BEACH SHOPS

Employee Handbook

Beach Shops
At California State University, Long Beach

July 2024

Welcome to the Beach Shops!

Welcome to the Beach Shops. We are excited to have you join us as a part of our team.

The Beach Shops shares a proud history with California State University, Long Beach. Since its inception in 1953, the Beach Shops has supported the educational mission of the University by operating the Bookstore, various restaurants and convenience stores, the residential dining program, and more. We actively do this by providing student jobs that help pay for tuition and living expenses, by providing scholarships, funding student activities, and providing gifts and donations to many diverse groups throughout our campus.

We are happy that you decided to work with us in service to our students and in support of the educational mission of Long Beach State.

For our student employees, I hope that you stay with us throughout your educational career and learn lifelong job skills that will serve you well when you embark on your journey after graduation.

For our colleagues in career roles, you are joining an organization that is essential to student success, where you will have the opportunity to continue to learn and grow in whatever role you assume. You are an integral part of our mission to support our students.

We hope that you will share in the joy of working a large, vibrant, and diverse urban university, as we work together to provide excellent service to our students and campus community.

Welcome to the team!

Miles Nevin, Ed.D.
Executive Director

Forty Niner Shops Renamed to Beach Shops

We are happy to announce that the Forty Niner Shops name is changing to ***Beach Shops,*** *effective Summer 2023*. Conversations for this change began in 2018, when our student leaders passed a resolution to retire the "49er" designation throughout the campus. This rebrand provides a contemporary name, it modernizes our logo, and reconfirms our commitment to our students' experiences.

Please note that this name change is intended to be a DBA or "doing business as" designation. Externally, we will refer to the organization under the new Beach Shops name. This new name will be displayed on uniforms, name badges, email signatures, and public facing areas. Internally, you will continue to see Forty-Niner Shops on your pay check, and it will remain in effect as our internal legal name.

For questions regarding this exciting transition, please contact Human Resources.

Introduction

This handbook is designed to help employees get acquainted with the Forty-Niner Shops, Inc., dba Beach Shops and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee. The policies set forth in this Handbook do not create a contract or any contractual obligation of any kind between the Forty-Niner Shops and any of its employees.

Because the Beach Shops is a growing and changing organization, it reserves full discretion to add, modify, or delete provisions of this handbook, or the policies and procedures on which it is based, at any time without advance notice. Employees will, of course, be notified of such changes to the Handbook promptly after they occur.

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

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The Beach Shops

Our Organization

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

The Board of Directors of the Beach Shops is comprised of 10 members that have been selected to represent several constituencies from our campus community. These constituencies include, our student body (4), our faculty (2), our campus staff (1), our campus administration (2), as well as a community member (1), which is selected by the Board. This ten-member Board of Directors assumes responsibility for the successful operation of the Corporation.

The Corporation is organized into a corporate staff and two principal divisions: Bookstore Services and Dining Services. Corporate leadership is provided by the Executive Director and the corporate staff which carries out the functions of Accounting, Human Resources, Facilities Management, Contracts Administration, Information Management, Communications and University Relations. The Bookstore Services division is divided into six sections: Course Materials, Retail Merchandising, Operations, Technology, ID Card Services and the Campus Print and Design. The Dining Services are divided into three sections: traditional Retail Dining, Convenience Stores and Residential Dining Services.

Mission

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

Vision

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

We will promote student success by employing students and offering life and career training that will complement their academic pursuits. Our financial success will

generate funds for scholarships, internships, and other student activities. We will design facilities to enhance academic learning, and be actively engaged in campus programs and activities that promote student success. We will measure our efforts to promote student success in the same way that we measure financial success with objective, empirical data that demonstrates our achievements.

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

Values

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

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

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

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

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

Responsibility and Accountability: We are stewards of the corporate assets and we must ensure the current and future success of the Beach Shops. Every employee has a

role in ensuring our success and will be responsible for the execution of their job duties and for the well-being of the corporation.

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

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

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

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

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

Our General Employment Policies

The Employment Relationship

Employment at the Beach Shops is not for a fixed term and all Beach Shops employees are employed “at-will”. This means that employment with the Beach Shops is voluntarily entered into, and the employee is free to resign at any time and for any reason the employee considers appropriate. Similarly, the Beach Shops may terminate the employment relationship at any time, and for any reason, as long as there is no violation of applicable federal, state, or local law. No one other than the Executive Director has the authority to alter this arrangement, to enter into an agreement for employment for a specific period of time, or to make any agreement contrary to this at-will status.

Equal Employment Opportunity

The Beach Shops is an integral part of the greater campus community. We take pride in hiring employees that share our commitment to making a difference to the students, faculty, staff and guests that we serve.

In turn, the Beach Shops is committed to providing a work environment free of harassment, discrimination, retaliation, and other unprofessional conduct. The Beach Shops prohibits unlawful discrimination based on sex, race, religion, religious creed, color, gender (including gender identity and gender expression), national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, reproductive health decision-making, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation. It also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

The Beach Shops is fully committed and will comply with all applicable laws, providing equal employment opportunities to all persons involved in the Beach Shops operations. The Beach Shops prohibits unlawful discrimination against any job applicant or employee, by any employee of the Beach Shops, including supervisors and coworkers.

All such conduct violates organization policy. If you believe you have been subjected to discrimination, please follow the complaint procedure outlined in this handbook.

Reasonable Accommodation

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Beach Shops will make reasonable accommodations for

the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee, unless undue hardship would result.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact Human Resources and discuss the need for an accommodation. The Beach Shops will engage in an interactive process with the employee to identify possible accommodations that will help the applicant or employee perform the job. If you require an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles), you should also contact Human Resources and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the Beach Shops will make the accommodation. The Beach Shops will not retaliate against you for requesting a reasonable accommodation.

Background Checks

The Beach Shops believes that hiring qualified individuals contributes to our overall strategic success. Background checks serve as an important part of the selection process, and it is used for employees that are being hired into sensitive positions, where the employee will be exposed to confidential and personal customer/employee data. This requirement aligns with the California State University Policy. The information we collect helps us promote a safe work environment for our current and future employees, and our guests. Background checks also help us obtain information necessary to determine an applicant's overall employ-ability and to ensure the protection of the Beach Shops physical property, proprietary information and other assets. The Beach Shops complies with all applicable federal, state and local laws, including fair employment practices and equal employment opportunity, when conducting background checks.

The Beach Shops uses a third-party agency to conduct background checks to verify the accuracy of the information provided by the applicant during the selection process. Information collected by the agency includes past employment, education, character, and reputation. The Beach Shops will ensure that all background checks are conducted in compliance with all applicable federal and state statutes, such as the Fair Credit Reporting Act and the Americans with Disabilities Act. The information that can be collected from previous employers and other sources will be limited to that which is job-related and pertains to the quality and quantity of work performed by the applicant and to the applicant's attendance record, education and other lawful, work-related inquiries. The Human Resources Director, along with HR department staff, will be primarily responsible for the background check process. Background checks will include, at minimum, verification of education and employment history, criminal records and references. Additionally, based on the nature and scope of the position, the background check may also include a motor vehicle report and verification of professional licenses.

Employee Classifications
Based on the conditions of employment, Beach Shops employees can fall into the following categories:

Full-Time Positions
Full-Time Hourly and Salaried (Non-Exempt) Employees
Full-time hourly & salaried (non-exempt) employees work an average of 40 hours per week. These employees may work hours beyond their normal schedules as work demands require. If this results in working more than eight hours in one day or 40 hours in one work week, non-exempt employees will receive overtime compensation in accordance with state and federal law. Non-exempt employees are required to take meal and rest periods in the manner described in this handbook.

Full-time Salaried (Exempt) Employees
Full-time salaried (exempt) employees work an average of 40 hours per week. These employees may work hours beyond their normal schedules, but are not eligible for overtime compensation.

