned shifts and fix those bad habits!
In this chapter you will find:

- Uniform Standards
- Grooming Standards
UNIFORM & GROOMING

WHY IT MATTERS  The uniform and grooming policy was developed for all Boardwalk Employees. The Boardwalk’s friendly and inviting atmosphere is maintained by the image given by YOU. Your appearance is not only a reflection of Whiting’s Foods, but of the entire Santa Cruz Beach Boardwalk.

Violation of this grooming policy will result in disciplinary action, ranging from verbal and/or written counseling up to and including termination.

• There are rules that are mandated by law to be physically CLEAN when working in Foodservice.
• Be aware that Guests and coworkers may be sensitive to fragrance and odors - perfume, cologne, or fragrant hair products should be used minimally.
• Arrive to work wearing a clean uniform before you clock in. You must remain in uniform on all rest breaks. (These are defined as 10 or 15 minute breaks.)
• No signature apparel of any kind, other than company-approved logos, may be worn.
• No gang related clothing.

FYI: There is a charge for rentals and replacements.

Top Half
• You will be given 2 free uniform polos.
• Long sleeve shirts (in a solid color) can be worn under the polo shirt on cool days and nights. No logos.
• You may purchase a Whiting’s Foods sweatshirt. If you wish, you may wear your own, providing it is of solid color and complements your uniform.
• The hood of a hooded sweatshirt cannot be worn while working.
• The shirt worn under any sweatshirt must be a Whiting’s Foods uniform shirt.
• Only company-issued or approved visors or hats may be worn while working. Baseball-style caps must be worn with the bill facing forward. Hats (as with all clothing) must be a solid color and logo-free. (Beanies may be worn only in extreme winter weather or by Servicing Department due to job duties)
• Headphones, ear buds, and other such devices cannot be worn in stores.
• You must wear your company issued ID card on the upper half of your body so Guests and coworkers can see it.

Bottom Half
• You may wear clean: khaki (tan), grey, navy, or black pants (this includes black denim).
• You CANNOT wear BLUE DENIM (even if they are dark blue).
• Also, in keeping with the Boardwalk’s professional image, you CANNOT wear oversized, baggy, saggy, leggings, sweats, yoga, torn or frayed pants or shorts.
• Shorts must be the longer style (no more than 4 inches above the knee).
• Skirts are not allowed.
• If you come to work in pants or shorts that do not meet our policy, you will be issued a pair of Seaside Company uniform shorts for the day at a charge.
• Shoes: Only wear close-toed athletic/tennis shoes, work boots or similar, for both safety and comfort. To be clear: Flip-flops, sandals, fashion boots, "Uggs", ballet flats or similar cannot be worn.

You cannot wear ANY shade of blue denim:
Hairstyles
All Crew Members must choose hair styles which are conservative and are not extreme. Hair color must be a “natural” color or may be dyed a “natural” color (one color only), and no extreme highlights.

- Hair must be pulled back, in a neat fashion, if it extends beyond the shoulders and be in a hairstyle that compliments guest interactions. It is important that guests and others you interact with can see your face, especially your smile.
- Hair accessories should be minimal and simplistic.
- Beards, mustaches, and goatees are allowed; however, they must be neatly trimmed and no longer than one inch. Other than established facial hair, you must be clean shaved every work day. (An established beard is an internationally grown beard, not several days of just not shaving.) If not up to standards, you will be sent to shave before your shift.
- An established beard must not have an empty spaces between the sideburns, mustache, or goatee. Sideburns, mustaches, patches and goatees may not be dyed or striped in. An established beard is an intentionally grown beard, not one or more days of not shaving.

Jewelry, Accessories, Piercings, Fingernails
Select tasteful, conservative and appropriate jewelry to wear to work.

