

**YOUR GUIDE TO UNDERSTANDING
PERSONNEL POLICIES & PRACTICES**

EMPLOYEE HANDBOOK

RELEASE DATE: MARCH 2022

**STONE
CREEK
COFFEE**

LET'S BREW THIS

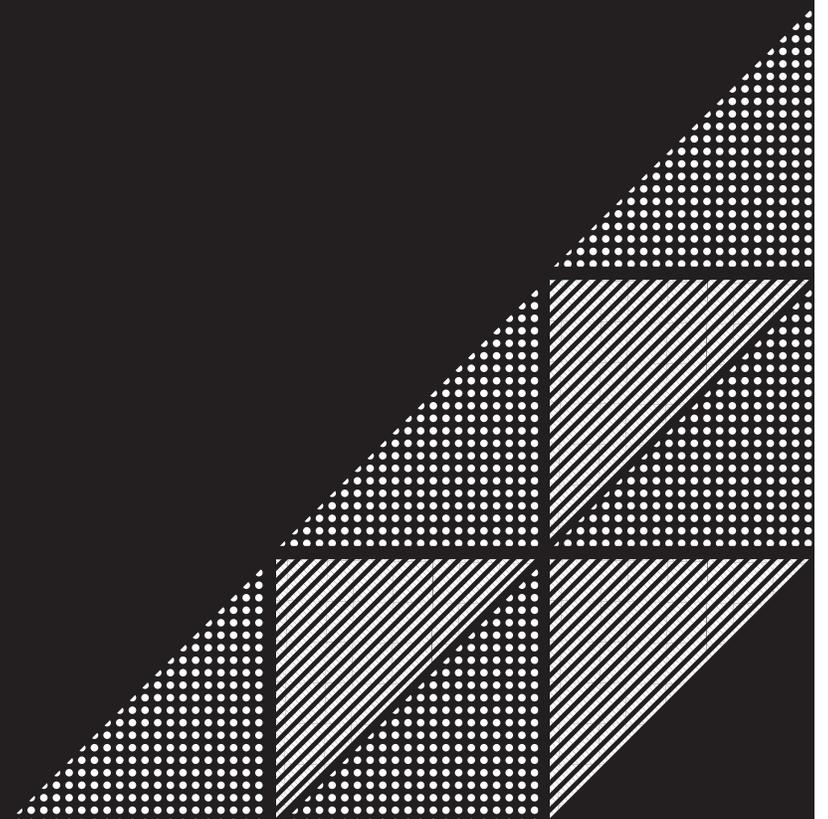


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STONE CREEK COFFEE

1. OUR COMPANY

INTRO & HISTORY

Stone Creek Coffee is a specialty coffee roaster founded in 1993 in Milwaukee, Wisconsin that employs a large group of Coffee Geeks. We know the best coffees are cultivated and developed through direct relationships with farmers at origin. We are committed to building lasting relationships with our producer-partners around the world. We summarize this ambition with our shorthand: "**Farm to Cup.**"

Our corporate and founding name is GIRI Corporation. The word "GIRI" comes from the samurai code of honor, Bushido. The word "GIRI" means social obligation, or to live with a sense of those around you. We have built our company around this simple, yet powerful idea. In 2021 we completed our certification as B Corp. Certified B Corporations™ (B Corps™) are for-profit companies that use the power of business to build a more inclusive and sustainable economy. They meet the highest verified standards of social and environmental performance, transparency, and accountability. Certified B Corporations amend their governance so that, by law, they make decisions and implement practices that consider not just shareholder value, but the impact on all stakeholders — employees, customers, society, and the environment.

In addition to the uniqueness of our founding name and our status as a B-Corp, Creek Coffee has built its company culture around thirteen Core Commitments. These commitments govern the behavior of all the teams and team members at Stone Creek Coffee. Some of the Core Commitments include: Create Remarkable Care, Think Hard, Prepare for Your Work, Speak Up, Be a Hero, Find a Hero, and Never Stop Learning. Our Core Commitments are built upon our history and will carry us into the future.

Stone Creek Coffee operates 8 retail cafes in the Milwaukee area, serving a mix of coffee beverages, bagged coffee, house-made bakery items, coffee geek merch, and brewing equipment in all of our cafes. We also have a hot breakfast menu we refer to as "Project EAT" at our Downer Cafe & Kitchen.

In addition to our cafes, Stone Creek Coffee also operates a wholesale business that sells coffee to restaurants, other cafes, universities, and hospital systems in the greater Milwaukee and Madison areas.

Stone Creek Coffee operates several digital media properties including our e-commerce web business and multiple social media platforms.

When a person walks into Stone Creek Coffee, it is not just about a cup of coffee. Our hope is their visit is about experiencing the passion and craft behind each cup. We endeavor to create an environment of accessibility and teaching regardless of their prior coffee education.

We summarize our company's purpose with the following statement: **We are Coffee Geeks who Never Stop Learning and who provide Remarkable Care to our customers and to each other.**

The journey continues.

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COMMITMENT TO SERVING OUR LOCAL COMMUNITY

As a mission-driven company, we at Stone Creek Coffee believe in serving and enhancing the local communities we live and work in.

We believe that the socially responsible practices we apply daily in our internal operations can proliferate with the involvement of our stakeholders, customers, and our communities. In each community where our employees work and live, we — as Stone Creek Coffee and individual members of the community — actively create opportunities to play a positive role through various initiatives. This includes the support of important charitable organizations through monetary and/or material donations, promoting volunteerism, and more. The name that we've given this initiative is Brewing Change. Brewing Change is managed 100% by Stone Creek Coffee employees and provides a platform for our team members to fulfill their social, environmental, and cultural change initiatives. Stone Creek Coffee supports each project by providing a project coach along with company resources such as matching funds, free use of company spaces, and marketing support. If you are interested in learning more about our Brewing Change initiative or have an idea for your own project, head on over to stonecreekcoffee.com/brewing-change to fill out a project form.

In line with our mission to be socially responsible, we also commit to the following:

SERVING LOCAL CUSTOMERS

We commit to serving at least 75% of local and independent clients or customers.

LOCAL HIRING

As a company that is committed to its local community, at Stone Creek Coffee we are also committed to local hiring.

LOCAL SUPPLIERS

We are committed to using local suppliers when possible.

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STONE CREEK COFFEE CORE COMMITMENTS

The Stone Creek Coffee Core Commitments are a shared set of values that we use to guide our actions at Stone Creek Coffee. We believe in these values and expect everyone who works here to adhere to them.