Part-Time Positions
Part-Time Regular (Non-Exempt) Employees
Part-time Regular (non-exempt) employees are those who are scheduled for and work on average less than 30 hours per week. These employees are part-time non-student employees, who may work beyond their normal schedules, and will receive overtime compensation when applicable in accordance with state and federal law.

Part-Time Student (Non-Exempt) Employees
Part-time student (non-exempt) employees are CSULB matriculated student employees who work on average less than 30 hours per week. These employees are part-time student employees, who may work beyond their normal schedules, and will receive overtime compensation when applicable in accordance with state and federal law.

Part-Time International Student (Non-Exempt) Employees
Part-time international student (non-exempt) employees are CSULB matriculated student employees on an F-1 or J-1 Visa type. These employees may work beyond their normal schedules, and will receive overtime compensation when applicable in accordance with state and federal law. However, these employees are restricted to working no more than 20 hours per week while school is in session.

Part-Time Temporary Student (Non-Exempt) Employees
Part-time temporary student (non-exempt) employees are part-time non-student employees, who recently graduated from CSULB. They may work in their student role for up to 6 months after their graduation date, based on operational need. These employees are scheduled for and work on average less than 30 hours per week. They

may work beyond their normal schedules and will receive overtime compensation when applicable in accordance with state and federal law.

Salary Determination and Pay Transparency
The corporation operates on a Wage and Salary Plan designed to provide salaries based on the duties and responsibilities of the position held and commensurate with pay rates established by comparable markets to our unique industry. Pay scale is included in job postings and is available to employees who request such information. “Pay scale” is defined as “salary or hourly range that the employer reasonably expects to pay for the position”.

Wage and salary reviews will be structured according to the Wage and Salary guidelines. All pay increases are based upon merit, unless promotion occurs. Any pay increase is subject to the review of the department head, Human Resources Office and/or Executive Director.

New Employee Orientation
All new employees for the Beach Shops will follow a three-part orientation process. Initially, you will attend a corporate orientation to introduce you to the University and the Corporation as a whole. Then you will attend a division orientation designed to acquaint you with the specific area in which you will work. Finally, you will receive on-the-job training at your location of work. These steps are important in developing a mutual set of expectations for the employer-employee relations within the Beach Shops.

Payment of Wages
All employees of the Beach Shops are paid every other Thursday for work performed during the previous two-week pay period. If a regular payday falls on a holiday, employees will be paid on the preceding workday.

The Beach Shops offers automatic payroll deposit. You may begin, stop and update your automatic payroll deposit at any time by completing a Direct Deposit Authorization Form in our Human Resources office. Please work with the Human Resources office for details.

Employees who do not select to enroll in automatic payroll deposit will receive their paycheck directly from our payroll provider, ADP via US Mail. Paychecks are mailed out by ADP and will not be distributed in person. Employees are encouraged to enroll in the automatic payroll deposit program so that there is no delay in receiving payment.

If you observe an error on your check, please report it immediately to your department manager or the Human Resources Office.

Overtime for Non-Exempt Employees
Employees may be required to work overtime as necessary. Only actual hours worked in a given workday or workweek can apply in calculating overtime. The Beach Shops will attempt to distribute overtime evenly and accommodate individual schedules. All overtime work must be previously authorized by the location manager when possible. The Beach Shops provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal laws.

Pay for Mandatory Meetings and Trainings
The Beach Shops will pay non-exempt employees for attendance at meetings and training programs if their attendance is mandatory or required by the corporation for the employee to perform their job. Generally, training is traditionally conducted during regular business hours, during an employee's scheduled shift. If an employee is required to attend such meetings or training programs, their respective location manager will notify the employee and will provide details to record hours worked for payroll purposes.

Privacy Disclosure Notification
The California Consumer Privacy Act requires mandatory privacy notices and disclosures about how employee data is collected by employers and the purpose for collection. As you are aware employee data is collected throughout your employment with the Beach Shops. It is collected at recruitment, at onboarding to be hired, during open enrollment and periodically as a party of our regulatory compliance in various human resources processes that require employee data. Employee data is confidential in accordance with the California Consumer Privacy Act. Employees can at any time request to access/change personal information via the ADP Portal or contacting the Human Resources office.

Meal and Rest Periods
During your meal periods and rest periods, you may not work at all. You are excused from all duties during that time. In addition, please understand that you may not join together required meal or rest periods in order to take a longer break. Also, you may not miss a required meal or rest period in order to start work later or leave work earlier. In the rare event that you believe you cannot take a meal or a rest period, or you are unable to take a full meal or rest period pursuant to Beach Shops policy, you must notify the Human Resources office in advance whenever possible (and, in any event, as soon as possible) so that the proper measures may be taken.

Failure to comply with the Beach Shops' policies regarding meal and/or rest periods can lead to discipline, up to and including termination.

Rest Breaks
All non-exempt employees are entitled to rest break periods during their workday. If you are a non-exempt employee, you will be paid for all such break periods, and you will not be required to clock out. You are required to remain on the work premises during your rest break(s). You are expected to return to work promptly at the end of any rest break.

Number of Rest Breaks
You will be permitted to take one (1) 15-minute rest break for every four (4) hours you work. A rest break need not be authorized for employees whose total daily work time is less than three and one half (3.5) hours.

If you work a shift from three and one-half (3.5) to six (6) hours in length you will be entitled to one (1) 15-minute rest break. If you work more than six (6) hours and up to ten (10) hours, you will be entitled to two (2) 15-minute rest breaks. If you work more than ten (10) hours and up to fourteen (14) hours, you will be entitled to three (3) 15-minute breaks.

For shifts in excess of 14 hours, you will continue to be entitled to additional paid 15-minute rest breaks for every four (4) hours you work.

Timing of Rest Breaks
You are authorized and permitted to take a rest break in the middle of each four hour work period. Your rest break may be scheduled by your supervisor or location manager.

Meal Period
All non-exempt employees will be provided an uninterrupted unpaid meal period of at least 30 minutes if they work more than five hours in a workday. You must clock out for your meal period. You will be permitted a reasonable opportunity to take this meal period, and you will be relieved of all duty. During your meal period, you are free to come and go as you please and are free to leave the premises. You must clock in at the end of any meal period and return to work promptly.

If your total work period for the day is more than five (5) hours per day but no more than six (6) hours, you may waive your meal period. This cannot be done without the mutual written consent of you and your location manager. You must discuss any such waiver with your location manager in advance to ensure that we follow the appropriate documentation process.

Timing of Meal Period
Your meal period will be provided no later than the end of your fifth hour of work. For example, if you begin work at 8:00 a.m., you must start your meal period by 12:59 p.m. (which is before the end of your fifth hour of work). Your meal period may be scheduled by your supervisor or location manager.

Second Meal Period
If you work more than ten (10) hours in a day, you will be provided a second, unpaid meal period of at least 30 minutes. Again, you must clock out for your meal period. You will be permitted a reasonable opportunity to take this meal period, and you will be relieved of all duty. There will be no control over your activities during your meal period. During your meal period, you are free to leave the premises and are free to come and go as you please. You are expected to return to work promptly at the end of any meal period.

Depending on the circumstances, you may be able to waive your second meal period if you took the first meal period and if your total hours worked for the day is no more than twelve (12) hours.

This cannot be done without the mutual consent of you and your location manager and must be in writing. You must discuss the on-duty meal period agreement waiver with your location manager in advance.

Timing of Second Meal Period
This second meal period will be provided no later than the end of your tenth (10) hour of work. Your second meal period may be scheduled by your supervisor or location manager.

Recording Meal Periods
Non-exempt employees must clock out for your meal period and record the start and end of the meal period.

Non-exempt employees are not allowed to work "off the clock". All work time must be accurately reported on your time card. If your supervisor or manager has asked you to "work off the clock" please notify Human Resources at (562) 985-7953 or via email at BeachShopsHR@csulb.edu.

Anytime you miss a meal period that was provided to you (or you work any portion of a provided meal period), you will be required to report to your location manager and document the reason for the missed meal period or time worked.

