

Employee Manual  
2016-2017



*~Eat your way to perfection~*

Moreno Valley High School  
23300 Cottonwood Ave.  
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Dear New Employees of Perfect Plates,

Welcome to the Perfect Plates family! We are very pleased that you have become a part of our amazing organization here at Perfect Plates.

Perfect Plates Corporation is an extremely selective company when it comes to hiring new team members. You have been selected over many other qualified candidates. You will be associating with a competitive workforce of employees that share the same skills and dedication that you have demonstrated by providing quality services to our customers.

One of the organization's most important objectives is to remember that the services we provide are important to our community. As a Perfect Plates employee, I challenge you to work with professionalism and to provide excellent service to our customers.

Sincerely,

VP of Human Resources

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# I

## A. History

Perfect plates was developed in August of 2015. We strive to provide Healthy food for our customers. We started as a small company but built our way to success. This company started its course in Moreno Valley California. We are a young new company of young professionals from diverse backgrounds. We understand that people have unique differences and this led to the idea of Perfect Plates.

## B. Mission Statement

Perfect Plates is striving to be the quality leader of healthy food choices. We provide a variety of pre-packaged healthy meals to your doorstep. We pride ourselves with the diverse food options that use the highest quality products. Here at Perfect Plates, we want our customers to be totally satisfied and remain lifelong customers.

We are here to be a high performance company that:

- Attracts customers and exceeds their expectations
- Provides an enriching, fulfilling and a rewarding healthy environment for employees
- Values long-term relationships with suppliers
- Serves and supports the community
- Achieves solid financial performance

## C. Purpose of Handbook

The purpose of this employee handbook is to let the employee's/employer know how this company functions. We expect our employees to help each other and respect one another. Perfect Plates states that this employee handout is not a contract.

## D. Job Description

Employees are expected to maintain great leadership skills and have positive interactions with our customers. With our variety of customer service, it's important to listen to everything the customer has to say considering our services are online, over the phone, and in person at our Cottonwood location. Here at Perfect Plates, we are handling customers meals so it's important to follow both safety as well sanitary regulations as directed by the Department of Health and USDA (Department of Agriculture) Food and Safety Inspection Service.

## II

### *A. Employee Duties & Responsibilities*

Our employees are trained to provide great quality service that exceeds customers expectations. As an employee you are expected to be responsible, courteous, and organized with customers and their orders. Be aware you may from time to time get angry customers; be sure to keep your calm and listen to their specific needs.

### *B. Work Ethic/Conduct*

Employees are expected to hold a professional and neat work environment as well as a positive attitude every day.

### *C. Benefits/ 401 (k) Plan*

Perfect Plates wants to insure our employees are in good health. Everyone will be provided dental, vision, and health insurance. After 30 days of being hired employees will be eligible for quality insurance for not only the employee but their family as well.

#### **Insurance plans:**

- Blue shield California
- Delta Dental
- VSP (Vision Insurance Plan)
- Eligibility/ Enrollment
- Deductible/Co-Insurance
- Schedule of benefits
- Pre-Certificates
- Exclusions

#### **401 (K) Plan:**

The 401(k) plan is offered to employees who are interested in starting a retirement plan. The 401(k) deducts pay from your paycheck and saves that money until you retire. Once you retire you will be able to use the money for your living expenses. If you would like to be eligible for a

401(k) plan you would have to at least work for a year in the company. If you are interested in planning ahead inform the company so the 401(k) plan can be initiated .

### *D. Employee of the Month*

At the end of each month Perfect Plates will award a VP and employee for their excellent performances and attendance with a certificate of “Employee of the Month”. Employee will then receive their own parking spot in front of the company and the \$250 bonus.

### *E. Work Schedule*

Employees will be expected to work Monday through Friday from 8am to 9am with the exceptions of Wednesdays. On Wednesdays employees will only be expected to work 30 minutes. An employee must make sure to always be on time and call in if absent. Failure to call in will result in disciplinary actions as well as termination. Perfect Plates will deal with disability issues on a one on one basis with the employee in order to adjust their schedule to their specific needs.

PayDay: Employees will be paid Bi-monthly

### *F. Holidays*

- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- Christmas
- New Years
- M.L.K Day
- Presidents Day

## III.

### *A. Attendance/ Jury Duty*

Employees are expected to be present and on time everyday and will lose daily pay of \$50-100 if absent or tardy. Employees who are tardy or absent will be written up and possibly fired. Be aware if you are placed in a VP position, you will lose the position due to attendance problems.

### *Jury Duty*

There is no pay for the first day of jury duty but from that day on they are paid \$15.00 dollars a day. The length of the services depends how long the trial is. An employee must show proof of attendance. The slip given will receive a stamp once your attendance is verified.

### *B. Dress Code*

All employees are required to wear a company uniform. Ladies are expected to look professional with no heavy make up and your nails must be short with no nail polish. Remember you are handling food. Any employee with excessive piercings will be given verbal and written warnings by Human Resources. If behavior isn't rectified, their employment will be terminated.

### *C. Performance*

Employee performances will be reviewed every five weeks. Vice presidents will review employees and the VPs will be reviewed by the CEO. This process is to verify employees improvement and achievements and help the CEO decide whether they benefit the company or should be terminated. The process will also be the final test to see who will be "Employee of the Month".

### *D. Company Property*

Company property such as computers and tablets are not for personal use. They are restricted for business use only. If an employee is caught using company property for personal use they

will be given a verbal warning. However if it continues then we would continue with a written warning which can lead to termination.

### *E. Personal Electronics*

Any personal electronic such as Ipods, cell phones, bluetooth, headphones, etc are not allowed during work hours. Employees may only use their electronics on their lunch break away from the company working areas.

