

Personal Appearance & Dress Code

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Saver Group presents to the community.

During business hours or when representing Saver Group, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards.

Employees are expected to wear their name badge at all times while working in the store.

One Save-A-Lot cap will be provided for each meat & produce department employee. All employees while working in the meat & produce departments must wear a cap or hairnet.

The following is **required** for Saver Group, Inc employees:

- Pressed/ironed company shirt, vest, or smock.
- Clean modest shirt with collar under the vest.
- Regular fitted pants worn at or near the waistline.
- Save-A-Lot caps for meat/produce employees.

Employees of Saver Group, Inc will **not** be allowed to wear the following:

- Patched, baggy and/or low hanging pants.
- Sleeveless shirts, T-shirts, belly shirts, or tank tops.
- Shorts of any type.
- Apparel with “off color” quotations, sayings or advertisements.
- Open toed footwear of any type, including sandals.
- Facial jewelry or tongue rings.
- Bandanas worn around the head, arms, or legs.
- Sweat pants.
- Non-Save-A-Lot caps or hats.
- Short skirts or short dresses.
- Spandex pants (Yoga/Leggings).

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. No parts of your stomach or back should show when you bend over, sit down, or lift your arms. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance.

Break Policy

The break policy for all hourly Saver Group employees is as follows:

- 4 Hour Shift: One Ten Minute Break (Paid)
- 6 Hour Shift: One Ten Minute Break (Paid) and One Thirty Minute Meal Period (Unpaid)
- 8 Hour Shift: Two Ten Minute Breaks (Paid) and One Thirty Minute Meal Period (Unpaid)

Employees entitled to a meal period should take this break between the 3rd and 5th hour of their shift for the day. All breaks and meals, paid or unpaid, must be properly documented on the employee's time card. Therefore, it is imperative that proper clock punches are consistently performed.

Employees who fail to correctly punch for breaks or meals will be given a verbal warning on the first occasion. If the problem persists, a written disciplinary report will be executed and documented and could result in termination.

Saver Group employees who are under the age of 18 are entitled to a meal period if working a 5 hour shift. Paid breaks for minors are given according to the regular break policy above.

In the event an unpaid meal period cannot be completed uninterrupted (one person shift, need for manager/key holder, etc.), the employee must document the interrupted break on his/her time card and notify management.

Employee Purchase Policy

The purpose of this policy is to ensure there are clear guidelines to all employee purchases that protect Saver Group, Inc from any monetary loss.

- All purchases must be made while the employee is off the clock. This means that purchases must be made prior to clocking in, while on break, lunch, or after the employee has clocked out for the day.
- The receipt for purchase must be attached to the product or to the bag that the items are in.
- No merchandise can be consumed prior to paying for it.
- No product is allowed to be store expensed for an employee's consumption. For example: We do not allow store expensed coffee, coffee filters, cups, plates, sugar, creamer, etc. If these items are left at the store, a receipt must be attached.
- At no time is anyone allowed to accept "out of date" merchandise from any vendor for consumption or any other reason.
- At no time is it allowed that merchandise be marked down for an employee without the Store Manager's approval; IE close dated, out of date merchandise.

Any violation of the above mentioned policy can result in disciplinary action up to and including termination of employee and/or legal action being taken.

OUR POLICIES

- ▶ You must **not** be the cashier who checks out your friends and family members when they shop in our store.
- ▶ Your friends and family members are always welcome to shop at our store. However, you must not stop your assigned work to visit with them while they are in the store.
- ▶ Your friends and family members are not allowed in any part of the store that is reserved for employees. They may not be in the backroom, dock area, break room or office.
- ▶ One of our strict policies concerns personal calls. You may not make or receive personal phone calls during your shift.

Exception: In an emergency, approval to use the phone may be requested from management.



ABOUT OUR FRIENDS AND FAMILY POLICIES

At the Checkout:

If family members or friends are shopping in the store during your shift, you should not be the cashier who rings up their order. Ask your friends or family to go to another cashier, or call the manager for assistance.

Explanation:

The policy benefits you. If you never handle groceries or money for your family or friends, no one can ever say that you handled them improperly. Also, if you never handle their orders, your family and friends cannot put pressure on you for discounts, free bags, or other actions that might get you into trouble.

On the Phone:

We remind all employees that our store telephone needs to be kept free for business use. For that reason, except for emergencies, no personal phone calls are permitted during working hours. Our policy covers both incoming and outgoing calls.

The use of cell phones while clocked-in is prohibited.