Work Schedules
A work schedule should be posted every week by your supervisor or manager even if your schedule hours remain the same from week to week. It will be important to check the schedule daily to keep up to date on any changes. Work directly with your immediate manager and supervisor on frequency changes, and best methods to communicate on any changes.

Timekeeping Requirements
All non-exempt employees are required to use the ADP timekeeping system to record time worked for payroll purposes. All time worked must be accurately reported on your time card in ADP; there are ADP time clocks located throughout the Beach Shops facilities.

Student and hourly staff are responsible for clocking in no sooner than a few minutes before your scheduled shift, dressed and ready to work. When leaving after your shift is over, clock out immediately. If you forget to clock in or out, be sure to inform your location manager.

Non-exempt staff overtime pay is incurred anytime you work more than eight (8) hours in one day or forty hours in one week. All overtime must be approved in advance by your location manager. Non-exempt employees are covered by State and Federal law. Overtime, or time and a half, is equivalent to 1.5 times your hourly salary.

Employees must record their own time at the start and at the end of their work period by using the timeclock. Employees must clock out for their meal period and record the start and end of the meal period.

Employees are not allowed to work "off the clock". Working off the clock violates Beach Shops policy. Any work performed before or after a regularly scheduled shift must be approved in advance by your location manager when possible. If you perform off-the-clock work, please report the work to your location manager.

Employees will be required to certify that their time record is accurate.

Any corrections, changes or missed punches on the time card should be corrected and approved by the location manager. Clocking in another employee's timecard, allowing another employee to clock in, or altering a timecard is not permissible and is subject to disciplinary action, including termination.

Any errors on your time card should be reported immediately to your location manager. Please also refer to the Beach Shops Meal and Rest Break Policy.

Lactation Accommodation
Beach Shops will provide any employee with a location and a reasonable amount of break time to accommodate an employee desiring to express breast milk in private for up to one year from the birth of your child. If you require a break for lactation purposes, please contact your manager or Human Resources who will respond with appropriate arrangements for a location that is private, free from intrusion during lactation, and reasonably comfortable. Please provide as much advance notice as possible so that the appropriate arrangements can be made.

You may use ordinary paid rest breaks or may take other reasonable break time when needed. If possible, the lactation break time should run concurrently with scheduled meal and rest breaks already provided. Your location manager will work with you to schedule appropriate break times.

Employee Discounts

All Beach Shops Employees are eligible to receive discounts on certain purchases. Please note that discounts are exclusive for active Shops employees, and are not transferrable and cannot be shared. An employee must present their student ID/employee ID for purchase.

Employee discounts include:

- Text Books →10% off
    - Employees must provide class schedule to verify your textbook purchases.
    - Textbook must be physically sold in the Bookstore.
    - Includes rentals; excludes all digital course materials and "Day 1 Textbook Access (D1TA)" course materials.
- Bookstore Retail Purchases→ 20% off
    - Excludes outdoor vendor merchandise and stamps.
- Bookstore Tech Purchases → 15% off
    - Excludes computer hardware and software.
- Convenience Stores → 20% off
- Beach Shops Retail Dining Locations → 20% off
- Beach Shops Residential Dining Halls → $8.00 meal price
    - *All Beach Shops employees can eat at any Residential Dining Hall for a $8.00 per meal price. This includes anytime dining for breakfast, lunch, or dinner.*

Please note exclusions include: gift cards, sushi purchases, and purchases made via the Grub Hub mobile app. Additional exclusions may apply.

For questions regarding employee discounts, please contact your immediate supervisor, manager or Human Resources.

Employee Conduct

Punctuality and Attendance

As an employee of the Beach Shops, you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow employees and your supervisor. When you are absent, your assigned work must be performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their entire work schedule, except for meal periods and rest breaks or when required to leave on authorized Beach Shops business. Late arrivals, early departures or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided. Unless it is at the request of your supervisor, employees cannot clock in early. Employees much clock in at the start of their scheduled shift.

If you are unable to report for work on any particular day, you must provide reasonable advance notice as required by your department manager before the time you are scheduled to begin working for that day. You must inform your supervisor of the expected duration of any absence. If you fail to provide reasonable advance notice before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for that day. If the circumstances for your tardiness or absence were unforeseen, inform your supervisor as soon as practicable of the reason for the tardiness or absenteeism.

Absence is considered “excessive” when an employee is away from work to the extent that completion of normal work requirements is adversely affected. These absences may have been excused or unexcused and caused by medical or other reasons. An employee must be notified that absences are excessive before such incidents can be considered for disciplinary action. A supervisor may not designate medical-related or Family Medical Leave Act absences as excessive without the concurrence of the Human Resources Department. Excessive absenteeism or tardiness, providing false information, or abuse of leave laws will not be tolerated. Excessive absenteeism is defined as three or more occurrences of unexcused absence in a 30-day period and may result in disciplinary action. Eight occurrences of unexcused absence in a 12-month period are considered grounds for disciplinary action.

Generally, any employee who fails to report to work for a period of three days or more without notifying their supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship. Employees who terminate the employment relationship via job abandonment will not be eligible for rehire.

Absences protected by local, state and federal law do not count as a violation of the punctuality and attendance policy. Paid sick leave protected under state and local law does not count as a violation of this policy.

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

Dress Code and Other Personal Standards
Our employees represent the Beach Shops and must report to work properly groomed, ready to work with the appropriate clothing and uniforms to start their day. Employees are expected to practice good hygiene standards. Employees are expected to wear clothing appropriate for the nature of our business and the type of work that we do. Clothing should be neat, clean and tasteful. Avoid clothing that can create a safety hazard, inappropriate for the workplace, or that display offensive language or images. Department managers may issue more specific guidelines based on the type of business and work function to be performed.

In general:

- For all students and hourly employees- employees must wear their Beach Shops issued uniform top/shirt. Employees must wear blue, black or khaki jeans with closed toe-shoes.
- For full-time department leads and full-time supervisors- employees must wear their Beach Shops issued polos or assigned top/shirt. Employees must wear blue or black jeans or khaki jeans, with closed toe-shoes.
- For management level employees- employees may wear business casual style clothing or Beach Shops issued polos. Please wear business casual tops/shirts when wearing blue, black or khaki jeans. Employees must wear closed toe-shoes.
- Jeans/bottoms must be clean, with no holes, free of rips, tears and fraying, no extra embellishments or added patterns or colors. Jeans must be traditional, dark jeans. Jeans/bottoms may not be leggings, jeggings, sweatpants, athletic wear, shorts or baggy fit.
- Safety is a key priority- please note certain employees may also be required to wear safety equipment, specific types of slip resistant shoes or clothing depending on their job duties and locations.

All employees required to wear uniforms provided by the Beach Shops must take care of their uniforms and report any wear or damage to their supervisors or location managers. Violations of this policy can range from inappropriate clothing items to offensive perfumes and body odor. Employees who report to work in violation of the Dress Code & Other Personal Standards Policy may be asked to clock out and return to

work in acceptable attire or grooming. Employees will not be compensated for any time missed because of failure to comply with the Dress Code and Other Personal Standards Policy. Supervisors and location managers will inform you of additional requirements regarding acceptable attire. Any deviations from these guidelines must be approved by your manager. Employees who need reasonable accommodation because of religious beliefs, observances or practices should contact Human Resources to discuss the need for accommodations.

Business Conduct and Ethics

As an employee of the Beach Shops, employees are required to carry out official duties following the highest moral and legal standards. No employee will be expected to act in any manner that will breach the law, and no employee may permit or require any employee to do so. Employees may not engage in any business or transaction or have financial interest, direct or indirect, that does not allow objective judgment and appropriate moral and legal practices in their job. This requires all staff members of the Beach Shops to act with honesty, integrity and openness in all their dealings as representatives of the Beach Shops. The Beach Shops promotes a working environment that values respect, fairness and integrity as aligned in our Mission, Vision and Values. This is not an attempt to define specifically what one should and should not do, but rather to communicate the Beach Shops expectations of proper conduct.