1. **KEEP YOUR COMMITMENTS:** Every good commitment has a due date, a clearly defined deliverable, and one person responsible. A good commitment maker will not over-commit and will deliver as committed or will notify their team well in advance if unable to do so.
2. **THINK HARD:** We must be people who do the thinking necessary to improve our work and our environments. “Better” doesn’t come by doing more of the same things. “Better” comes through the invention of new concepts based on wise interpretation of facts. The pursuit of “remarkable” requires us to think, and to think hard. Lastly, our thinking is always better when we do it with smart, capable peers who we trust and can bring their unique thinking to the table. Our thinking is better when we do it together.
3. **CLEAN THE CORNERS:** Literally, we clean the corners. Details matter. The same attention to detail and care we bring to our coffee is reflected in all of our work. When we are great in the details, the big picture will be something extraordinary.
4. **CREATE REMARKABLE CARE:** The final cup we serve to the customer is our proxy for the entire customer experience we want to provide. As we endeavor to provide the absolute best tasting and looking beverages available, we also endeavor to provide the best interactions (through conversation, name use, commitment, smiles, and urgency), the cleanest cafes, the best bean offerings, etc. We will work to continue building “Remarkable Care” into something greater and more unique.
5. **TAKE CARE OF YOUR COWORKERS:** All of us need help at times. Our company will be best when we go out of our way to take care of each other and ensure a productive, safe, and healthy work environment.
6. **BE HERE, PHYSICALLY AND MENTALLY:** Customers, fellow employees, and the company at large rely on each individual who works here to come to work on time and be prepared mentally and physically to execute. When you’re on, you’re all in. If we fail here, our team will be soft and incapable of accomplishing its goals.
7. **PREPARE FOR YOUR WORK:** We work with care and thoughtfulness to put ourselves in the best situation to bring success. As much as possible we anticipate barriers to success and work to tear them down.
8. **SPEAK UP:** Every individual brings a unique perspective to the table. We rely on those perspectives to keep our company as sharp as it needs to be. If employees are unwilling to speak up about problems they see in a constructive manner or be bold about ideas they have, then we will be unable to get better and grow.
9. **SPEAK TO THE FUTURE, NOT TO THE PAST:** We drop the ball on occasion. Everyone messes up. Everyone fails. The important thing in these situations is the response. When we fail, we will speak to what will be done differently in the future. We will not merely recap and make excuses for what happened. We will not make a mistake twice.

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10. **BE A HERO, FIND A HERO:** We don't want to be merely "ok" or "better than the next company." We want to be extraordinary, and we want to celebrate people doing extraordinary things. We go the extra mile, and we take time to recognize when we see a hero in others.
11. **TAKE RISKS:** Nothing truly amazing has ever been done without some degree of risk. With risk-taking comes learning. We will constantly try new things in an effort to get better. If those things don't work, then we'll try something else.
12. **BE URGENT TO THE CUSTOMER:** Without the customer, there is no company, no coffee, and no jobs. Therefore, we will drop whatever we are doing to ensure the customer experiences true quality and comes back tomorrow.
13. **NEVER STOP LEARNING:** If you're not growing, then you're dying. If we stop learning, then we will stagnate while the rest of the coffee world passes us by. Learning is very important for the development of each person in our company, and collective learning is what will bring great value and the development of "Remarkable Care."

COMMITMENT CULTURE

All employees of Stone Creek Coffee are expected to work within the context of the commitment culture we have built at our company. This culture forms the backbone of how we work together at Stone Creek Coffee.

A commitment is anything a Stone Creek Coffee employee agrees to do as part of their job. There are two distinct types of commitments at Stone Creek Coffee: Standing and Specific.

Standing Commitments

A Standing Commitment is something that is part of your role. It is typically something that recurs on a regular schedule. A few examples of this type of commitment include completing a checklist, emailing a weekly report, cleaning work areas daily, completing payroll bi-weekly, filing taxes monthly, or emailing a customer within 3 hours.

Specific Commitments

A Specific Commitment is something that a Stone Creek Coffee employee agrees to do as a one-time task. A good commitment will have the following three characteristics:

1. Date – when will the commitment be completed?
2. Deliverable – what will be completed or delivered at the agreed-upon time?
3. Responsible Person – a single person will be accountable for the commitment.

Here are a few rules that will facilitate the successful creation and completion of Specific Commitments.

Rule 1: Specific Commitments should be written down. If a verbal commitment is made, one of the two parties should agree to write it down at the earliest possible moment.

Rule 2: Words like "I will make a commitment..." or "Can you please make a commitment about..." should be used in our work together.

Rule 3: Do not over-commit. If you commit you must believe with 90% assurance you will be able to get it done.

Rule 4: At times your Team Leader will ask you to make a commitment on a topic. If you cannot accept the commitment you must explain what other commitments are a higher priority for you. Your Team Leader will then have the opportunity to re-set the priorities when needed.

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How do I know all the Specific Commitments I have as an employee?

You will always agree to all Specific Commitments so you should know when you make those agreements. It is advisable to write down your own commitments using your organizational tools. Specific Commitments made in a meeting of three or more people are always tracked via Asana.

Additionally, all one-on-one meetings should have written commitments via Asana, or that meeting's chosen method of tracking commitments, that are shared and agreed upon at the meeting.

What do I do if my Standing or Specific Commitment is in jeopardy of not being completed on time?

Recognizing that things can change from the date you make a Specific Commitment to the date it is due; we realize we must also have a process for "in jeopardy" commitments. If you have a commitment that is in jeopardy of not being completed, you must notify your Team Leader of the causes of the possible missed commitment and your recommendation for completing the commitment in light of the changes. A recommendation from you will allow your Team Leader to work with you to get the commitment back on track or to adjust priorities for the future.

If you have made a commitment in a meeting of three or more people, you must work with your Team Leader to keep on track. You must also notify the leader of the team to whom you made the commitment if the commitment is likely to not be done as originally committed.

The key to making, keeping, and completing our commitments is open communication and a spirit of cooperation to complete them. It is expected that you will approach your Standing and Specific Commitments with a positive attitude and give your best effort to complete them on time.

It is never acceptable to miss a commitment and not inform your Team Leader and/or the person to whom you made the commitment. In the event you expect to miss a commitment, please provide a recommendation for how you plan to accomplish the commitment in the future.

We believe that a strong commitment culture is a prerequisite to working together and building a vibrant, successful company.

INDUSTRY VISION

Stone Creek Coffee has gained a reputation as a company that delivers Remarkable Care. We have customers who drive past other coffee companies to come to our cafes. They do this not only to get our wonderful coffee but more importantly because they enjoy interacting with our staff and the remarkable service we provide.

Success in your role and as a Stone Creek Coffee Geek can be measured using the Core Commitments as a guide. Frequent, even daily, evaluation of your performance against the Core Commitments is valuable and reflects a willingness to #NeverStopLearning.

The effort you put forth to execute the Core Commitments in your role will be evaluated by your peers and Team Leader formally, during formal performance reviews, and daily as you work together.

The coffee professionals at Stone Creek Coffee are working to create a coffee world where all coffee

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farmers receive a fair price, where all coffee professionals are continually growing, and where our customers love to sip specialty coffee.

OUR BUSINESSES

Retail

To date, our cafes have formed the backbone of our company. We plan to work hard to grow and nourish our existing cafes while developing new products and concepts by which we advance “Remarkable Care.”

Wholesale

In 2005, we started our wholesale business. If you see Stone Creek Coffee being served anywhere outside of one of our 8 retail locations, that location purchased beans through our wholesale business.

E-Commerce // www.stonecreekcoffee.com

At the start of the COVID-19 pandemic, and throughout the years that followed, we worked hard to build up our web-based business as a way of supplementing the sales we lost in our Retail and Wholesale groups. Through this process, we identified the ECOM platform as a crucial area of focus for our business to be successful in the long term. Moving forward, our ECOM business will remain a key strategic focus. We will also continue to build our website into a profitable, direct-order business for customers near and far. Check it out at www.stonecreekcoffee.com, where we offer free carbon neutral shipping on all orders via UPS Ground.

Stone Creek Coffee Factory

We moved to the Factory in the summer of 1999. In 2001, we opened the Stone Creek Coffee Training Center more commonly known as the Learning Lab. We use the Learning Lab to teach employee & public classes and to host latte art throwdowns. In 2012, we opened our retail cafe on the first floor of the Factory. The Factory also serves as a home base for many of the teams at Stone Creek Coffee.