Calls leaving messages for you to return the call are not permitted either, except in an authentic emergency.

Most stores have a pay telephone for public use. You may use that telephone on your break time or meal time to make outgoing calls. You are not allowed to receive calls at that number.

In the Store:

Visitors are not allowed in the break room, office or back room. They are welcome to come into the store during normal store hours, as long as they do not talk to you or disrupt your work in any way while they wait. After business hours they must wait outside.

Use of Telephones and Electronic Devices

Employees may be required to reimburse Saver Group for any charges resulting from their personal use of the telephone.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

Employees should exercise responsibility in all use of Company telephones. Some personal calls of necessity are to be expected, but should be limited to three (3) minutes or so in order to not be disruptive of usual business functions. Immediate cooperation of all employees is requested regarding telephone usage. To insure cooperation with this policy, telephone usage may be monitored.

During work time, employees are not permitted to use personal cellular telephones or electronic devices. Cellular telephones and electronic devices should be kept in the associates' locker or vehicle and only used during breaks or meal times. If emergency circumstances arise, associates must contact their store manager and/or supervisor before using the cellular telephone or electronic devices during work time or in work areas. The company will not be liable for the loss of personal cellular phones nor electronic devices brought into the workplace.

Employees who violate this policy will be subject to disciplinary action, up to and including termination.

Personal telephone calls or those pertaining to a personnel issue or other confidential matter should never be taken on the sales floor. If you are unable to get to a private location (i.e. company vehicle or private office), you should postpone the call for a later time.

Attendance and Punctuality

To maintain a safe and productive work environment, Saver Group expects employees to be reliable and to be punctual in reporting for scheduled work. It is the responsibility of the employee to know his/her schedule for the week. Absenteeism and tardiness place a burden on other employees and on Saver Group. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify the manager on duty well in advance, generally 2 hours or more, of the anticipated tardiness or absence. To notify the manager on duty, the employee must call and speak with him/her. Text messaging or e-mailing the manager on duty is not considered an appropriate method of notification. If the Store Manager is going to be tardy or absent, he or she must notify the Operations Supervisor.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

OUR POLICIES

- ▶ You must notify your manager before the start of your shift if you are going to be absent or tardy. Failure to give notice may result in disciplinary action.
- ▶ You must call (not text or e-mail) your manager when you are going to be absent or tardy.
- ▶ Disciplinary action will be taken when reasons for absence are found to be invalid or absences become excessive.
- ▶ Changes in work schedule must be approved by management in advance of the scheduled work day.
- ▶ Tardiness may result in disciplinary action. You are responsible for being ready to work at the appointed time. This includes beginning work again following scheduled breaks.

ATTENDANCE...

When you are absent, this can cause all kinds of problems with schedules, maintenance, stocking, and customer service.

At best, your absence makes extra work for your friends at work who must cover for you. At worst, your absence makes someone else be assigned to tasks they aren't familiar with. That disrupts operations and puts pressure on people. It's unfair and harmful to the store team.

Your work record is also affected by your absences. Attendance is an important part of your work record in any job. When people ask for references about employees, one thing they always ask about first is attendance.

If you must be absent, it must be for a significant reason and you must let your manager know **well in advance** of the start of the scheduled shift.

Well in advance is generally 2 hours before scheduled shift begins.

TARDINESS...

You are late whenever you are not at your appointed location ready to work at the scheduled time.

Tardiness includes being late reporting to work and being late returning from a scheduled break.

Drug and Alcohol Use

It is Saver Group's desire to provide a drug-free, healthful, and safe workplace.

No employee may illegally use, possess, distribute, sell, or be under the influence of drugs regardless of whether the employee is working or on Saver Group premises. "Illegal" drugs are those that are unlawful to use or possess as a matter of federal, state, or local law. Marijuana remains illegal as a matter of federal law despite state laws permitting medical and even adult recreational use, and therefore its use is prohibited by this policy. The legal use of prescribed drugs is permitted on the job only if the medication does not impair an employee's ability to perform the essential functions of the job safely and in a manner that does not endanger other individuals in the workplace.

No employee may use, possess, distribute, sell, or be under the influence of alcohol while on Saver Group premises or anywhere while conducting business related activities.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment. Such violations may also have legal consequences.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their Store Manager, Operations Supervisor, or Human Resources Director without fear of reprisal. Individuals in need of assistance with drug and alcohol issues are encouraged to seek that assistance, and employees who approach the Human Resources Director and self-identify as in need of assistance before those issues have led to discipline or a suspected policy violation will be provided with assistance in locating and participating in a substance abuse program appropriate for them.