With regard to professional conduct, all employees have the right and responsibility to:

- Conduct business in adherence with high ethical standards.
- Maintain integrity through an ongoing dedication to honesty and responsibility.
- Act in a reliable and dependable manner.
- Treat others with impartiality.
- Communicate honestly and openly and avoid misrepresentation.
- Exhibit respect and fairness toward all those with whom they come into contact.
- Use organizational resources only for business purposes.
- Observe and comply with laws and regulations affecting the Beach Shops and its operations.
- Conduct business in a manner that will avoid potential or actual conflicts of interest.
- Respect the value and dignity of all individuals.
- Refrain from doing anything at work that might bring discredit to the Beach Shops, our vendors, and campus community.
- Treat Beach Shops property, information and other resources responsibly including maintaining confidentiality where appropriate.
- Carefully consider the public perception of their personal and professional actions, and the effect their actions could have on the Beach Shops reputation in the community and elsewhere.

Ethical Dispute or Dilemma

The Beach Shops requires all employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. It requires that employees and representatives of the organization practice honesty and integrity while conducting business or acting on behalf of the organization. All employees must comply with all applicable laws, regulations and organizational policies as a condition of employment.

It is the policy of the Beach Shops to encourage its employees to report any action or suspected action considered to be fraudulent, in violation of federal, state, or local laws, or in violation of any adopted policy of the Beach Shops.
The Beach Shops Whistleblower Policy establishes policy and procedures for: the submission of concerns by employees on a confidential basis, the reporting and disposition of complaints received by the organization, and the protection from retaliatory actions of stakeholders reporting concerns. No employee who, in good faith, reports a concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, an employee or volunteer who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including termination of employment.
The Beach Shops has an open-door policy to address any issues or concerns. Please follow the complaint procedure outlined in this handbook.

Conducting Personal Business
Employees are to conduct only Beach Shops business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.

Conflicts of Interest
All employees must avoid situations involving actual conflict of interest. Personal or romantic involvement with a coworker, student, or subordinate employee of the Beach Shops, which impairs an employees' ability to exercise good judgement on behalf of the Beach Shops, can create an actual conflict of interest.

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to their immediate supervisor, for determination about whether an actual conflict exists. If an actual conflict is determined, the Beach Shops may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action. This policy is to ensure employees of the Beach Shops act and are perceived to act in a matter that precludes both actual and perceived conflicts of interest.

Additional Teaching Employment on Campus

The Shops will in good faith support employee efforts to pursue teaching opportunities on the CSULB campus. Teaching on campus is considered a separate employment with CSULB and it's not an extension of Shops employment. In many cases, teaching opportunities may take place before or after traditional work hours, but in some cases teaching assignments may take place in the middle of a Shops traditional work schedule, overlapping Shops and CSULB work hours. Teaching on campus pulls the Shops employee away from their Shops work responsibilities and oversight of the workplace. Teaching requests will be considered scheduling workplace accommodations and may be approved at the discretion of the Division Director and Associate Executive Director, on a case by case basis and is not guaranteed. Approvals will really be determined on the individual employee's workload, oversight of team, duties and overall impact this scheduling accommodation would have on the overall department. Below are specific requirements for this accommodation request.

- Shops salaried-exempt employees who have been with the organization for a minimum of one year of service may be eligible. Employees must be in good standing with the organization.
- Employees who are interested in pursuing this accommodation must complete a schedule accommodation form at least 30 days in advance of the start of a teaching assignment.
- This process will require employees to report their traditional working hours for scheduling purposes, changes to those hours will require approval from their supervisor and division director.
- Staff may teach outside of their normal working hours.
- Approval to teach 1 class during normal working hours is granted on a semester basis. Approvals do not roll over each semester or academic year
- Approval to teach during regular working hours is contingent on the employee being in good standing and the arrangement being operationally viable. This approval is not guaranteed.
- When teaching a class is approved, staff must still meet the minimum 8-hour day/40-hour work week requirement
- Staff are responsible for fulfilling their job responsibilities and duties. Neglect of duties or performance issues may result the approval being revoked, and possible disciplinary action.

Confidential Information

Each employee is responsible for safeguarding the confidential information obtained during employment. In the course of your work, you may have access to protected proprietary or confidential information regarding the Beach Shops business or its customers (such as financial data, business partners or customer information). You have a responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties or as required by law. Access to, or disclosure of, confidential information should be on a "need-to-know" basis and must be authorized by your supervisor or location manager. This includes

access to data via all methods of communication and unauthorized transferring of such data, including: jump drives, portal drives, email, or via unauthorized cloud based storage services. Any breach of this policy will not be tolerated, and legal action may be taken by the Beach Shops.

Lost and Found
Each employee is responsible to ensure that we safeguard all company property and that of our fellow employees, customers and guests. All property that is left behind must be reported to your supervisor, and taken to Lost and Found in ID Card Services, on the second floor of the University Bookstore. This includes property left at any retail location throughout our operations.

Company Property
As a part of your employment, you may be issued company property in order to have access to buildings, company vehicles or resources needed to perform your job. Company property may include: building keys, access codes to cash registers, cash register void cards, safe codes, computers, cell phones, lap tops or iPads, product and inventory, public restricted areas, cash rooms, protected computer/server rooms, etc. All company property that is assigned to you, or that you are exposed to as a part of your employment is to be respected and secured at all times. All company property must be used as intended, and employees are limited to who and what they can access, based on the requirements of their job. Please work with your Supervisor or Manager to identify company property that is required for your position. Please also note that all company property must be turned over to the Beach Shops when the company property is no longer required to perform a job duty, or when the employee leaves the organization.

Company Travel
As a part of your employment, you may have opportunities to travel on business. All travel must be preapproved, and follow several policies and procedures set in place, to ensure that we are in compliance with regulatory standards, as well as ensuring the safety of the employee(s) traveling on our behalf. If there are traveling opportunities that arise, and you are not sure if this meets our policy requirements, please contact your manager. Please note that all travel must be formally preapproved, per our policies, before travel arrangements are made and employees depart to a conference, meeting, or event off campus.

Media Inquiries and Social Media
All media inquiries to employees regarding the Beach Shops and its operations must be referred to the Communications and Marketing Department of the Beach Shops. Only the Communications and Marketing Department, or a designee, is authorized to make or approve public statements on behalf of the Beach Shops or its operations. No employee, unless specifically designated by the Communications and Marketing

Department, is authorized to make those statements. Any employee wishing to write and/or publish an article, paper, social media post, or other publication on behalf of the Beach Shops, must first obtain approval from the Communications and Marketing Department, before publication.

The Beach Shops also have several social media accounts that are used to communicate with the campus community and a broader audience. The Communications and Marketing Department handle all such accounts and centralize all social media activity for the organization. Please note that no employee is authorized to open accounts, public or internal for department employees, without the authorization of the Communications and Marketing Department.

Electronic Communication and Cell Phone Use

Electronic Communication

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

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

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

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

Cell Phone Use

The Beach Shops has a general standard that cell phone use is not permitted while on the clock. This includes the unauthorized use of head phones, head sets, earbuds or audio head gear. Cell phone use is ok during scheduled rest and meal breaks. There are a few departments where cell phone, head phone, head set, earbud, or audio head gear use is permitted as a part of your job. For details of your department rules and guidelines about cell phone use, please contact your immediate supervisor. Please use good judgement and leave personal cell phone use, checking emails and text messages to your rest breaks and meal periods.

Drug and Alcohol Abuse

The Beach Shops has a no tolerance stance on the use of alcohol, marijuana, illegal drugs or controlled substances within the workplace. Use of these substances can detract from an employee's work performance, efficiency, safety, and health, and seriously impair Beach Shops' operations. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Beach Shops to the risks of property loss or damage, or injury to other persons.