- Nose piercings are allowed. It may be one nose stud no bigger than 2mm.
- No other visible body piercings are allowed. INCLUDING TONGUE PIERCINGS.
- You may not cover body piercings with bandages or make-up.
- Crew are permitted to wear three earrings per ear. Earrings may not exceed two inches in length.
- Bracelets cannot be loose or dangle.
- Gauged ears: Stretched earlobes may be no larger than a 4 gauge. Only plugs may be worn. No tapers or tunnels
- Sunglasses must be simple and conservative. Select glasses which are not mirrored, to maintain eye contact.
- Fingernails must be short and neatly groomed. Artificial nails are not recommended and would require that gloves be worn constantly.

Tattoos
We want you to share your individuality, while ensuring that our guests and coworkers feel safe and respected. So, some restrictions apply:

- Tattoos that are located on the face, head, neck, or chest are not allowed to be visible while wearing company uniform or office attire.
- Tattoos that contain obscene, profane, racist, gang-related, sexual, violent, or other objectionable words or imagery are not allowed to be visible while wearing the company uniform or office attire.
- Tattoos may not be covered by make up or bandages.
- Tattoos located behind the ear must be smaller than 1.5” and not extend past the earlobe.

We and the Santa Cruz Seaside Co. reserve the right to make company decisions on various tattoos.

Ask HR if you have questions about a tattoo you have or are wanting to get.
(831) 423-1890 ext.0
How Many Grooming & Uniform Issues Can You Spot?

All issues should be fixed before you clock in!
Extra Beard Clarification:

- Too Scruffy
- Just Right
- Too Long
Fun Facts:
• The Giant Dipper was built in 47 days
• It cost $50,000 to build

Photo by: Santa Cruz Beach Boardwalk
In this chapter you will find:

- Sick Pay Policy
- No Harassment Policy
- Substance Abuse Policy
- Social Networking
- Safe & Sanitary Food Handling
- Beer Selling Policy (see Separate Pamphlet)
- Register Operation Guide (see Separate Pamphlet)
- Equal Opportunity Employer
- Workers Compensation
- and More
POLICIES & LEGAL STUFF

This includes many of our policies such as: Sick pay, no harassment, substance abuse, workers compensation, and more.

HEALTHY WORKPLACES, HEALTHY FAMILIES

The purpose of this policy is to provide guidelines for consistent administration of paid sick leave for seasonal Crew Members in compliance with California Law (AB1522 – Healthy Workplaces, Healthy Families Act of 2014). We recognize you may need time away from work. This time away may be based upon various reasons, including your own illness, a family member’s illness, or if you are a victim of domestic violence, sexual assault or stalking. As a result, Whiting’s Foods will provide paid sick time each year in recognition of that need.

Overview

You will start accruing paid sick leave after you have completed 30 days of employment. However, you must have completed 90 days of employment with Whiting’s Foods before using any sick time under this policy. You will accrue 1 hour of sick time for every 30 hours that you work. The maximum amount of paid sick leave you can use in the calendar year is 24 hours, or the equivalent of 3 days (per your daily work schedule), whichever is greater.

When used, the sick pay will be delayed by one pay period for processing needs.

Using Sick Leave

After you have completed 90 days of employment you are entitled to use your paid sick leave to handle the following items for yourself or your family member. For the purposes of this policy, “family member” is defined to include:

• Your current spouse, child or individual for which you stand in loco parentis, legal guardian or ward. The definition of child applies irrespective of a child’s age or dependency status.
• Parent, parent-in-law, person who stood in loco parentis status when you were a minor child
• Sibling
• Grandparent or grandchild
• Your registered domestic partner as well as the child and parent of a registered domestic parent are also considered a family member for purpose of this policy.
• Family relationships resulting from adoption, step-relationships and foster care relationships

You may use your paid sick leave for yourself and your family members for the following reasons:

• Diagnosis, care of treatment of an existing health condition
• Preventative care
• To attend a medical or dental appointment
• To recover or recuperate from an injury or health condition

You may also use paid sick leave if you are a victim of domestic violence, sexual assault or stalking and time off is needed to attend to safety planning or other actions to assist you, such as judicial assistance, medical attention, and counseling.
POLICIES & LEGAL STUFF
This includes many of our policies such as: Sick pay, no harassment, substance abuse, workers compensation, and more.