Stone Creek Coffee Bakery

In 2012, we started our own bakery. We wanted to be able to create our own food and do so in a way that is congruent with the hard work and care we put into each one of our coffees. The Stone Creek Coffee Bakery supplies all of our retail cafes as well as some of our wholesale partners.

Stone Creek Coffee Kitchen

In 2018, we opened our first cafe with a hot kitchen. As we continue to build our “Farm to Cup” coffee program that welcomes every kind of #CoffeeGeek, we want our food program to mirror that spirit. Our Project EAT menu will always strive to include coffee-centric comfort food that is Elegant, Accessible, and Transparent: EAT.

LEGAL STUFF

This guide is designed to acquaint you with Stone Creek Coffee and provide you with information about the company’s working conditions, benefits, and policies affecting your employment.

You should read, understand, and comply with all provisions of this guide. It describes many of your responsibilities as an employee and outlines the programs developed by Stone Creek Coffee to benefit employees.

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No employee guide can anticipate every circumstance or question about the policy, and therefore the policies are set forth only as a guideline. Over time, a need may arise to change the policies described in this guide. Stone Creek Coffee, therefore, reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, at its sole and absolute discretion. An attempt will be made to notify employees of such changes.

Policies outlined in this guide are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Stone Creek Coffee and any of its employees. The provisions of the guide have been developed at the discretion of management and may be amended or canceled at any time at Stone Creek Coffee's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of Stone Creek Coffee management.

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2. COMMUNICATIONS

OUR GOAL

We believe that clear communication is essential to the successful operation of our business. We are committed to keeping you informed on matters that concern you and your employment at Stone Creek Coffee.

We ask that you keep us informed of your expectations of us, any problems you may be having, and your ideas on improving our overall operation.

OPEN DOOR POLICY

Communication is a joint responsibility shared by every member of the Stone Creek Coffee team. Your opinions, suggestions, and questions are important to us. Feel free to talk to your Team Leader or a member of the Teams & People Team about any issues that concern you. We will attempt to provide you with honest, straightforward responses to your questions and concerns.

Generally, if you have a problem with an individual, we encourage you to approach that person and attempt to resolve the conflict. If that approach is unsuccessful, your Team Leader should be utilized to assist in addressing and resolving the problem.

If a situation arises that would require additional support from someone outside your department, you may reach out to the Team Leader in that area or request support from the Teams & People Team via email: teams@stonecreekcoffee.com. Please include a brief description of the scenario and several suggested times you would be available to meet.

Furthermore, Stone Creek Coffee has established four main #SpeakUp channels for the use of any team member to ensure all team members can and will speak up in a manner that is most comfortable for them. These include our triannual NSL Workshops, company surveys, suggestionox.com/r/sccspeakup (entirely anonymous), and the most direct path which includes voicing concerns to your Team Leader, the Teams & People Team, or even the owners. Reach out to:

Drew Pond at (940) 733-1414/dpond@stonecreekcoffee.com or
Eric Resch at (414) 550-5096/eresch@stonecreekcoffee.com.

To view these speak up options, all locations have a copy of the Speak Up Pathways poster in their backroom or common areas. Please follow the guidelines for speaking up as listed on this poster.

YOUR TEAM LEADER

You are encouraged to discuss any questions you may have regarding your work or company policies with your Team Leader. Your Team Leader is responsible for efficiently carrying out the functions of the department and is interested in your ideas, suggestions, and constructive criticism. If you have a better, safer, or more productive way of doing a job, let your Team Leader know about it. In the event you believe your Team Leader is not providing adequate attention to a particular concern or idea, then please escalate the issue to the Teams & People Team.

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HERO CARDS

Hero cards are completed when any Stone Creek Coffee employee sees any other Stone Creek Coffee employee doing something heroic. During training, you'll be shown where Hero Cards are in your work area. They are available to complete electronically via Paycor for Team Leaders and their direct reports. Otherwise, they are available as a hard copy in your location if you would like to fill one out for any other team member. Make sure to tell your "Hero" that you have completed a Hero Card for them and why! If you receive a Hero Card from a co-worker, take a moment to pat yourself on the back for a job well done and return the card to your Team Leader. Team Leaders will send your Hero Card to the Teams & People Team to be attached to your online HR Profile. Hero Cards, whether virtually or physically received, will be inserted into your online personnel file. When your Team Leader completes your performance reviews, these will also be taken into consideration.

KEEPING UP TO DATE

There are several different ways Stone Creek Coffee will communicate with you to keep you up to date. You will get acquainted with all of these avenues during training at your location, but some methods are universal across all teams.

Paycor

The Stone Creek Coffee Employee Database Management System is found in Paycor. You can directly access this database to manage your personal information and to view available jobs. In Paycor, you will also be able to review your training classes, performance management documents, and compensation information online and from an app on your phone.

Upon employment offer acceptance, Stone Creek Coffee employees receive an email with their Paycor login information. Employees are responsible for completing their onboarding documents and keeping their personal information up to date in Paycor.

Employees are responsible to ensure they are familiar with and appropriately tracking their performance goals and objectives.

Employees also have access to their Documents folder, where they can find their signed documents and performance documents such as Hero Cards, Late/Attendance Cards, and other performance management documents.

The Employee Blog

Regular company updates are posted on our employee blog. This is the place to go to get all of the latest information about what's happening at Stone Creek Coffee. This is where we celebrate company wins and post hiring needs, as well as a list of upcoming education classes and events. Over time we plan to build out this resource to include access to this employee handbook as well as other training manuals and resources. <https://www.stonecreekcoffee.com/category/employee-blog-base/>

Paycor Scheduling

On or before your first day, your Team Leader will set you up in our scheduling system where they will enter in your availability, preferred days and times, etc. This is where you will request days off, pick up

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open shifts at other cafes, or swap shifts.

Weekly Operational Recap

This is a weekly document that is updated in your Paycor Documents and emailed every Thursday. This document exists primarily for Team Leaders and Cafe Coaches, but each employee is welcome to review it. Cafes also will receive a printed copy.

Stone Creek Coffee Website - www.stonecreekcoffee.com

This is a resource for product offerings, product descriptions, cafe locations and hours, current job postings, teams, and all things Coffee Geek.

Instagram - @stonecreekcoffee

Twitter - @StoneCreekCoffe

Facebook - Stone Creek Coffee

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3. YOU AND YOUR ROLE

WHAT YOU CAN EXPECT FROM SCC

Policies at Stone Creek Coffee are based on the belief that the success of our company depends upon the success of our employees. Therefore, we want you to be successful and satisfied with your position. We believe that work can be a source of joy and a place of community. It is our sincere hope that we might cultivate a work environment where we can each be our authentic selves, gather around coffee, and celebrate our differences together.

Therefore, you can expect Stone Creek Coffee to:

- Recognize you as an integral part of our team
- Periodically review your performance and give you feedback
- Provide a safe, efficient, and remarkable workplace
- Encourage you to Never Stop Learning
- Encourage high-quality, remarkable customer service

WHAT SCC EXPECTS FROM YOU

To be successful, Stone Creek Coffee expects you to:

- Be available for work and report to work as scheduled
- Perform your duties and responsibilities in accordance with Stone Creek Coffee Core Commitments
- Comply with the policies and procedures of Stone Creek Coffee
- Work safely
- Cooperate with and respect co-workers and customers
- Treat company property with proper care and respect
- Use good judgment
- Endeavor to provide Remarkable Care to co-workers and customers

ROLE DESCRIPTIONS

In any job, people are paid to perform a certain task. Unfortunately from time to time an employee experiences a lack of total clarity around the roles and expectations. An individual might go home and wonder as to whether or not they are successful in their role. We want to avoid this at Stone Creek and bring total clarity to our employees.