The following rules and standards of conduct apply to all employees while on Beach Shops property (including the Outpost and the Nugget Grill and Pub), at work, or while on the clock working on Beach Shops business. The following are strictly prohibited by Beach Shops policy:

- Being under the influence of, or impaired by, an illegal or controlled substance, alcohol or marijuana while on the job.
- Using or possessing illegal or controlled substances, alcohol or marijuana while on the job (including the illegal use of prescription drugs and possessing drug paraphernalia).
- Distributing, selling, or purchasing an illegal or controlled substance, alcohol or marijuana while on the job.

Violation of these rules and standards of conduct will not be tolerated.

Harassment Prevention

The Beach Shops is committed to providing a work environment free of unlawful harassment. The Beach Shops' policy prohibits harassment based on race, religious creed (which includes religious dress and grooming practices), discrimination based on hair style and hair texture, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex (which includes pregnancy, childbirth, breastfeeding, reproductive health and related medical conditions), gender, gender identity, gender expression, age, sexual orientation, military or veteran status, or any other consideration made unlawful by federal, state, or local laws, ordinances, or regulations. All such harassment is unlawful.

This policy prohibiting harassment applies to all persons involved in the operation of the Beach Shops, including the off-duty conduct of employees. The Beach Shops prohibits harassment, disrespectful or unprofessional conduct by any employee of the Beach Shops, including supervisors, managers and co-workers. The Beach Shops' anti-harassment policy also applies to vendors, customers, independent contractors, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.
Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, comments, posts or messages;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by organization policy.

This policy applies to all phases of employment, including, but not limited to, recruiting, hiring, onboarding, promotions, demotions, transfers, layoffs, terminations, rates of pay, benefits, and selections for training opportunities.

If you believe you have been subjected to unlawful harassment, please follow the complaint procedure outlined in this handbook. Employees must report conduct prohibited by this policy whether or not they are personally involved.

Interpersonal Relationships
The Beach Shops strongly discourages romantic or sexual relationships between a manager or other supervisory employee and an employee who reports directly or indirectly to that person, because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the staff employee. Moreover, given the uneven balance of power within such relationships, consent by the staff member is suspect and may be viewed by others, or at a later date by the staff member, as having been given as the result of coercion or intimidation. The atmosphere created by such appearances of bias, favoritism, intimidation, coercion or exploitation undermines the spirit of trust and mutual respect that is essential to a healthy work environment. If there is such a

relationship, the parties need to be aware that one or both may be moved to a different department or other actions may be taken.

If any employee of the Beach Shops enters into a consensual relationship that is romantic or sexual in nature with an employee who reports directly or indirectly to that employee, or if one of the parties is in a supervisory capacity in the same department in which the other party works, the parties must notify Human Resources or other appropriate corporate officer. Because of potential issues regarding quid pro quo harassment, the Beach Shops has made reporting mandatory. This requirement does not apply to employees who do not work in the same department or to parties where neither one supervises or otherwise manages responsibilities over the other.

Once the relationship is made known to the Beach Shops, the company will review the situation with human resources in light of all the facts (reporting relationship between the parties, effect on co-workers, job titles of the parties, etc.) and will determine whether one or both parties need to be moved to another job or department. If it is determined that one party must be moved, and there are jobs in other departments available for both, the parties may decide who will be the one to apply for a new position. If the parties cannot amicably come to a decision, or the party is not chosen for the position to which he or she applied, the HR director and senior management will decide which party will be moved. That decision will be based on which move will be least disruptive to the organization as a whole. If no other jobs are available for either party, the parties will be given the option of terminating their relationship or resigning.

During working hours and at work locations, employees are expected to refrain from intimate exchanges so that others are not distracted or offended. During non-working hours, such as lunches, breaks, and before and after work periods, employees are not precluded from having appropriate personal relationships at work locations as long as their conversations and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person. These provisions apply regardless of the sexual orientations of the parties involved.

Employees who allow interpersonal relationships with coworkers, regardless of whether they are romantic and/or sexual in nature, to adversely affect the working environment will be subject to the appropriate provisions of Beach Shops' employee conduct policies. Failure to modify behavior and observe appropriate standards of employee conduct shall be viewed as a serious disciplinary matter.

Anti-Retaliation

The Beach Shops prohibits retaliation against any employee because of the employee's opposition to a practice or conduct the employee reasonably believes to be unlawful or because of the employee's lawfully protected participation in an investigation or proceeding. Any retaliatory adverse action because of such opposition or participation may be unlawful and will not be tolerated. All such retaliation is unlawful.

If you believe you have been subjected to unlawful retaliation, please follow the complaint procedure outlined in this handbook.

Prohibited Conduct

Employees are expected to conduct themselves in a manner to further the mission of the Beach Shops. The following conduct is prohibited and will not be tolerated by the Beach Shops. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Beach Shops operations also may be prohibited and will result in disciplinary action up to and including termination.

- Falsifying employment records, employment information, or other Beach Shops records;
- Inefficient or careless performance of job responsibilities or inability to perform job duties satisfactorily;
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any time card, either your own or another employee's;
- Theft and deliberate or careless damage or destruction of any Beach shops property, or the property of any employee or customer;
- Removing or borrowing Beach Shops property without prior authorization;
- Unauthorized use or misuse of Beach Shops equipment, time, materials, or facilities;
- Provoking a fight or fighting during working hours or on Beach Shops property;
- Participating in horseplay or practical jokes on Beach Shops time or on Beach Shops premises;
- Carrying firearms or any other dangerous weapons on Beach Shops premises at any time;
- Engaging in criminal conduct whether or not related to job performance;
- Causing, creating or participating in a disruption of any kind during working hours on Beach Shops property;
- Insubordination, including but not limited to failure or refusal to obey instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor, colleague, customer, vendor or member of the campus community;
- Using abusive, threatening or intimidating language at any time on Beach Shops premises;
- Violation of Beach Shops punctuality and attendance policies. Absences protected by state or federal law do not count as violations of this policy. Protected paid sick time under California law does not count as a violation of this policy;
- Failing to obtain permission to leave work for any reason during normal working hours, not including meal periods;
- Failing to observe working schedules, including rest and lunch periods;

- Sleeping or malingering on the job;
- Making or accepting personal telephone calls, including cell phone calls, during working hours, except in cases of emergency or extreme circumstances;
- Working overtime without authorization or refusing to work assigned overtime;
- Violation of dress standards;
- Violating any safety, health, security or Beach Shops policy, rule, procedure or violation of the Beach Shops' drug and alcohol policy;
- Committing a fraudulent act or a breach of trust under any circumstances;
- Violating the Beach Shops anti-harassment, discrimination, retaliation, or equal employment opportunity policies; and
- Failing to promptly report work-related injury or illness.

This statement of prohibited conduct does not alter the Beach Shops' policy of at-will employment. Either you or the Beach Shops remain free to terminate the employment relationship at any time, with or without reason or advance notice.

Off-Duty Conduct

While the Beach Shops does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the Beach Shops' business interests. In particular, anti-harassment policies apply to off-duty behavior as well as on-duty. Scenarios where off-duty conduct is deemed to interfere with Beach Shops' business interests will be reviewed accordingly.

Open Door Policy

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

Complaint Procedure

The Beach Shops encourages all individuals to report any incidents of harassment, discrimination, retaliation or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

Supervisors must refer all complaints involving harassment, discrimination, retaliation or other prohibited conduct to Human Resources so that the Beach Shops can try to resolve the complaint. If complaints are regarding the Director of Human Resources

they should be referred to the Executive Director. If the complaint is about the Executive Director, complaints can be made through the Office of Equity and Diversity. When the Beach Shops receives allegations of misconduct, it will immediately undertake a fair, timely, thorough and objective investigation of the allegations in accordance with all legal requirements. The Beach Shops will reach reasonable conclusions based on the evidence collected. The Beach Shops will maintain confidentiality to the extent possible. However, the Beach Shops cannot promise complete confidentiality. The employer's duty to investigate and take corrective action may require the disclosure of information to individuals with a need to know.