Any employee of Saver Group may be required to submit to a drug test for illegal drugs. Instances where a drug test may be requested include, but are not limited to:

- Pre-Employment or Promotion Testing – Immediately after an offer of employment is made for a key-holding position, the Company may initiate a drug test. An employee may also be tested, for drugs only, upon promotion of employee to a key-holding position. An employee is considered hired or promoted on the condition that the Company receives a satisfactory report regarding the drug test.
- Reasonable Suspicion Testing – Upon reasonable suspicion, the Company has the right to require an employee to submit to a drug and alcohol test. Such reasonable suspicion is based on a belief that an employee is using or has used drugs or alcohol in violation of Company policy, drawn from specific, objective, and articulable facts and reasonable inferences. Such facts and inferences may be based upon, but not limited to, abnormal conduct or erratic behavior at work, suspect behavior at work, declining productivity, deterioration in performance, absenteeism and/or excessive tardiness, and/or a report or information from a credible source.

- Post-Accident Testing – A current employee who is involved in any accident at work or is involved in an accident where personal injury or damage to property has occurred may be required to submit to a drug and alcohol test, at the sole discretion of the Company.
- Random Testing – The Company may require an employee to submit to a routine or blanket drug and alcohol test if the test is conducted as part of a routinely scheduled examination or as part of a blanket testing that is scheduled for all employees.

Failure to submit to the required testing for illegal drugs and/or alcohol, including by tampering with, diluting, or adulterating a test sample, or failing to comply with instructions provided by testing personnel, will result in disciplinary action, up to and including termination of employment.

Consequences for failing a drug or alcohol test are as follows:

- If you are a new hire, you will not be hired if you test positive for a drug
- If you are being promoted to a key carrying position, you will remain in the position that you are currently in if you test positive for a drug. You will not be considered for another position for 3 months. Two failed drug tests will result in termination.
- If Saver Group has a reasonable suspicion that you are under the influence of drugs or alcohol while on Saver Group's property or while conducting business related activities, you will be terminated if you test positive for a drug or alcohol. You will also be terminated for refusing to take the test.

All positive drug tests will be confirmed by a lab before termination occurs.

Tobacco Usage

For the protection of our employees, customers, and products, Saver Group prohibits the usage of tobacco products, including but not limited to cigarettes, cigars, vapor, and smokeless, in the following areas:

- Interior of any Save-A-Lot Store, this includes, but is not limited to the sales floor, office, break room, backroom, restrooms, and meat/produce department.
- Within 5 feet of any exterior door

Employees must be on a break or lunch to use any tobacco products. Anyone using tobacco products in a prohibited area or while on the clock is subject to disciplinary action, up to and including termination of employment.

SHOPLIFTERS

Store employees must never do the following:

- Chase or pursue a customer
- Make physical contact
- Prevent or block the customer from exiting
- Become confrontational with a customer

Greeting and acknowledging a customer can prevent many shoplifting incidents. Every dollar we save from being lost is pure profit and profit is what ensures our continued success.

Methods Of Theft	Important Acronyms
Barcode Switch	Red-Read Each Description
Double Dipping	GOT-Greet Offer Thank
Conceal and Exit	GOT-Greet Offer Thank
Walk Out/Push Out	GOT-Greet Offer Thank



WHAT SHOPLIFTERS DO

- cost our stores a lot of money
- make it necessary to hire guards for some stores
- upset our customers and employees
- harm the reputation of the community

WHAT WE DO ABOUT SHOPLIFTERS

We let a member of management handle any actions with shoplifters. Our store clerks only watch for and report suspicious behavior or shoplifting. **Good customer service deters shoplifting.**

If you actually see someone concealing merchandise in clothing or handbags try to keep watching that person while alerting a member of management. Be ready to say what the item was and where it is concealed.

Watch for shoppers who do certain things:

- look to their left, right and behind them while standing in front of displayed merchandise;
- stay in the store for a long time, but check out with only one inexpensive item like a can of soda;
- have “luggage” such as big purses or shopping bags, roomy coats, deep pockets, big hats, baby carriers, book bags, etc
- seem to be handling merchandise a lot; more than just picking it up for the cart. They may be ripping open packages to steal the contents. Or they may be hiding items within other items - a bottle of aspirin inside a bag of diapers, for example.