To accomplish this, every role at Stone Creek Coffee will have role descriptions that include their **metric of focus**. Every person has one metric for which they are responsible. It's the metric always on their mind at work. For instance, if you're a barista, your primary focus is "Fans Won." Your #1 goal is to deliver such a high-quality customer experience that people can't wait to come back to Stone Creek Coffee again. We measure the amount of "fans won" by looking at each cafe's transaction count compared to the year prior to determine whether we gained or lost fans.

In addition to the metric of focus, each role will be articulated by the role aspects that summarize what is expected of the individual occupying a role. The role aspects are meant to summarize (not exhaustively) the activities that will positively impact the metric of focus. To be clear, if you crush your

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role aspects, you should be having a positive impact on your metric.

Stone Creek Coffee Coaching Philosophy

In service to #NeverStopLearning and #SpeakUp, Stone Creek Coffee encourages in the moment coaching and formal performance review meetings between Team Leaders and team members.

In performance review meetings, the two will discuss the team member's metric and role aspects. This provides a framework to identify areas of improvement, create actionable steps for development, and remove ambiguity around an employee's engagement, satisfaction, and performance.

The following are Stone Creek Coffee One-on-One Conversation Guidelines

One-on-one conversations should be private:

- Performance discussions should be held in the open. That is to say, performance discussion should be private but within eyesight of other team members.
- If you or your Team Leader have a conversation that requires more privacy, please use one of the conference rooms at the Factory or arrange to meet virtually if necessary.
- If you or your Team Leader need to have a conversation that requires more support, use the Teams & People Team as a resource.

One-on-one conversations have 3 purposes:

- Relationship building
- Offering support
- Goal realignment

Keep these purposes in mind when preparing for your one-on-one conversations with your Team Leader.

One-on-one conversation agendas will include a combination of the following themes that encourage engagement and productivity:

- Work habits
- Individual and team performance
- Short-term/long-term goal check-in
- Personal development plan
- Ways the team or Team Leader can improve
- Compensation concerns or requests

NOTE: One-on-ones need to be collaborative sessions with bi-directional input and outcomes.

Commitments made from one-on-one meetings need to be recorded in Asana or recapped in an email. All commitments need to be kept. In the event a commitment is not kept, please escalate the issue.

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TEAM LEADERS & GUIDES

At Stone Creek Coffee, we utilize two roles to clarify who owns the direction of our teams and our company.

Briefly, you can sum up the essence of the roles as follows:

1. Team Leaders: Support the team members and ensure the teams execute.
2. Guides: Guide the strategic development of the teams.

Team Leaders

The role of the Team Leader is to lead and coach team members through their journey at Stone Creek Coffee through performance coaching, role aspect equipping, and skill development.

Team Leaders empower team members to fulfill their roles at the highest levels of accuracy and efficiency. They also direct team members to other resources for support in their skill development and path advancement as needed. Leaders are ultimately responsible for the success of their teams. They facilitate and follow-up to ensure strategic and operational projects are executed within budgeted parameters. It is their responsibility to ensure everyone on the team is fulfilling their commitments.

A high performing Team Leader:

1. Must be able to help work through problems and difficulties by:
 - a. Challenging norms
 - b. Offering viable counsel
2. Should know where to direct you to get the support you need.
3. Should work closely enough with you to have up-to-date knowledge of your well-being.
4. Is responsible for the team's products.
5. Should be able to identify team gaps and be able to guide the filling of those gaps and the restoration of team efficiency.
6. Should be able to coach the team to achieve their goals within budgeted parameters.
7. Will work with the Teams & People Team to address significant performance & personnel issues.

Guides

Guides are Direction Team members who are assigned to a particular team within Stone Creek Coffee as they build out and execute their strategic projects.

A helpful Guide will:

1. Help channel team efforts to accomplish the company's strategic priorities.
2. Help teams articulate their priorities, as derived from those of the company.
3. Challenge the team to be forward-looking for the support of infrastructure, the expansion of capacity, and the growth of value.
4. Clarify expectations of the Direction Team as regards financial performance, operational capacity, and communication level.

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CORRECTIVE COACHING & DOCUMENTATION

Corrective coaching and documentation should not be delayed until the next performance review meeting. Feedback should be given regularly and be as closely tied to the notable performance event as possible.

Disciplinary action due to missed performance expectations and gaps will follow the outline below unless there is an exceptional event that causes Stone Creek Coffee to move to immediate termination or skip steps in the progressive discipline process.

Some examples of qualifying performance events that may warrant immediate termination: no call no show to shift, harassment, discrimination, defiance of a Team Leader, intoxication in the workplace, destruction of company property, theft, etc.

All documentation must be dated (month/day/year) and uploaded to the employee's profile in our online HR database after reviewing and signing with the staff member.

Team Leaders and team members can request that a member of the Teams & People Team be present for corrective coaching discussions.

1. Verbal Warning Communication:

This step represents a formal conversation between the Team Leader and team member. This conversation will include the identification of a performance gap and the commitments to ensure the gap does not persist. This discussion will be followed up with the submission of a Verbal Warning Form.

2. Clarification Form:

If performance gaps continue following the verbal warning communication, the Team Leader will initiate a Clarification Form to guide another conversation. Please follow the process as outlined in the performance management document, which is available for all leaders in Google Drive and can be found within their Leadership Toolkit under their team's Performance Management Folder.

As a part of the Clarification Form review with the employee, the Team Leader and team member should be discussing any additional support or resources required to perform per expectations. They should then outline steps to help the staff member progress. In this conversation they need to document:

- a. List the time/date and details of incidents that occurred.
- b. Name the expectations that were missed or performance gaps.
- c. Make sure to refer to any significant document where the performance/behavioral expectations are explained/outlined, such as Manuals, Handbooks, Employee Acknowledgements, etc.
- d. The reason (root cause) for the performance gap.
- e. The plan to fix the gap.
- f. Next date for follow-up.

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- g. What will happen if the gap isn't fixed by the next check-in.
- h. Additional Team Leader/member comments.

3. Plan of Action: The final corrective step.

In the event that a Clarification Form and review does not produce a change in behavior and/or performance, the Team Leader will provide their team member with a Plan of Action.

The Team Leader should complete the Plan of Action which can be found in Google Drive within their Leadership Folder and found in their team's Performance Management Folder. Failure to execute the plan will likely result in the staff member's termination or a role adjustment. Solid execution of the plan will warrant continued employment but that will be conditional on continued plan execution and future progressive steps. The following should be addressed and clearly outlined in the Plan of Action:

- a. List the time/date and details of incidents that occurred, calling out those that occurred after the Clarification Form.
- b. Name the expectations that were missed or performance gaps.
- c. Make sure to refer to any significant document where the performance/behavioral expectations are explained/outlined, such as Manuals, Handbooks, Employee Acknowledgements, etc.
- d. The reason for or root cause of the performance gap.
- e. The plan to fix the gap.
- f. What will happen if the gap isn't fixed or if it's repeated.
- g. Next date for follow-up.
- h. Additional Team Leader/member comments.