Complaints will be:

- Responded to in a timely manner
- Kept confidential to the extent possible
- Thoroughly, effectively and impartially investigated by qualified personnel in a timely manner
- Conducted to afford all parties “appropriate due process”
- Documented and tracked for reasonable progress with regular progress updates, as appropriate, to those directly involved
- Given appropriate options for remedial action and resolution
- Closed in a timely manner

If Beach Shops determines that harassment, discrimination, retaliation, or other prohibited conduct has occurred, appropriate and effective corrective and remedial action will be taken in accordance with the circumstances involved. The Beach Shops will take appropriate action to deter future misconduct. There will be no retaliation against any employee who brings a complaint in good faith or who honestly assists in investigating such a complaint, even if the investigation produces insufficient evidence that there has been a violation, or if the charges cannot be proven. Any employee determined by the Beach Shops to be responsible for harassment, discrimination, retaliation or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

Progressive Disciplinary Process

Progressive discipline is the process of using increasingly severe steps or measures when an employee fails to correct a problem after being given a reasonable opportunity to do so. The underlying principle of sound progressive discipline is to use the least severe action that you believe is necessary to correct the undesirable situation. Increase the severity of the action only if the condition is not corrected.

If an employee fails to correct a problem after a reasonable opportunity to do so, the following steps may follow within the disciplinary process.

1. *Employee Coaching*
   The Beach Shops approach for progressive discipline is to communicate with our employees in "good faith" when a correction is needed to ensure job performance standards are being met. Managers are key partners for employees in providing guidance, training and tools to ensure we are aligned in outcome and performance expectations. This step is considered an informal part of the process and may be repeated multiple times as the employee makes progress to correct the performance/problem. Employee coaching's are not formally documented in employee records.
2. *Written Warning*
   When multiple steps have been taken to coach and counsel the employee, a more progressive step may be taken with a formal written warning. The written warning is a more serious step in addressing the employee performance or problem, after "good faith" coaching and counseling has not worked. In this step, the department manager and director, with Human Resources approval, prepares a written document that notes failed attempts to coaching the employee and correcting the problem. This written document is called a "written warning". Our process allows for 3 written warnings, before the situation escalates to termination. However, depending on the severity of the problem and failed attempts, the amount of written warnings available to that employee may differ. Written warnings are formal documents that are stored in an employee record.
3. *Termination*
   The goal of the progressive disciplinary process is to prevent the termination of any employee. As mentioned above, the goal is to be transparent and communicate to the employee in "good faith". Terminating an employee is the last step in the disciplinary process and requires approval and involvement from Human Resources.

For questions regarding our disciplinary process, please contact our Human Resources department.

Employee Safety

Your safety is important to us. The Beach Shops strongly believes that a clean, safe and healthy environment should be the standard for all work locations. Every reasonable precaution is taken to provide you with a safe place to work. This includes a comprehensive internal training program, and adhering to regulatory compliance standards to ensure employees have the training they need to keep themselves and our guests safe. Our company goal is to have no work-related injuries.

We follow standards set by our Illness Injury Prevention Plan that defines our comprehensive approach to safety. This includes how we conduct training, safety inspections, oversight of our Risk Management Committee and companywide efforts to maintain an accident prevention program in accordance with regulatory standards to provide an accident-free environment.

The Shops makes all reasonable efforts to:

- Protect the health and safety of employees and visitors;
- Provide a safe workplace;
- Provide information to employees about health and safety hazards
- Identify and correct health and safety hazards and encourage employees to report hazards.

Employees play a critical role in ensuring we meet all regulatory standards. This includes insuring they attend all required employee training, adhere to Risk Management and Safety protocols for the organization. Employees who do not adhere to these requirements may face disciplinary action, including write-ups and up to termination.

Reporting Unsafe Conditions

Injury prevention, however, is largely an individual responsibility, and all employees are expected to do their part to work safely and to report unsafe conditions. If an employee notices a safety concern in their work area, they must immediately notify their supervisor or manager of the concern. Employees are encouraged to follow these procedures without fear of retaliation.

Safety is a cooperative undertaking requiring participation by every employee. Failure by any employee to comply with safety rules will be grounds for corrective discipline.

Reporting Accidents

Employee Accidents

In the event that a work-related injury does occur, all employees are required to report the accident to their immediate supervisor or manager. Our priority is to keep all employees safe, and to ensure that if an accident does occur, that we provide critical documents to the employee so they are aware of their rights, and have access to

immediate medical attention. Each accident must be reported immediately, and we are obligated by law to provide this documentation within 24 hours of the incident.

If an accident occurs and it requires immediate medical attention, please do not hesitate and call 911 for emergency medical responders. When in doubt call for support, without fear of retaliation or reprisal.

Beach Shops maintains information about employee's emergency contacts in case of a health or safety emergency at work. This information is a confidential personal record and is only provided to others on a need-to-know basis. Emergency contacts will only be contacted in the event of a workplace emergency. Employees can add or update their emergency contact in ADP or at the Human Resources Office.

If an accident occurs during the evening or over the weekend, when the Human Resources office is closed, please report the accident to your immediate supervisor or manager immediately. In that situation, the Supervisor or Manager will also contact the Human Resources Director.

Customer or Vendor Accidents
In the event that a customer or vendor is injured in an accident, all employees are required to report the accident to their immediate supervisor or manager. Our priority is also to keep the public safe, and to ensure we provide immediate medical attention.

All accidents are investigated. As much as we would like to have no accidents, accidents do and can happen, and we need to learn from them. It is the goal of the organization to investigate the incident and understand how we can prevent the accident from occurring again. This is a standard that is required by our Injury Illness Prevention Plan and regulatory standards.

Health and Safety Standards
The Beach Shops is made of over 20 departments that have unique processes and training, to ensure we are in regulatory compliance by local, state and federal law.

Health and Safety require participation by every employee. Failure by any employee to comply with safety rules, training or regulatory requirements will impact the ability of an employee to be able to perform their job, and may put themselves, our guests, and other employees at risk of getting hurt.

Below are examples of required employee standards and training:
Companywide

- All employees who supervise employees as a part of their job must attend mandatory Sexual Harassment Training.

- All employees who drive carts, forklifts, company vehicles or personal vehicles as a part of their job must go through a DMV background check, must be trained and authorized to drive these vehicles before driving on our behalf.
- All employees who handle food and beverages must have a California Food Handler Card within 30 days of hire.
- All employees in dining services and kitchens must wear slip resistant shoes.

In Dining Services

- All employees must have a California Food Handler Card within 30 days of hire.
- All managers must have a Manager Serve Safe Certification.
- All employees who work at a location serving alcohol must complete the Responsible Beverage Pouring (RBS) training before cashiering and/or serving.
- Follow all Health Department standards, and those set by local, state and federal regulations.

Paid Sick Leave and Leaves of Absence

Paid Sick Leave

In order to minimize the economic hardships that may result from an unexpected short-term illness or injury to an employee, the Beach Shops provides all employees with sick pay benefits for the actual illness or injury of an employee, and to care for the employee's spouse, domestic partner, parent, sibling, child, grandchild, grandparent, or designated person. Paid sick leave may also be used for doctor appointments, preventive care, and by victims of domestic violence, sexual assault, or stalking to obtain relief, including medical attention and psychological counseling.

Sick Leave Eligibility, Accrual and Usage

For part-time employees (part-time temporary, part-time regular, and students)

- Part-time employees will accrue 1 hour of paid sick leave for every 30 hours worked beginning June 10, 2024, or if hired after that day, on the first day of work.
- All part-time employees are entitled to use these accrued paid sick leave hours beginning after the 90th day of employment. At that time, the employee may use paid sick leave as accrued, subject to the yearly 40 hours available to be used.
- All paid sick leave requests must be submitted through ADP before the close of the pay period in which the time-off was taken.
- The maximum hours a part-time employee may accrue is 80 hours per year.
- Unused paid sick leave is carried over from year to year, up to the accrual maximum of 80 hours.
- Any unused sick time will not be paid out upon termination.