SHOPLIFTERS ARE VERY UNCOMFORTABLE WHEN EMPLOYEES TALK TO THEM. DELIVER THE BEST CUSTOMER SERVICE TO ALL CUSTOMERS – EVEN THE DISHONEST ONES.

Non Accusatory Statements

Below are a few statements that can be used to help deter a shoplifting suspect(s). These statements are customer service driven, which is our main defense in reducing external theft.

If you see a customer(s) conceal product or show intent to conceal, you should use the following statements to deter the theft. **Never** under any circumstance accuse a customer of stealing or become confrontational.

1. "Hello, is there anything I can help you find today? If you need anything I will be right here." Never be confrontational. Stay in the aisle and face/straighten product or you can notify Management.

2. Get a hand basket, approach the customer and say... "I saw you had some items earlier would you like a basket to place your items in?"

If you observe someone select or they are walking around with several items or packages of meat, use the same statement while offering them a basket for their shopping convenience.

3. "I saw you were looking at our fresh meat, do you have any questions or can we get a meat department associate to prepare you a special cut of your choice?"

Customer service is our best defense in deterring shoplifting. If two or three different associates engage a possible shoplifter verbally the likelihood that they will steal is greatly reduced. Most importantly, if we use these statements with EVERYONE, the honest customer will be provided excellent customer service making their experience seem personal.....which is what we do every day to help grow our customer loyalty.

Active Shooter Plan

WHAT IS AN ACTIVE SHOOTER?

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims.

WHAT SHOULD I DO?

Remain Calm

Every situation is going to be different and the action you take will depend on your situation. This is not meant as a plan for everyone in every situation, but as a general guideline to help keep you safe.

You should go through the following assessment and decide which plan is best for your situation:

Run

If there is an accessible escape plan, attempt to evacuate the premises. Have the plan and path in mind before you run.

Hide

If evacuation is not possible, take cover; get as low to the ground as possible, hide behind something large and stay quite and try not to be noticed.

Fight

As a last resort, and only if your life is in imminent danger, attempt to disrupt and/or fight the active shooter. Use whatever items you can find to throw at the shooter.



THINGS TO REMEMBER:

- Know your surroundings
- Know where your exits are when you enter a building.
- If confronted by the shooter, try not to make eye contact.
- Even if you are unable to talk, call 911 and lay the receiver down. The dispatcher can hear what is going on.
- Keep your hands visible when exiting the building. The police may not have identified the shooter and you do not want to be mistaken for him/her.
- Stay calm.
- Leave your belongings behind.
- Get as far away from the building as possible, but do not leave the area. You will need to be accounted for later.
- If you believe that an employee or customer may become violent, it's your responsibility to report it to HR or your supervisor immediately.

OUR POLICIES

REQUIRED CONDUCT

- ▶ Work as directed by the store management and in cooperation with other employees.
- ▶ Follow policies and perform to the level expected for a retail employee.
- ▶ Be at your assigned work station in a condition fit to work at the time specified on the weekly work schedule.
- ▶ If you will be late or absent contact your store manager as early as possible before the beginning of your shift.
- ▶ Park in the employee parking area designated by your store manager. Enter and leave the store through the front entrance.
- ▶ Keep your personal belongings, including coat, lunch, and electronic devices in your employee locker - not at your workstation or pocket.
- ▶ Take meal breaks and other breaks as assigned by management, when customer traffic allows. Please refer to The Employee Handbook for more specific information on our Break Policy.
- ▶ All parcels must be kept in a designated area and be checked with management.

OUR POLICIES

PROHIBITED CONDUCT

- ▶ Conduct that violates a company policy.
- ▶ Rude or offensive behavior to customers or other employees.
- ▶ Refusing to work as scheduled during the operating hours of the store. Refusing to work as directed.
- ▶ Consuming any store product without an attached initialed receipt from management.
- ▶ Eating, drinking, or smoking on the sales floor or around the checkout area.
- ▶ Getting or making personal phone calls during shift.
- ▶ Horseplay, roughhousing, or fighting on premises.
- ▶ Checking out your friends and relatives at your cash register.
- ▶ Having visitors in the break room, backroom or office.
- ▶ Bring to work large sums of money or expensive personal belongings. We will not be responsible for their loss.
- ▶ Taking photos of the store, except with management permission.
- ▶ Accepting business-related gifts, incentives, tips, or free goods from a vendor.
- ▶ Entering a contest sponsored by a vendor.

DISCIPLINE: Violation of any policy, including those listed on this page, may subject you to disciplinary action and/or termination.