Require notice of need to use sick leave
If your need for sick leave is foreseeable you must give your Supervisor reasonable advance notice of your need. When your need for sick time is unforeseeable you are expected to notify your Supervisor of your absence before the start of your shift or as soon as it is practical. In all circumstances, you are responsible for specifying that the time off is for purposes allowed under this policy. Failure to obtain approval as soon as possible after determining the need to take sick leave under this policy may result in disciplinary actions.

You are not required to search for or find a replacement to cover the period of time in which you are absent from work using sick leave under this policy.

How accrual is handled when you leave employment
Accrued but unused sick leave is not paid out when you separate employment. If you are rehired within one year of separation of employment, you will receive back all accrued but unused sick leave you had available in your sick leave account at the time of separation and will be eligible to use that time as of the date of your rehire.

A record of your accrued hours will be listed on your paycheck with every pay period. Whiting’s Foods will not have that information readily available at the time of immediate use of your paid sick leave. Please retain your paystubs.

The next 2 pages list the No Harassment Policy
If something were to ever make you feel uncomfortable, don’t hesitate to let someone know! It could be a trusted supervisor, a manager, or you could always send us a message in WhenToWork. We take these matters very seriously and will address the matter immediately.

Ask for time off for medical appts! Also, if you don’t notify us when you won’t be coming in for being sick, it could go down as a No Show!
NO-HARASSMENT POLICY

PROHIBITION OF UNLAWFUL BEHAVIORS
We have long believed in the principles underlying a harassment and discrimination free environment. We will take all reasonable steps to prevent discrimination, hostile behavior and bullying, and harassment from occurring based on sex, sexual orientation, gender, race, color, religious creed, national origin, ancestry, age, marital status, height, weight, physical characteristics, medical condition, physical disability, mental disability, Veteran’s status, genetic information, registered domestic partner, or political affiliation. Harassment is prohibited by our Company and is against the law.

REPORTING HARASSMENT OR DISCRIMINATION
If you believe that you have been unlawfully harassed, or discriminated against, or are the victim of hostile behavior or bullying, submit a verbal or written complaint to your Supervisor, the Director of Human Resources or any other Vice President as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved and names of witnesses. All complaints will be referred to the Director of Human Resources for investigation. The Company will immediately undertake an effective, thorough and objective investigation of the allegations.

SEXUAL HARASSMENT
Definition of Sexual Harassment:
It’s against the law to harass males or females. Although many people think of sexual harassment as involving a male boss and a 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.

Federal Law:
Under federal law, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
1. Submission to such conduct is made either explicitly a term or condition of an individual’s employment; or
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

State Law:
California law defines sexual harassment as:
1. Verbal harassment—epithets, derogatory comments or slurs.
   Examples: Name-calling, belittling, sexually explicit or degrading words to describe an individual, sexually explicit jokes, comments about an employee’s anatomy and/or dress, sexually-oriented noises or remarks, questions about a person’s sexual practices, use of patronizing terms or remarks, verbal abuse, graphic verbal commentaries about the body.
2. Physical harassment—assault, impeding or blocking movement, or any physical interference with normal work or movement, when directed at an individual.
   Examples: Touching, pinching, patting, grabbing, brushing against or poking another employee’s body, hazing or initiation that involves a sexual component, requiring an employee to wear sexually suggestive clothing.
3. Visual harassment—derogatory posters, cartoons, or drawings.
   Examples: Displaying sexual pictures, writings or objects, obscene letters or invitations, staring at an employee’s anatomy, leering, sexually-oriented gestures, mooning, unwanted love letters or notes.
4. Sexual favors—sexual advances which condition an employment benefit upon an exchange of sexual favors.
   Examples: Continued requests for dates, any threat of demotion, termination, etc. if requested sexual favors are not given, making or threatening reprisals after a negative response to sexual advances, propositioning an individual.