For full-time employees (salaried and hourly):

- All full-time employees are entitled to accrue paid sick leave benefits beginning on their first day of employment. There is no limit to the amount of paid sick leave that can be accrued for full-time employees.

- Full-time employees will accrue an average of 8 hours of paid sick leave each month.
- Unused paid sick leave for full-time employees will be carried over from year to year.
- All paid sick leave requests must be submitted through ADP before the close of the pay period in which the time-off was taken.
- Any unused paid sick leave will not be paid out upon termination to any full time employee hired after 1/1/1989.

As mentioned above, the intent of Paid Sick Leave is to minimize economic hardships that may result from an unexpected short-term illness or injury. Sick leave abuse is not permitted. Sick leave abuse includes using paid sick leave for reasons other than those stated in the policy, misrepresenting the reasons for using paid sick leave, or if completion of normal work requirements is adversely affected. If there is reasonable suspicion of sick leave abuse, employees may be asked to supply a doctor's note to Human Resources. Furthermore, sick leave abuse will lead to appropriate disciplinary measures as detailed in the Progressive Disciplinary Process.

A doctor's note may also be required before returning to work if an employee misses three or more consecutive scheduled shifts. The note will not require a medical diagnosis/medical condition, but should note that the employee was seen by a health care provider, is healthy enough to return to work, and stipulate any period of incapacity or job-related restrictions.

Please contact Human Resources for questions regarding Paid Sick Leave, or for a copy of the detailed policy.

Leaves of Absence
The Beach Shops has a detailed list Leave Policy that contains a list of Leaves available to its employees. Below is an example of leaves available to our employees. Please contact Human Resources to learn more about Leave options.

Bereavement Leave
The Beach Shops grants 5 paid work days to employees in the event of the death of the employee's current spouse, registered domestic partner, child, parent, legal guardian, brother, sister, grandparent, or grandchild; or mother-, father-, sister-, brother-, son-, or daughter-in-law. The Beach Shops provides employees with such a death in the family for up to five workdays of paid bereavement with the approval of their supervisor. The days do not need to be consecutive, but the 5 days must be taken within 3 months of the death of the person for whom you are taking the leave.

Reproductive Loss Leave
The Beach Shops grants 5 days of unpaid work days to employees in the event of a reproductive loss. Reproductive loss is defined as failed adoption, failed surrogacy,

miscarriage, stillbirth, or an unsuccessful assisted reproduction. The days do not need to be consecutive, but the 5 days must be taken within 3 months of the reproductive loss. Employees may be eligible to use other forms of paid time off in the occurrence of a reproductive loss.

Jury Duty and Witness Leave
The Beach Shops encourages employees to serve on jury duty when called. Employees will receive full pay for previously scheduled work shifts, while serving up to 10 days of jury duty. You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You may be requested to provide written verification from the court clerk of performance of jury service. If work time remains after any day of jury selection or jury duty, you will be expected to return to work for the remainder of your work schedule.

Employees who attend jury duty can retain any fees paid by the Court. This includes any mileage allowance or other fee paid for your jury services.

Voting Time Off
Employees who are unable to vote during non-work hours may arrange in advance to take up to two hours off from work with pay to vote in a public election. These two hours must be taken at either the beginning or the end of the workday. In order to qualify, you must obtain approval from your supervisor at least two working days in advance.

Military Caregiver Leave (Part of Family and Medical Leave)
For employees who are eligible for leave under the FMLA (above), the Company provides those employees up to 26 work weeks of unpaid leave during a 12-month period to care for spouse, child, parent, or next of kin who is a member of the Armed Forces, National Guard, or Reserves, who is undergoing medical treatment, recuperation, or therapy, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty on active duty.

The maximum amount of leave for any FMLA-qualifying reason that may be taken in any 12-month period is 26 work weeks, provided that no more than 12 weeks of leave may be taken for any FMLA-qualifying reason other than Military Caregiver Leave. Military Caregiver leave is taken under the same terms and conditions as Family and Medical Leave.

Military Qualifying Exigency Leave (Part of Family and Medical Leave)
For employees who are eligible for leave under the FMLA (above), the Company provides those employees up to 12 work weeks of unpaid leave during a 12-month period to assist a spouse, son, daughter, or parent on active military duty or who is

called to active military in support of a contingency operation, to manage their affairs and to address certain exigencies while the family member is on active duty.

The Company requires certification that the family member is a member of the National Guard or Reserves who is on active duty or has been called to active duty in support of a contingency operation (i.e. active duty orders); and requires a written statement from the employee (including available support documentation) about the nature and details of the specific exigency, the amount of leave needed, and the employee's relationship to the military member.

Military Qualifying Exigency leave is taken under the same terms and conditions as Family and Medical Leave.

Time off for Victims of Domestic Violence

The Company is concerned about those of its employees who may become victims of domestic violence. For that reason, the Company permits employees who become victims of domestic violence to take time off to obtain a restraining order, medical treatment, psychological counseling, assistance from a shelter or similar organization, or to obtain relief to help ensure the health, safety or welfare of the employee or of the employee's child, including time off to participate in safety planning. Employees may use their unused vacation or sick pay when taking time off due to domestic violence; otherwise the time off will be unpaid.

Employees who take time off under this policy must provide the Company with advance notice of the need to take time off, including the date and length of time off that is required. Advance notice may not be required but only if it is not feasible. Employees who are able to provide advance notice should consult their supervisor and schedule their time off to minimize the effect of their absence on the Company's business. The Company will maintain the confidentiality of any employee requesting time off under this policy. In addition to advance notice, the Company also requires certification of time off due to domestic violence. Certification may be in the form of a police report, court order, or documentation from a medical professional, counselor, or social services advocate, or a written certification from the employee. Failure to provide the required certification may result in a denial of the requested time off. The length of unpaid leave an employee may take under this policy is limited to 12 weeks.

Crime Victim Leave

An employee who is a victim or who is the family member of a victim of a violent felony or serious felony may take unpaid time off from work. An immediate family member under this policy includes: a spouse, domestic partner, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.

The absence from work must be for the purpose of attending judicial proceedings related to a crime listed above. Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office. If advance notice is not possible, the employee can certify that the absence was caused by a crime or if abuse occurred. Any absence from work to attend judicial proceedings will be unpaid, unless you choose to take paid time off, such as accrued vacation or personal holiday.

Volunteer Civil Service/Emergency Responder Leave
All Beach Shops Employees are eligible for unpaid time if they perform emergency duty as volunteer firefighters, reserve peace officers or emergency rescue personnel. Employees who serve as volunteer firefighters are also permitted to take up to 14 days of leave per calendar year for the purpose of engaging in fire or law enforcement training.

Employees will not lose any seniority while out on leave.

Organ Donor/Bone Marrow Donor Leave
All Beach Shops employees are eligible for leave of absence for up to 30 days for the purpose of organ donation and up to five days for bone marrow donation in any one-year period. The one-year period is measured from when the employees leave begins and will consist of 12 consecutive months. The employee shall provide written verification to their manager and Human Resources that he or she is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow. The employee must have been employed with the Shops for 90 days prior to the beginning of this leave for it to be granted.

The employee will not lose any seniority and any employee benefits will not be terminated. The Beach Shops will request that you use any sick or vacation hours available within the first week of the leave.

Parental Leave for School Activities
If you are the parent or guardian or grandparent with custody of a child enrolled in a licensed day care center, in kindergarten or in grades 1 through 12, you may take up to forty (40) hours of unpaid leave each year to participate in the licensed day care center or school activities of your child. Prior to your planned absence, you must provide reasonable advance notice to your Supervisor or to Human Resources. To be eligible for this time off, you must obtain from the school, written verification that you attended or participated in the school activity. Parental time off may not exceed eight hours in any calendar month.

You may use any accrued but unpaid vacation while you attend your child's school activities. If not, your parental time off will be unpaid. For scheduling purposes, you must notify your supervisor at least one week before the date of the school activity, so that your work duties may be covered.

