

Employee Handbook



"All stop, collaborate, and listen"

Vanilla Ice

NICE ICE BABY VALUES & EXPECTATIONS

As an employee of Nice Ice Baby, our overall expectation is very simple- mutual respect.

Nice Ice Baby values the responsibility we have to our employees to provide them with the opportunity to learn lifelong skills, such as customer service, accountability, and time management.

We value dependability, integrity, and effective communication between team members and management. You will be self-motivated for much of the time, so we expect all employees to be accountable for the product and service provided while working. We want you to have fun and enjoy your time working this summer, while presenting a professional demeanor for Nice Ice Baby.

PAY & PAYROLL SCHEDULE

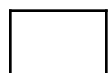
As an employee of Nice Ice Baby, you will be paid \$5.00 an hour, in addition to all tips you earn during your shift.

The following is the payroll schedule that you should reference in regards to when you should expect to get paid based on your time from When I Work:

We must have a copy of your food handler's permit and W-4 BEFORE your first day of work.

When do you get Paid? Below are the Approximate Times

Timecard Complete	Pay Day
5/01-5/15	10 days after timecard completion
5/16-5/31	10 days after timecard completion
6/01-6/15	10 days after timecard completion
6/16-6/30	10 days after timecard completion
7/01-7/16	10 days after timecard completion
7/17-7/31	10 days after timecard completion
8/01-8/16	10 days after timecard completion
8/17-8/31	10 days after timecard completion
9/01-9/15	10 days after timecard completion



All employees will be receiving their pay stubs and W2's electronically.

TIPS

During each shift, employees will receive tips from customers, in return for memorable customer service, clean work environment and a quality product. At the end of each shift, all employees must record the amount in cash & credit cards tips earned during that shift on the envelope **See Responsibilities & Procedure Manual: under handling money**. Employees must take all tips earned home. When two employees are working at a time, all cash & credit cards tips should be recorded and distributed evenly amongst all employees working.

DRESS CODE

Your appearance and personal hygiene are important to customers. You are required to always present a clean and neat appearance. Our Nice Ice Baby t-shirts are required to be worn during your shift to represent the brand and to stay colorful and clean. Since you are working with colored dye, we highly suggest wearing clothes that you don't mind being stained. Pajamas and sweats are not allowed. Visible tattoos and facial piercings must be covered or removed prior to working.

ATTENDANCE GUIDELINES

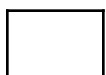
As part of our values, we respect employees who balance sports, volunteering, and/or extracurricular activities, with work and school. The attendance guidelines are put in place to ensure that you, as the employee, are aware and accountable for your schedule. In order to always make serving customers our priority, you must let management know in advance about any scheduling discrepancies.

WHEN I WORK

We use When I Work, an internet and phone application, to schedule shifts. Employees will be required to check mobile and email reminders for their scheduled shifts. Optional: You can connect When I Work to your Facebook app to view your schedule from your Facebook account. Also, enabling your Twitter account will send you tweets notifying you of your shifts. Employees are highly encouraged to set their shift reminders to 24 hours before their scheduled shift, in order to be notified promptly. As an employee, you will also be required to acknowledge your assigned shifts any time you log into When I Work. This will help management know you are aware of your schedule. Our business and customers rely on your ability to arrive on time for work when scheduled. Forgetting a shift or being unaware of a scheduled shift is not an excuse. Failure to be accountable, will result in consequences.

CLOCKING IN & OUT

To track your attendance, we require you to clock in and out, on location. When I Work will record the time you do and do not work, based on your location and manual input. If, for any reason you are unable to clock in or out, please contact Samantha immediately, as she will go through troubleshooting with you to resolve the issue. If you fail to clock in and out, we can not pay you. If your clock in and clock out times are not inputted correctly by the end of the pay period, we will not pay you. See **Pay & Payroll Schedule** above.



AVAILABILITY

When you are onboarded, you will advise Samantha of your availability, including days and hours you are available to work during our season (May 1st - day after Labor Day). You must be available to work at least one shift a day, five days a week throughout the summer season. You will be held responsible for working your scheduled shifts within your availability. If your availability changes throughout the season, contact Samantha immediately to change and confirm your new availability.