It is impossible to define every action or all words that could be interpreted as sexual harassment. The examples listed with the state definition of sexual harassment are not meant to be a complete list of objectionable behavior.
COMPLAINT PROCEDURE
For sexual harassment, other forms of harassment, hostile behavior, bullying, or any other form of discrimination, including discrimination because of disability:

1. When possible, tell the harasser or offender to stop. Often a few simple words will stop the behavior. The person may not realize the advances or behaviors are offensive.
2. Report harassment or unlawful discrimination to your Supervisor, the Director of Human Resources or any Vice President. Harassment, discrimination or retaliation should be reported in writing as soon as possible. You may report such activities even though 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 also report your complaint verbally. You are responsible to report all harassment, discrimination, hostile behavior, bullying, or retaliation, whether you are a witness to, or are subjected to, harassment, discrimination or retaliation.
3. An investigation will be conducted and appropriate action taken. The Company will investigate, in confidence, all reported incidents of sexual harassment, harassment, unlawful discrimination or retaliation.

If the Company finds that harassment, discrimination, hostile behavior, bullying, or retaliation has occurred, disciplinary action will be taken against the harasser, discriminator or person responsible for retaliation. The Company will promptly act upon your complaint and promptly tell you when the investigation is concluded. It may take some time to conclude the investigation; you are welcome to ask the status of the investigation at any time.

If you, as an employee, are found guilty of harassment, discrimination, hostile behavior, bullying, 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.

RETAILIATION
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 any 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 of 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, decides 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 the 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.

If state and federal agencies find a complaint is justified, they have the power to order, among other actions, that the wronged party be hired, given back pay, promoted, reinstated or granted damages for emotional distress. The agencies may also issue a “cease and desist” order to prevent further unlawful activity and order the violator to pay large fines.
POLICIES & LEGAL STUFF

This includes many of our policies such as: Sick pay, no harassment, substance abuse, workers compensation, and more.

SUBSTANCE ABUSE POLICY

Whiting’s Foods has been steadfast over the years in maintaining a drug and alcohol free work environment. We have established standards of conduct that specifically prohibits being under the influence, use, consumption, possession, transfer, display, transportation, sale or growth of these substances on company premises.

To be clear, just as our business prohibits the use of alcohol and drugs during work hours or appearance for work under the influence of alcohol, we do have a firm & consistent zero-based policy on marijuana. Within that with zero-based policy; there is no reason to bring these items with you to the company premises.

REMINDER: A medical marijuana card does not exempt anyone from following the Substance Abuse Policy.

Crew Members who work while under the influence of drugs or alcohol present a safety hazard to themselves and their co-workers. Moreover, the presence of drugs and alcohol in the work place limits our ability to provide high quality service to our customers. Whiting’s Foods reserves the right to require Crew Members, while on duty or on company property (including parking lots), to agree to inspections of their persons, vehicles, and/or lockers. We may discipline the Crew Member, up to and including termination.

SOCIAL NETWORKING POLICY

This policy applies to electronic social networking of any kind. Examples include Twitter, Facebook, TikTok, LinkedIn, Snapchat, Instagram, YouTube, blogs, wikis, or any other service that allows user-generated electronic content. It is important for you to understand that inappropriate use of such services can impact your employment, even if you do so from home and on a personal social networking site.

Whiting’s Foods reserves the right to investigate any possible violations of this Substance Abuse Policy. If a Crew Member refuses to participate in such an investigation, which may include medical testing for alcohol or drug use, we may discipline the Crew Member, up to and including termination. We ask for your cooperation. We believe these procedures are necessary to ensure a safe and secure working environment at Whiting’s Foods.
This includes many of our policies such as: Sick pay, no harassment, substance abuse, workers compensation, and more.

Additionally:

**Off-duty use of social media.** Employees may maintain personal websites or web logs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas as long as they do not conflict with company policies or business.