ATTENDANCE

Stone Creek Coffee's successful operation depends on the regular attendance of each employee. Each employee has an important job and is expected to be reliable and punctual in reporting for scheduled work. Unscheduled absenteeism and tardiness, whatever the cause, is disruptive and places a burden on leaders, fellow employees, and customers.

Since satisfied customers provide Stone Creek Coffee with profits and jobs, regular attendance and being ready to work at scheduled starting times are simple ways to help maintain Stone Creek Coffee's commitment to Remarkable Care and service.

Failure to notify your Team Leader and/or team of any instance of an unexpected absence or tardiness may lead to disciplinary action up to and including termination. Any instance of tardiness or unplanned absence will be documented via an Attendance Card or Performance Documentation (see Corrective Coaching & Documentation section above).

UNFORESEEN ABSENCES

Some roles within the company require highly dependable attendance for the health of the team and to maintain a high level of urgency to the customer. Such roles include any role for which clocking-in is

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necessary for timeliness tracking e.g. Baker, Bakery Coach, Bakery Steward, Barista, Cafe Coach, Service Tech, Delivery Driver, and Fulfillment Specialist.

In such roles, more than four unforeseen absences in six months or six unforeseen absences a year will result in the termination of the employee. An unforeseen absence is any time a team member is unable to present to a shift on time, so long as the shift was scheduled within their availability. The only exception would be if a team member was able to provide at least six hours of notice for medical reasons related to their disability. If a team member can give six hours of ample notice as well as provide a medical excuse, their absence will not be counted as an unforeseen absence and therefore will not count against their attendance record.

Any late clock-in that is later than 15 minutes after a scheduled clock-in time would be considered an unforeseen absence and will be counted against their attendance record. In the same way, if a team member needs to leave early from their shift, without arranging coverage or being excused by their Team Leader, their absence will also qualify as an unforeseen absence.

If a team member is subject to a disability that may bring about frequent call-ins to work, for example, migraine headaches, anxiety, vertigo, or chronic pain, Stone Creek Coffee will work with them to provide reasonable accommodations based on recommendations by their health care provider. See more details in the Accommodation Policy listed on the next page.

Team Leaders will track any absence using an Attendance Card. These cards can be found in Paycor or paper form and will be used to monitor your attendance.

All hourly employees are subject to the SCC Call Out Process and all salaried team members must notify their Team Leader of any unforeseen absence and find coverage for their commitments. For more information about these processes, please refer to the Sick Time Section of the Employee Handbook.

NO CALL, NO SHOW

No Call, No Show refers to any situation, except for documented emergencies, where an employee does not present to work or does not notify of their intended absence for a published scheduled shift before the shift in question as per the process laid out below.

One or more instances of “No Call, No Show” is considered grounds for disciplinary action up to and including termination.

In instances of two No Call, No Shows to published/scheduled shifts, the employee will be considered to have voluntarily terminated their employment with Stone Creek Coffee effective immediately. All future shifts will be removed from their schedule, and employee offboarding will begin. All future communication between Stone Creek Coffee and the employee will be handled via the Stone Creek Coffee Teams & People Team.

Time off requests (paid or unpaid) need to be submitted and approved with 21 days advanced notice and as per the team-specific process. See our Sick Time Policy for call-out procedures related to illness.

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ACCOMMODATION POLICY

At Stone Creek Coffee, we celebrate diversity and are committed to creating an inclusive environment for all employees. It is the Stone Creek Coffee policy to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, Stone Creek Coffee will not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

On receipt of an accommodation request, Teams & People and your Team Leader will speak with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that Stone Creek Coffee might make to help overcome those limitations.

Stone Creek Coffee will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, Stone Creek Coffee's overall financial resources and organization, and the accommodation's impact on the operation of Stone Creek Coffee, including its impact on the ability of other employees to perform their duties and on the company's ability to conduct business.

The Americans with Disabilities Act (ADA) does not require Stone Creek Coffee to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs, etc.). Please reach out to Teams & People if you have any questions related to this policy.

DRUG AND ALCOHOL POLICY

It is the policy of Stone Creek Coffee that all employees are prohibited from using and possessing illegal substances on or off Stone Creek Coffee property. If warranted, we reserve the right to implement drug testing among our employees. Drug testing may occur if an employee is suspected of being under the influence of drugs while on Stone Creek Coffee premises or is involved in a work-related accident. Team Leaders are required to report breaches of this policy to the Teams & People Team.

Employees found in possession of illegal substances while on Stone Creek Coffee property risk immediate termination. Employees under the influence of drugs or alcohol while on the clock, serving customers, or while behind the counter will be subject to disciplinary action up to and including termination.

In addition, employees under the influence of excessive alcohol in attendance of any company event will be subject to disciplinary action up to and including termination. Underage drinking at company events is not allowed and may lead to immediate termination.

SOFTWARE CODE OF ETHICS

Unauthorized duplication of copyrighted computer software violates the law and is contrary to our organization's standards of conduct. We disapprove of such copying and recognize the following

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principles as a basis for preventing its occurrences:

1. We will neither engage in nor tolerate the making or using of unauthorized software copies under any circumstances.
2. We will provide legally acquired software to meet the legitimate software needs in a timely fashion and sufficient quantities for all our computers.
3. We will comply with all license or purchase terms regulating the use of any software we acquire or use.
4. We will enforce strong internal controls to prevent the making or using of unauthorized software copies, including effective measures to verify compliance with these standards and appropriate disciplinary measures for violation of these standards.

Failure to adhere to Stone Creek Coffee's Software of Code Ethics will result in disciplinary action up to and including immediate termination.

EMPLOYEE CLASSIFICATION

Employees will be offered employment as Salaried, Full-Time Hourly, or Part-Time Hourly. Designation details are as follows:

Salaried

This classification refers to Stone Creek Coffee employees who receive a fixed compensation amount and are not eligible for overtime pay for working more than 40 hours.

Salaried employees are eligible for Stone Creek Coffee's benefits package subject to the terms, conditions, and limitations of each benefit program.

Full-Time Hourly

This classification refers to Stone Creek Coffee employees consistently scheduled to work at any Stone Creek Coffee location at least 35 hours per week.

Full-time hourly employees are eligible for Stone Creek Coffee's benefits package, subject to the terms, conditions, and limitations of each benefit program.

Part-Time Hourly

This classification refers to Stone Creek Coffee employees who consistently work an average of fewer than 35 hours a week or less. Part-time hourly employees must be on a standing schedule and work a minimum of 10 hours weekly.

Part-time hourly employees averaging 30 hours per week, for 2 consecutive months, are eligible for the company health insurance plan. The Employee Care Team will communicate with eligible employees. To maintain health insurance eligibility, employees must maintain an average of 30 hours worked per week. If a part-time hourly employee enrolled in Health Insurance Benefits falls below 30 hours per week average, they and their Team Leader will be contacted by the Employee Care Team to discuss scheduling next steps.

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Changing Employment Status

Part-time hourly employees averaging more than 35 hours per week for six months, who are in good standing (not on a performance improvement plan), and who are willing to commit to working 35 hours consistently are eligible to be converted to full-time hourly status and corresponding benefits.

Employees who believe they are eligible should contact their Team Leader to discuss this option as it would require a commitment from both the employee and the business to consistently schedule the employee for more than 35 hours.