Pregnancy Leave
All Beach Shops employees are eligible for an unpaid, job-protected time off when they are unable to perform essential job functions due to pregnancy, child birth or a pregnancy-related condition for up to four months. The employee may also be eligible for the leave if they are unable to perform any job duties without undue risk to the employee or the successful completion of the pregnancy.

Employees are required to notify Human Resources that they will be taking the leave at least 30 days prior to the beginning of the leave. If advance notice is not possible, the employee must notify Human Resources as soon as possible. Medical certification will be required.

Employees will not lose any seniority and benefits will not be terminated. Employees will be required to provide documentation from their health care provider releasing them to return to work.

Vacation and sick time will not accrue while on leave. Vacation and sick time accruals will resume upon the employee's return to work.

Extended Medical Leave
A medical leave of absence may be granted for non-work-related medical disabilities (other than pregnancy, childbirth, and related medical conditions) with a doctor's written certificate of disability. Extended disability leaves will also be considered on a case-by-case basis, consistent with Beach Shops' obligations under federal and state disability laws. Employees should request any leave in writing as far in advance as possible. A medical leave begins on the first day your doctor certifies that you are unable to work, and ends when your doctor certifies that you are able to return to work. Please provide your supervisor or Human Resources with documentation from your doctor, showing the date you were disabled and the estimated date you will be able to return to work. Unless applicable law provides otherwise, an employee returning from a medical disability leave must present a doctor's certificate declaring fitness to return to work.

If returning from a non-work-related medical leave, you will be offered the same position you held at the time your leave began, if available. If your former position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, your return to work will depend on job openings existing at the time of your scheduled return. The Beach Shops makes no guarantees of reinstatement,

and your return will depend on your qualifications for existing openings. California workers' compensation laws govern work-related injuries and illnesses. California pregnancy disability laws govern leaves taken because of pregnancy, childbirth, and related medical conditions. An employee that needs reasonable accommodations should contact their supervisor or Human Resources and discuss the need for an accommodation. Any leave taken under this provision qualifying as leave under the state and/or federal family and medical leave laws (FMLA/CFRA) will be counted as family/medical leave, charged to your entitlement of 12 workweeks of family/medical leave in a 12-month period, and governed by the rules relating to family/medical leave.

Family and Medical Leave/ Family Rights Act California's Family Rights Act ("CFRA") and the federal Family and Medical Leave Act ("FMLA") provide up to 12 workweeks of unpaid family/medical leave within a 12-month period, under the following conditions:

- The employee has been employed with the Beach Shops for a total of at least 12 months prior to the commencement of leave. The 12 months of employment must have accumulated within the previous seven years (certain exceptions apply);
- The employee has worked at least 1,250 hours during the previous 12-month period before the need for leave; and
- The employee is employed at a work site where there are 5 or more employees within a 75 mile radius.

Leave may be taken for one or more of the following reasons:

- The birth of the employee's child, or placement of a child with the employee for adoption or foster care (FMLA/CFRA);
- For incapacity due to pregnancy, prenatal medical care or child birth (PDL/FMLA);
- For a serious health condition that makes the employee unable to perform their job (DI/FMLA/CFRA);
- To care for the employee's child, spouse or domestic partner, parent, grandparent, grandchild, parent, parent-in-law, or sibling who has a serious health condition (FMLA); or designated individual, limit one in a 12-month period (CFRA only)
- For additional information about eligibility for family/medical leave, contact the Human Resources Manager.

Thirty-Day (30) Personal Leave

After an employee has completed at least one year of continuous employment, an unpaid personal leave of absence for a specified period of time that is no longer than 30 days may be granted, at the Company's discretion. Requests for a personal leave of absence must be presented in writing to Human Resources at least 30 days in advance, whenever possible. Your request will be considered on the basis of our staffing requirements, the reasons for the leave, as well as your performance and attendance record.

Employees on a personal leave of absence do not accrue seniority or benefits. Vacation and sick pay will stop accruing when on leave, but will begin accruing again when the employee returns to work. An employee who takes a personal leave of absence will not lose any seniority earned prior to the commencement of the leave.

If the employee has no sick or vacation hours available during their leave, they may owe any deductions and insurance premiums. Should you desire to maintain insurance coverage while on a personal leave of absence, you will have the option of continuing your insurance coverage by paying the monthly insurance premiums.

Before you return to work, you should notify Human Resources when you are ready to return to work at least two weeks before the expiration of your leave. Human Resources will notify you if an opening exists. The Company cannot guarantee reemployment to employees returning from a personal leave of absence.

The following will be deemed a voluntary resignation while you are on a personal leave of absence:

- Failure to advise the Company of your availability to work;
- Application for unemployment benefits;
- Obtaining another position;
- Engaging in another business;
- Failure to return to work when notified; or
- Your continued absence from work beyond the time approved by the Company.

Leave Procedures

The following procedures shall apply when an employee requests family medical leave:

- Please contact the Human Resources as soon as you realize the need for family/medical leave. If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or a family member, the employee must notify the Beach Shops at least 30 days before leave is to begin. The employee must consult with their supervisor regarding the scheduling of any planned medical treatment in order to minimize disruption to the operations of the Beach Shops. Any such scheduling is subject to the approval of the health care provider of the employee or the health care provider of the employee's child, parent, or spouse.
- If the employee cannot provide 30 days' notice, the Beach Shops must be informed as soon as is practical.

Our Customer Service Standards

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

Each time you interact with a customer, you should:

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

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

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

Attached are several guides that we follow as a standard for customer service.

21 Tips for Excellent Retail Customer Service

1. Smile when greeting a customer in person and on the phone (and yes, they can tell if you are smiling over the telephone!)
2. Use age-appropriate greetings, and avoid referring to older customers and women as “guys”.
3. Be proactive and ask how you may be of service.
4. Stay visible and available, but don’t hover.
5. Don’t turn away, walk away, start to make a phone call, or duck beneath the counter as a customer approaches. (We’ve all had this happen to us.)
6. The live customer standing in front of you takes precedence over someone who calls on the phone.
7. Never judge a book by its cover - all customers deserve attention regardless of their age or appearance.
8. Leave food and beverages in the break room.
9. A customer doesn’t want to hear about your upcoming break.
10. Make any personal calls when you’re on your break and out of earshot.
11. The correct answer is never “I don’t know” unless you add to it, “but I can find out for you.”
12. If a customer wants something that isn’t on display, go to the stock room and try to find out.
13. If the item isn’t in the stock room, offer to call another store or order it.
14. Learn to read body language to see if a customer could use some help.
15. Don’t let chatty customers monopolize your time if others are waiting.
16. Call for backup support if lines are forming.
17. Be discrete if a customer’s credit card is declined by asking if there is another method of payment he or she would like to use.
18. Never discuss customers in front of other customers (they’ll wonder what you’re saying about them once they leave).
19. Inspect merchandise before bagging it to make sure it’s not defective or the wrong size.
20. Make sure customers receive everything they’ve paid for before they leave the store.
21. Smile as you say goodbye and encourage the customer to come again.

ABC's of Beach Shops Customer Service

A. Arrive on time
B. Believe in the job you are doing
C. Choose an attitude of service
D. Dress appropriately
E. Empathize with customers
F. Find answers if you don't have them
G. Give every customer outstanding service
H. Help coworkers when needed
I. Initiate contact with customers
J. Justify your reasoning and offer alternatives when you must say "no"
K. Know as much as possible about your job
L. Leave your personal problems at the door
M. Mind your manners - say please and thank you
N. Never say "That's not my job"
O. Own problems - don't pass the buck
P. Prioritize what's important - people come first
Q. Question policies that hinder your ability to give good service
R. Respond quickly to customers' requests
S. Speak clearly and professionally
T. Treat people fairly
U. Use body language that says "I'm here and ready to help"
V. Verify that your customers are satisfied
W. Walk customers through any complicated processes or procedures
X. X-out complaining, personal conversations or other behaviors that reduce your ability to remain positive and engaged
Y. Yell and yell back at no one while at work
Z. Zero in on how you can listen more and talk less

Contact Information

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