**Respect.** Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, do not use ethnic slurs, personal insults, or obscenity, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

**Post disclaimers.** If an employee identifies himself or herself as a company employee or discusses matters related to the company on a site, the site must include a disclaimer stating that it does not express the views of the company and that the employee is expressing only his or her personal views. Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company’s business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

**Competition.** Employees should not use a social media to criticize the company’s competition and should not use it to compete with the company.

**Confidentiality.** Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. When in doubt, ask before publishing.

**Trademarks and copyrights.** Do not use the company’s or others’ trademarks on a social media site, or reproduce the company’s or others’ material without first obtaining permission. This would include use of the company logo.

**Legal.** Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

**Discipline.** Violations of this policy may result in discipline up to and including immediate termination of employment.

**Note:** Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.
POLICIES & LEGAL STUFF

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WHY IT MATTERS
The food we sell is part of the Entertainment Experience of the Santa Cruz Beach Boardwalk. It is vital that it is made and presented in a manner that exceeds our guest’s expectations and a Memory Maker of their day.

Keep Work Area Clean
- Always have, and use, the appropriate cleaning aid. You are responsible to maintain the cleanliness of your work area.
- Towels: Always have a clean towel available. Rinse out with hot water when needed.
- Mops & Brooms: Different sizes available.
- Cleaning Solutions: Only use the appropriate cleaning solution and NEVER mix chemicals.
- Watch the training videos on the store registers and check the Store Binders for more info.

Whiting’s Foods Guide to Safe & Sanitary Foods
Welcome to the World of Food Safety

You will be preparing and selling food. Food safety is extremely important and a priority that it occur 100% of the time.

We are aware that you may have received information in obtaining your required FOOD HANDLER’s CARDS that is not mentioned in this section. Please let us know of any questions you may have.

Rule #1
- If you are unsure about the safety of any food item we offer, DO NOT SELL IT, and contact your supervisor immediately. They will be able to determine the product’s status and/or answer your questions.

Temperatures
- Thoroughly cook foods to appropriate temperatures.
- Rapidly cool foods from 140°F to 70°F within 2 hours and from 70°F to 41°F or below within 4 hours.
- Rapidly reheat foods to 165°F within 2 hours.
- The “danger zone” for food where bacteria can readily grow is between 41 - 140 degrees Fahrenheit. Thermometers are available.
- Keep hot food above 140°
- Keep cold food below 41°

Note: ServSafe guidelines will train that the high temperature is 135°. At Whiting’s Foods, we require that 140° be the lowest temperature we want our hot foods held at.
POLICIES & LEGAL STUFF
This includes many of our policies such as: Sick pay, no harassment, substance abuse, workers compensation, and more.

❖ Use Correct Utensils and Scoops

• Never use hands or serving containers when scooping food products. Know the exact utensil to use. Specific information is in store binder.
• For example:
  • **Always** use ice scoop instead of drink cup.
  • Always use scoop for Dippin Dots and not serving cup.
• This assists in the prevention of cross contamination.

❖ Rotate Everything

• Develop the habit of rotating all foods and supplies.
• Use FIFO (First In, First Out). This means using the items that will expire soonest, first.
• Pay special attention to any products with dates or perishable items like fresh produce. If you wouldn’t serve it to a picky aunt of yours, don’t serve it here either!

❖ Create Good “Food Handling” Habits

• Do **NOT** run your hands through your hair.
• Do **NOT** cough or sneeze around food.
• Do **NOT** wipe hands on clothing.
• **DO** wear food service gloves when:
  • preparing food, and change gloves when switching tasks.
  • you have a cut or sore on your hand (even if you are wearing a bandaid).
  • you have nail polish
• **DO** wash/scrub hands for at least 20 seconds under water as hot as you can stand.
• **DO** keep fingernails at a conservative length and conservative in polish. (Degree of compliance can vary by position.)
• **DO** limit jewelry for safety and sanitary reasons. (Degree of compliance can vary by position.)

❖ HANDS MUST BE WASHED!