If after speaking with your Team Leader you have questions regarding employment status or how to obtain the necessary hours to become eligible for full-time hourly status, please contact teams@stonecreekcoffee.com, and a member of the Teams & People Team will reach out to schedule a discussion.

Seasonal

This classification refers to those employees hired for a predetermined and specified “season” with an agreed-upon end date. The end date will be discussed at hiring and specified in the offer letter.

NOTE: If a seasonal employee converts to a full-time or part-time position, benefits accrue from the date of the position change.

EMPLOYEE RECORDS

We rely on the information in Paycor to ensure the accuracy of things such as your paycheck, beneficiaries, medical insurance coverage, direct deposit, etc. Be sure to keep your information current in Paycor. If you need assistance in updating your information, please inform your Team Leader promptly.

If you need to update any of the following information, please contact the Teams & People Team for assistance:

- Number of “allowances” you wish to claim for income tax withholding
- Payroll deductions
- Direct Deposit information

YOUR PRIVACY

Employees have the right to discuss their gender identity or expression openly or keep that information private. The employee gets to decide when, with whom, and how much to share their private information. The Teams & People Team does not disclose information that may reveal sensitive topics to others. That kind of personal information may only be shared with the employee’s consent and potentially the employee’s Team Leader if the Team Leader would truly need to know to do their work.

An employee has the right to be addressed by the name and pronoun that corresponds to the employee’s gender identity. The intentional or persistent refusal to respect an employee’s gender identity can constitute harassment and would be a violation of our workplace harassment policy. If you are unsure what pronoun a transitioning coworker might prefer, politely ask your co-worker how they would like to be addressed.

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Stone Creek Coffee will change an employee's official record to reflect a change in name or gender upon request from the employee. This matter is also applicable to those who go through marriage or divorce.

Legal name changes will need to be completed through the Teams & People Team. If you do go through a legal name change during your time at Stone Creek Coffee, please email teams@stonecreekcoffee.com.

FAMILY MEDICAL LEAVE

An employee is eligible by law for up to 12 weeks of unpaid leave during a 12 month period under this policy if the employee has been employed for the last 12 months and has worked at least 1,250 hours during the previous 12 month period.

Leave may be requested for any of the following reasons:

- The birth of a child and to care for that child.
- The placement of a child for adoption or foster care and to care for the newly placed child.
- To care for a spouse, child, or parent (covered family member) with a serious health condition.
- Because of your own serious health condition.

Full-time and salaried employees requesting leave because of the birth or adoption of a child are eligible to receive the "Welcome Home" benefit offered by Stone Creek Coffee, allowing three weeks (120 hours) of paid leave under the employee's regular wage. If you are eligible for this benefit, please reach out to the Teams & People Team at teams@stonecreekcoffee.com as soon as possible to learn more. All other employees requesting FMLA leave may use any accrued vacation leave and/or sick leave.

Notice of Leave

Employees are expected to provide the Teams & People Team and their Team Leader a written or verbal notice in advance of taking leave as soon as practical to ensure operations will not be unduly disrupted by the employee's absence. If the employee's absence is foreseeable, the employee must give the Teams & People Team and their Team Leader at least 30 days written notice. If the employee's absence is not foreseeable, the employee is expected to notify the Teams & People Team and their Team Leader as soon as practical, within one to two days of learning their need for leave. Employees should provide sufficient information for the Teams & People Team to reasonably determine whether FMLA may apply.

When receiving the need for leave, the employee and healthcare provider must complete a medical certification requested by the Teams & People Team. The medical certification must be given within 15 days after it is requested, or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification promptly may result in denial of leave until it is provided.

Benefits

Stone Creek Coffee will maintain the employee's health benefits the same as if the individual was working. When paid leave is substituted for unpaid FMLA leave, Stone Creek Coffee will deduct the employee portion of the health plan premium as a regular payroll deduction. When the leave is unpaid, the Teams & People Team will make arrangements with the employee to pay their portion of the monthly premium.

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Under certain circumstances, employees may be eligible for intermittent leave or to reschedule their scheduled leave. For more information regarding your rights under FMLA, please reach out to the Teams & People Team at teams@stonecreekcoffee.com

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within 1 year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

For additional information or to file a complaint:

1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627



WWW.WAGEHOUR.DOL.GOV

U.S. Department of Labor | Wage and Hour Division

WH1420a REV 04/18

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BEREAVEMENT LEAVE

When a death occurs in an employee's immediate family, Stone Creek Coffee will give regular full-time employees 3 days of paid time off. This may only be taken to grieve the loss of a close family member, prepare for and attend a funeral, and/or attend to any other immediate post-death matters.

The employee should contact their Team Leader and the Teams & People Team with information about the days that they will need to be off of work. Granted paid time off will expire 30 days after an employee's verbal or written awareness to the employer. Stone Creek Coffee reserves the right to request documentation, such as an obituary or funeral program, as proof of death. The company intends to support employees during their times of grief and bereavement.

Immediate Family Defined for Bereavement Leave

Immediate family members are defined as an employee's spouse, parents, stepparents, sisters, brothers, children, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

If additional time off is required for the employee to address matters such as grief counseling or health-related issues following the death of an immediate family member, the employee may be eligible to apply for leave under the Family and Medical Leave Act (FMLA). In this case, the FMLA guidelines apply and the employee may take up to 12 weeks of unpaid, job-protected leave. The company is obligated to maintain the employee's group health coverage benefits during approved FMLA leave.

JURY DUTY

Employees who are summoned for jury duty are expected to immediately notify their Team Leader and submit a copy of the summons, or other documentation indicating the date(s) and time of service, to teams@stonecreekcoffee.com. In the event, a trial prevents a team member from presenting to a scheduled shift, to fulfill the obligation Stone Creek Coffee will grant Paid Time Off for hours of work that are missed, provided the proper documentation is submitted. If the jury duty does not require the entire day, employees are required to work any remaining hours of their normal shift when applicable.

Employees are encouraged to stop by their cafe or the Factory on their way to Jury Duty to have a free pastry and coffee beverage to take with them.

MILITARY SERVICE

Non-seasonal employees who are members of the Reserves or National Guard and are ordered to initial active training or inactive training (such as weekend drills and summer encampments) will be granted leave without pay. Following inactive training, employees must report to their supervisor. Stone Creek Coffee complies with the Veterans' Reemployment Rights Act, the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), and applicable Wisconsin laws regarding this issue.

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SICK TIME

Accrual & Renewal

Although Wisconsin Labor Laws do not require Wisconsin employers to provide team members with paid sick time, Stone Creek Coffee does provide all team members 64 hours of paid sick time, and 16 hours of paid mental-health leave annually as of October 1, 2021. The first paid sick time and paid mental-health leave time accrual will be deposited upon hire and will renew annually on January 1 of the new year.

If a team member is required to miss work due to COVID-19, their sick pay will come from their bank of Sick Time (not Mental Health Time). Furthermore, unless a team member is asked to quarantine for a COVID-19 related purpose, or if a team member must use more than two consecutive days of sick pay, a doctor's note will be required to be submitted to the Teams & People Team or emailed to teams@stonecreekcoffee.com.

Paid sick time benefits do not roll over and are not paid out upon termination.

PTO balances, including sick time, can be viewed on your Homepage in Paycor. If no paid sick time is available for use and an employee is sick and wishes to be compensated for their sick time, then vacation PTO hours can be used, provided those hours are available (see Section 5).