### *F. Bereavement Leave*

If any employee happens to lose an immediate family member (parent, grandparent, spouse, or child), they are entitled to five days paid bereavement leave.

### *G. FMLA (Family and Medical Act)*

FMLA allows employees to take an unpaid job-protected leave of absence for any specific family and medical reason.

### *H. Conflict/Resolution*

Here at Perfect Plates we take certain procedures to solve conflicts. Conflicts will not be avoided. We want all our employees to be professional and courteous while on the job. Employees are expected to act professional and come to a solution after talking it out. Depending on the situation the company will take action in order to properly avoid further issues.



## IV.

### *A. Diversity*

The city of Moreno Valley is extremely diverse. Employees from different backgrounds are welcome. We do not tolerate racial profiling or discrimination.

### *B. Sexual Harassment*

Here at Perfect Plates, we do not tolerate any sexual harassment. Sexual harassment is a form of gender discrimination that involves unwelcomed sexual advances. Most people that get sexually harassed like to keep quiet but it is better to speak up. Don't ignore the problem acknowledge the situation and take action. For example, a person of higher power taking advantage of someone while in return providing them with better treatment.

- **Visual** harassment is initiated by just winking at a co-worker or staring at them in a uncomfortable way.
- **Verbal** harassment is when you say something to the other person and he or she gets uncomfortable. A person may also feel verbally abused by any sexual remarks about a person's body clothes and race.
- **Physical** harassment is initiated by one person putting their hands on another in an unpleasant manner.
- **Sexual** favors is an act in which a person is treated in a subservient or dominant way, a form of sexual harassment which is not tolerated.

### *C. Drug free/ Alcohol free*

Here at perfect plates we take alcohol and drug use very serious. If you are caught with alcohol you will be subjected to dismissal depending on the situation. If we find drugs on you we will immediately take action and hand you over authorities.

### *D. Bullying*

An investigation will be conducted if management hears of any threats, physical violence, or blackmail involving anyone. We do not tolerate bullying.

### *E. Discrimination Policy*

Here at Perfect Plates, we do not discriminate on the basis of race, color, religion, gender, age, national origin, or disability. We are committed to provide all members with equal opportunity's. We do not condone discrimination and will put a stop to any discrimination in our department.

### *F. Workplace Safety*

Perfect Plates take precise measures to ensure that all staff members have a safe working environment. If you see any unsafe acts or unsafe conditions, please make sure to report it to your supervisor immediately. Employees should know where the nearest exit is in case of a fire or any other emergency.

### *G. Workplace Security*

Here at Perfect Plates, we expect all of our employees to be aware of their surroundings and alert of any risks towards themselves and their co-workers. We expect employees to guard all personal belongings and company property. Don't forget to report any sketchy activities to your supervisor or manager as soon as possible.

### *H. Safety Procedures*

In case of an emergency please take the following procedures into consideration for safety purposes. Employees must be responsible for following the employee manual in order to prevent any safety hazards.

#### **Safety Procedures:**

- Do not panic in case of an emergency
- Try to evacuate anyone who needs your help
- In case of an emergency, use the two rear end of the classroom doors
- In case of an earthquake, you may go under the desks if necessary
- Report unsafe conditions
- Prevent and report all accidents

## V.

### *A. Voluntary Termination*

Perfect Plates knows that personal situations may cause an employee to voluntarily terminate their position; if such a case were to occur, we ask all employees to provide a two-week advance notice in writing. The company considers retirement, complication of a contract, failure to return from leave, and failure to report to work without notifying the company as voluntary termination.

### *B. Final Paycheck*

Employees who terminate employment with the company will be given their final paycheck one week after their last day. If the employee is unable to personally retrieve their paycheck, it will be mailed to the address on file.

### *C. Disciplinary Policy*

Disciplinary actions should not come out as a surprise to the employee. We can discipline at Perfect Plates if you do not follow the procedures as directed.

## *VI. Internet and Email usage/ Policies*

### *A. Personal Electronics*

The company prohibits the use in the workplace of any type of camera phone, cell phone camera, digital camera, video camera, or other form of recording device, or other form of recording device to record the image or other personal information of another person. The company reserves the right to report any illegal use of such devices to appropriate law enforcement authorities.

### *B. Internet usage*

Company employees are expected to use the internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted. The internet policy is not to deny access to the internet, however these rules are to protect employees from being subjected to material that may be inappropriate to the workplace.

### *C. Social Media Usage*

Employees may not use work email addresses to register on social networks, blogs or other online tools utilized for personal use. Employees can be held responsible for the things they publish online even if they are at home on their own time and they think only their closest friends will see what they've published. Employees will receive disciplinary action and or be terminated on the severity of the situation.

Social media activity also includes permitting, or failing to remove, posts by others where the employee can control the content of posts, such as on a personal page or blog. Perfect Plates respects your right to participate in social media and understands that your time outside of work is your own.

Perfect Plates also values its established brand reputation and goodwill relationships, which are important corporate assets. Whether or not you consider yourself a Tweeter, snapchatter, Blogger or Facebooker, it's important to understand how to use social media appropriately and effectively.

## VII. Acknowledgment of Employee Handbook

I hereby acknowledge that I have received a copy of the Employee Handbook. I understand that I should consult management regarding and questions not answered in the Handbook regarding the company's rules and policies. I understand that my employment with Perfect Plates is at-will. I agree that the Employee Manual is not an employee contract if I wish to resign I may do so at any given time. I acknowledge that Perfect Plates may take action and revise, suspend, terminate, revoke, change or remove, prospectively or retroactively, any items in the employee handbook.

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(Signature of Employee)

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(Date)

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(Human Resources)