• Before you start your shift and return from a break.
• Before working with food, clean equipment or clean utensils.
• Before and after changing single-use gloves.
• After coughing, sneezing or using a handkerchief or Kleenex.
• After using the restroom.
• After eating, drinking, or smoking.
• After touching any area of the body such as ears, nose, mouth or hair.
• Every 30 minutes at the minimum.
**POLICIES & LEGAL STUFF**

This includes many of our policies such as: Sick pay, no harassment, substance abuse, workers compensation, and more.

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**EQUAL OPPORTUNITY EMPLOYER**

Whiting’s Foods, in compliance with all applicable state and federal laws, does not discriminate in any employment decision based on age, sex, or sexual preference, race, color, ancestry, national origin, religion, physical or mental disability, medical condition, marital status or personal appearance.

Our Managers and Supervisors are responsible for carrying out this policy in regard to recruitment, hiring, promotions, compensation, and all other personnel actions.

Whiting’s Foods strives to provide an environment that is not only physically healthy and comfortable, but also free of intimidation, hostility and other factors which may interfere with an individual’s work performance. Personally demeaning conduct at the workplace such as unwelcome sexual overture or any other form of unlawful harassment, undermines the integrity and effectiveness of both the individual and the company and **will not be condoned**.

It is the policy of Whiting’s Foods to comply with federal and state laws concerning the employment of individuals with a disability. It is our policy not to discriminate against qualified individuals who have a disability with respect to selection and hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment. Further we will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job.

All Crew Members are encouraged to report any incident of harassment to his/her Supervisor immediately. Allegations of harassment will be promptly, confidentially and thoroughly investigated. Appropriate disciplinary action, if warranted, will be taken following an investigation, up to and including immediate discharge.
POLICIES & LEGAL STUFF
This includes many of our policies such as: Sick pay, no harrasment, substance abuse, workers compensation, and more.

WORKERS COMPENSATION
Whiting’s Foods carries Worker’s Compensation Insurance coverage as required by law to protect you if you 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 payment begins from the first day of your hospitalization or the fourth 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 is. You must complete the proper forms within 24 hours of the injury. If the injury requires the attention of a doctor, Whiting’s Foods reserves the right to select the doctor within the first thirty days of the injury.

Please Note: Whiting’s Foods or its Worker’s Compensation insurance carrier shall 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.

MOD Tip:
Clean up spills immediately! Things like ice cream mix become very slick when they spill on the ground.
Slippery=Dangerous

-Rob Holmberg,
FIRST DAY ON THE BOARDWALK CHECKLIST

FIRST DAY CHECKLIST

☐ Enter time off needs or schedule requests in WhenToWork.com or turn in a paper version to the office staff. *(If you don’t have WhenToWork access after your orientation, tell us. We can help you. Of note: The interview conversation was NOT a time off request)*

☐ Healthy meal before you start.

☐ Feel free to bring a water bottle.

☐ Comfortable shoes. You’ll be standing a lot!

☐ Have your ID card & uniform on and be meeting all grooming standards.

☐ Have a smile, be on time (plan ahead for traffic), and be ready to start the best job ever!
This is to certify that I have received a copy of the Whiting’s Foods Crew Member Handbook, Beer Selling Policy (if 18 or over), and other supplements. I agree to read and uphold all policies and information given, and that the failure to do so may result in additional training, discipline, or termination. I understand that these handbooks are to provide me with a general understanding of the company’s personnel policies, and do not constitute a contract.

I understand that Whiting’s Foods is an “AT WILL” employer, and that my employment can be terminated at any time, with or without cause, and with or without notice at the option of either Whiting’s Foods or myself.

I also understand that this handbook cannot anticipate every situation or answer every question about my employment. Whiting’s Foods reserves the right to change or revise the policies and procedures described in this handbook, with or without notice. Any changes will be published in the check-in area and/or communicated through various online methods.

Finally, I understand that if I have any questions pertaining to any of the information contained in the handbook, I may ask my Supervisor or Manager for an explanation.

Your Name (Print): 

Signature: 

Date: 

YOU DID IT!!
you are READY for your 1st day!