Call Out Process

Hourly Employees

If an employee is sick and has paid sick time available to cover their published scheduled shift, they will need to call their Team Leader at the number they provided during onboarding to inform them that they are sick and will be using paid sick time to cover their scheduled shift. If no one answers, leave a voicemail and make sure to leave the following information: your name, date, and time of your published/scheduled missed shift. Stone Creek Coffee requests that team members provide a minimum of six hours notice before the scheduled shift start time so that teams can prepare to have someone fill in. The call must be placed before your shift start time, otherwise, it will be considered a missed shift, subject to disciplinary action. The same process applies to the use of paid mental-health leave.

If an employee does not have sick time available but is sick or has an emergency come up they should attempt to cover their published scheduled shift and call their Team Leader, at the number provided during onboarding. If no one answers, leave a voicemail and make sure to leave the following information: your name, date, and time of your published/scheduled shift, and who will be covering your shift. If you did not find coverage for your shift, make sure to include that information as well. Stone Creek Coffee requests that team members provide a minimum of 6 hours notice before the scheduled shift start time so that teams can prepare to have someone fill in. The call must be placed before your shift start time otherwise it will be considered a missed shift and subject to disciplinary action.

Salaried Employees

If a salaried Stone Creek Coffee employee is sick and will miss their scheduled shift, commitment, or meetings, they must notify their Team Leader of their absence and find coverage for their commitments. If a salaried employee misses work, they may use paid sick time to cover their time off. If all sick days

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have been previously used, PTO hours must be used (see Section 5).

EXPENSE REPORTS & REIMBURSEMENTS

Reimbursements

Reimbursements will be provided quarterly unless other arrangements are made and approved by your Team Leader and the Director of Finance. Reimbursements should be submitted to your Team Leader at quarter-end. Your Team Leader will approve and submit to the Director of Finance to pay.

Reimbursements must be submitted on the below schedule to be paid on time:

Expense Overview

<u>Quarter 2021</u>	<u>Submit to Accounting By</u>	<u>Check Cut</u>
1st: January - March	April 3 rd	April 15 th
2nd: April - June	July 3 rd	July 15 th
3rd: July - September	October 2 nd	October 14 th
4th: Oct - December	January 1 st	January 13 th

This money will not be added to your bi-weekly paycheck. This money is not considered salary or pay for work therefore you do not have to report this money on your income taxes.

Mileage Reimbursement

Any employee who uses their personal vehicle for company purposes will be paid for the miles they have driven if approved by their Team Leader. The current rate for reimbursement for mileage accrued in 2022 is \$0.585/mile. This number is set by the federal government each year. Stone Creek Coffee will make mid-year adjustments if the IRS makes any special adjustments before the end of the calendar year.

You must track your mileage in the Reimbursement Tracker provided by the accounting team. If you are in need of this document, please reach out to accounting@stonecreekcoffee.com.

Miles will not be paid unless you submit your breakdown for that quarter.

Miles will not be paid unless you have your Team Leader's approval.

Miles submitted past the due date may not be paid for 3 weeks.

Mileage Reimbursement Protocol

Mileage reimbursement for use of an employee's personal vehicle to perform tasks for Stone Creek Coffee applies to the following roles and situations:

Cafe Technicians

- Mileage will be reimbursed for use of personal vehicles to respond to maintenance requests, equipment installs, emergency on-call requests from both Stone Creek Coffee cafes and Wholesale accounts. Mileage starts from the point of departure for said work.
 - o Example: If a Tech is on call and receives a request from the Glendale cafe and the Tech needs to come to the Factory first to retrieve parts/tools needed, mileage for the personal vehicle does not start until the employee leaves the Factory to drive to the

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Glendale cafe. The trip would be mileage logged from the Factory to Glendale and back to the Factory.

- If performing maintenance for Stone Creek Coffee that requires a Tech to start their trip from the Factory, the Tech must use a company-owned vehicle if available.
- If your workday ends after a maintenance call, meaning you are done for the day after this call and you are heading home, the mileage after that call to home (or whatever your destination is) is not reimbursable.
- Mileage is not reimbursable to or from home.

Account Managers

- Mileage will be reimbursed for travel to and from customer accounts. If your workday ends after a meeting with a customer, mileage after that meeting is not reimbursable.

Director of Retail

- Mileage will be reimbursed for travel to and from meetings with Cafe Coaches or to conduct cafe assessments. If your workday ends after a meeting with an employee, mileage after that meeting is not reimbursable.

Director of Education

- Mileage will be reimbursed for travel to and from tests/classes or to conduct cafe assessments. If your workday ends after a test/class mileage after that test/class is not reimbursable. Travel to the Factory for regularly scheduled work time and meetings are not reimbursable.

Cafe Coach and Cafe Coach Trainees

- Mileage or travel expenses will be reimbursed for travel to the monthly Cafe Coach meeting at the Factory. If your workday ends after that meeting, mileage after that meeting is not reimbursable. Traveling to the Factory or another cafe to source a product due to misordering is not reimbursable.

Educators and Traveling Heroes

- Mileage will be reimbursed for travel to and from a class/cafe if the distance is greater than 30 miles from your home cafe. Travel from one class/cafe to another is also reimbursable. If your workday ends after that shift, mileage after that shift is not reimbursable.

Limiting Corporate Travel

To reduce the environmental footprint caused by corporate travel, all unnecessary travel on Stone Creek Coffee company time is prohibited. Unnecessary travel includes, but is not limited to: making unnecessary stops, not taking the fastest route to your destination, and traveling for unsanctioned or unnecessary reasons. If you must travel to multiple cafes in one day, pick the shortest route. If a stop can wait until the next time you go, don't make an extra trip. When possible, lower footprint options are preferred. Lower footprint options include, but are not limited to carpooling and biking. All travel must be approved by your Team Leader.

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Transportation Reimbursement Grant

In striving to be equitable and inclusive, Stone Creek Coffee offers ten Transportation Reimbursement Grants that are available to team members to apply for on a quarterly basis. The goal of this opportunity is to increase access to employment opportunities at Stone Creek Coffee, while also promoting environmentally conscious transportation methods. The application window is open during the first week of each quarter. Please see the schedule below.

Q1: Monday, January 3 - Monday, January 10, 2022

Q2: Monday, April 4 - Monday, April 11, 2022

Q3: Monday, July 4 - Monday, July 11, 2022

Q4: Monday, October 3 - Monday, October 10, 2022

Following the application window, Team & People will review all submissions and award grants based on need. All candidates will receive a follow up within one week of the application window closure.

Teams will determine need based upon the following criteria:

- Applicant lives 3+ miles from their primary work location
- Employed at SCC for at least 3 months
- Minimum weekly range of 8-16 hours
- Primary method of transportation is environmentally conscious, eg. public transportation, walking, or biking.

In the event a grant is awarded the team member will receive the following monthly reimbursements, based on committed hour ranges, on their paychecks for the duration of a quarter, as will be noted in the approved application.

- 30+ hours weekly - \$72 per month
- <30 hours weekly - \$40 per month

In the event a team member is selected and leaves SCC prior to their final reimbursement date, all reimbursements will cease upon termination of employment.

All team members are eligible to reapply each quarter, regardless of whether or not they were selected the previous quarter.