TIME OFF

Time off is different from your availability. You will be allowed 10 days of unpaid time off. When you have other obligations, such as appointments, vacations, and sports, you must input your requested time off into When I Work two weeks before the requested day and receive approval by management. If you fail to advise management two weeks before the day you requested off, you will remain responsible for the shift and will therefore, need to find a replacement or trade shifts with another employee. By using your time off, you are securing that day off and you will not be scheduled to work. If you use up all your allotted time off (14 days), you will remain responsible for your scheduled shifts and will need to find a replacement, trade shifts, or make arrangements within your plans. Failure to find another employee to cover your shift will be counted as an absence, as business is lost and you have failed to take accountability for your shift. The second absence will result in **immediate termination***. **Please advise Samantha of the days you need off as soon as possible.** The schedule is created in advance to keep employees accountable.

SPECIAL CASES

Absences typically count against your attendance, although there are special instances where time off requested less than two weeks of your scheduled shift will be approved by management without consequence. In the following cases, management will be responsible for covering those shifts:

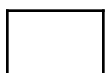
- Death in family
- Emergency surgery
- Severe illness (doctor's note or call from parent is required)
- Other situations may be considered a special case per approval by management

DROPPING & TRADING SHIFTS

As an employee, you have a responsibility to work your scheduled shifts. In a case where you have been scheduled to work, but are unable to work and did not request time off two weeks prior, you will be required to find a replacement or trade shifts with another employee. **You may not drop a shift.** Make Samantha aware of the change, as soon as possible. The employee who accepts the shift, will now be responsible for that shift. If you are unable to find another employee to cover your shift, this will be counted as an absence, as business is lost and you have failed to take accountability for your shift. The second absence will result in **immediate termination***. Business relies heavily on your attendance, so it is crucial to communicate and comply.

OPEN SHIFTS

In a case when there are not enough available employees at a shack on a certain day, open shifts are created. Each employee at that specific shack will have the opportunity to take the shift on When I Work, and that will become part of their scheduled shifts for the week. All attendance policies remain applicable.



ARRIVING LATE & EARLY

When you fail to arrive on time to your scheduled shift, based on your clock in time on When I Work, you are late. You must contact Gary McCord, if you know you will be more than 15 minutes late, otherwise it will result in a NCNS and **immediate termination***. If tardies become a pattern (three or more tardies), we will work with you on a solution to avoid termination. If it does not resolve, it will result in **immediate termination***. You are welcome to arrive 10 minutes early for the opening shift, to complete all opening tasks and be able to open the shack on time. However, do not clock in more than ten minutes prior to the start time of the opening shift.

NO CALL NO SHOW (NCNS)

A NCNS is an unscheduled absence where you fail to arrive at your shift on time and do not contact Gary 15 minutes after your scheduled start time. In this case, your first offense will result in **immediate termination***.

COMMUNICATION & CONTACTS

To quickly and effectively communicate with all employees, we use multiple avenues of communication. You will be expected to check your email, phone calls, and text messages on a daily basis for scheduling, general info, and updates. Failure to do so, will not be accepted as an excuse of a lack of knowledge or know-how and may result in consequences, including termination. We will work with you on a solution to avoid consequences. If it does not resolve, it will result in **immediate termination***. You will also be expected to have a phone available to use while working in order to access the necessary apps, such as When I Work and Square, required to run the shack. If you do not, please talk to management and we will work with you on a solution.

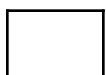
If you have any questions regarding machinery, closing times and dates (due to weather), inventory, procedures, customers, and/or other employees, please contact Gary McCord at (801) 820-0155.

If you have any questions regarding scheduling, availability, and/or requesting time off, please contact Samantha McCord at niceicebabyut@gmail.com or (801) 747-9426, See **Attendance Guidelines** above.

If you have any questions regarding the Employee Handbook, please contact Gary or Samantha.

***Subject to change per approval by management**

Nice Ice Baby Employee Handbook



Agreement

Employee

If employee is over the age of 18, sign the following:

I, _____ on _____, agree to comply with the above
(Employee Name) (Date)
conditions of my employment with Nice Ice, LLC,. Failure to comply may result in
termination.

Employee Signature x_____

Guardian

If employee is under the age of 18, the legal parent or guardian is required to sign the
following:

I, _____ on _____, agree that my child,
(Guardian Name) (Date)

_____ will comply with the above conditions of his or her
(Employee Name)
employment with Nice Ice, LLC. Failure to comply may result in termination.

Guardian of Employee Signature x_____