Device Reimbursement

Any employee who is expected to use their personal device (this applies to only one device) for company purposes will be paid for part of the device upkeep. Stone Creek Coffee currently has four classifications of device usage:

- \$20/Month - Device reimbursement for employees earning salaries of under \$40k per year.
- \$10/Month - Device reimbursement for part-time office employees earning under \$20k per year.
- \$10/Month - Device reimbursement for employees earning salaries of \$40k and over per year.
- Cafe Coaches, Design Manager, Director of Finance, and Accounting Assistant will be supplied

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with a computer to perform their work and are not eligible for device reimbursement.

- Employees that use non-company issued devices are responsible for the upkeep and any repairs needing to be made on that device.
- There will only be reimbursement for one device per employee.

How to submit your device reimbursements for payment?

Submit your monthly device reimbursements following the same protocol for other reimbursements (see the beginning of this Section).

- Q1 (January, February, and March) should be submitted by April 3rd
- Q2 (April, May, and June) should be submitted by July 3rd
- Q3 (July, August, and September) should be submitted by October 2nd
- Q4 (October, November, and December) should be submitted by January 1st

Device reimbursements will not be paid unless they are requested through your Team Leader.

Meal Reimbursement

Stone Creek Coffee will reimburse the cost of meals for employees required to travel out of town for work. The maximum reimbursement per meal is \$15.00 and all meal receipts must be submitted to the Director of Finance within 30 days of accruing cost. Receipts are required to fulfill reimbursement requests.

NOTE: Meal reimbursements require Team Leader pre-approval.

CELL PHONE USE WHILE DRIVING

Stone Creek Coffee is aware that employees currently use their cell phones for business and personal purposes while driving in their personal vehicles and/or company vehicles. Due to research that indicates that cell phone use while driving is dangerous, Stone Creek Coffee prohibits employee use of hands-on personal cellular phone use for business or personal purposes while driving for Stone Creek Coffee or while working.

This prohibition of a cell phone or similar device use while driving includes receiving or placing hands-on calls, text messaging, surfing the internet, receiving or responding to email, or checking for phone messages.

Stone Creek Coffee recognizes that other distractions occur during driving. However, curbing the use of cell phones while driving is one way to minimize the risk for our employees. Therefore, you are required to stop your vehicle in a safe location so that you can safely use your cell phone or similar device.

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

SAFE TRAVEL

Your job with Stone Creek Coffee may require travel using your own mode of transportation or a company-owned vehicle. Should you need to use a motor vehicle as part of your job duties, a seat belt

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must be worn at all times. While on official Stone Creek Coffee property, employees are required to wear a helmet if riding a bicycle, moped, or motorcycle.

SERVSAFE MANAGER CERTIFICATION

All those who hold a management position such as Cafe Coach or Cafe Coach Trainee at our retail cafes must obtain a ServSafe Manager Certification.

Cafe Coaches and Cafe Coach Trainees will be expected to take the ServSafe Manager Course provided by Stone Creek Coffee, which includes two classes and a final test in the second class. Cafe Coaches and Cafe Coach Trainees will be paid for their time in class and for taking the test, however, they will not be paid study time outside of the Stone Creek Coffee courses and test. If a Cafe Coach or Cafe Coach Trainee does not pass their first test, they will be charged \$38 per each test taken until they pass.

If you have already fulfilled your ServSafe Manager Certification, you do not need to complete the courses and test through Stone Creek Coffee and will instead need to upload proof of completion via our online HR database. The ServSafe Manager Certification must have been completed within the last 5 years/must not have expired.

ATTIRE

Mask Requirements

Until further notice, all Stone Creek Coffee Employees, while working in an SCC building, are required to wear a face mask properly. Stone Creek Coffee provides each new team member with a mask before their first day of work.

- Face masks must be secure over your nose and mouth and under your chin.
- Before coming to work, make sure that you can wear your mask without needing to move or adjust it regularly.
- Face masks must fit snugly against the sides of your face.
- You must be able to breathe easily.
- Masks can be any color or pattern, and any graphics or text contained on masks should communicate care and respect for others.
- If the mask you've chosen to wear to work is not caring and/or respectful, Stone Creek Coffee reserves the right to ask you to wear a different mask.
- A clean face mask must be worn at the beginning of every day.
- You must wash your hands before and after touching your face mask.
- When removing your mask, handle it only by the ear loops or ties.

When to remove your mask

- When sitting down for a break to eat, while at a 6ft distance from other employees.

Retail Dress Code

It is the intention of our Retail Dress Code to allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional in all aspects of our company.

Those members of the Stone Creek Coffee Team who daily serve customers face to face should strive to

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present themselves in such a way as to positively represent themselves and the entire company. Baristas are expected to be intentional with their dress and self-preparation before coming to work.

Please operate creatively within the guidelines stated below, always seeking to provide the best possible customer experience and exemplify what it means to be a coffee professional. Baristas showing a flippant attitude toward personal appearance and wearing items outside of the Stone Creek Coffee dress code may be asked to change at the discretion of their Cafe Coach or any member of the Factory team.

Acceptable Apparel (SCC Apparel is highly encouraged)

1. Tops

- Absolutely no graphics or text (brand names, graphic or screen printed tees) except well-fitting SCC tops.
- Only well-fitting SCC t-shirts or a plain, unfaded, nice-fitting solid colored t-shirt (white undershirts are not permitted).
- Collared shirts encouraged (any solid color or pattern).
- Button-ups encouraged (must be at least partially buttoned (any solid color or pattern).
- Henleys (any solid color or pattern).
- Well-fitting collarless tops or blouses (any solid color or pattern).
- Well-fitting sweaters (any solid color or pattern). Sweaters with excessively long or baggy arms pose safety risks and are not permitted.
- Well-fitting solid color zip-up cardigans and jackets (blazers, track-style jackets etc) are permitted (No hoods. Must be at least partially zipped, absolutely no graphics, text, or branding unless SCC).
- No hoodies (except zipped-up SCC hoodies, any color, hoods may not be worn up).
- Tops must have sleeves covering underarms and must adequately cover cleavage and midriff.
- Dresses (any solid color or pattern, must reach 3" above the top of the knee).
- All tops should befit a Coffee Professional, be well-fitting and contain no graphics, rips, holes, or tears.

2. Bottoms

- Well-fitting jeans (any color, no rips, holes, or tears).
- Well-fitting pants (any color, no rips, holes, or tears).
- Well-fitting overalls. (any color, no rips, holes, or tears. Overall shorts or "shorteralls" must reach no more than 5" above the top of the knee).
- Rompers or jumpsuits (any color, no rips, holes, or tears. Rompers must reach no more than 5" above the top of the knee).
- Skirts (any color, length must reach 3" above the top of the knee).
- Solid color shorts (no rips, holes, or tears, the length must reach no more than 5" above the top of the knee).
 - i. Encouraged (denim, chino, linen, and canvas shorts with finished edges).
 - ii. No cargo shorts, cut-offs, or gym shorts (sweats, yoga, bicycle, etc).
- No sweat pants, yoga pants, or cargo pants (this includes SCC branded sweats and

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joggers).

- No leggings unless worn in tandem with pants, shorts, skirts, or dresses.
- All bottoms must be well-fitting and contain no graphics, rips, holes, or tears.
- Baristas should take care to wear clothing ensuring no socially-unacceptable exposure, including such exposures as are commonly attributed to members of the plumbing occupation.

3. Accessories

- Ties (encouraged).
- Vests (any solid color or pattern).
- Jewelry.
- Hats (SCC hats encouraged) must be solid color (stocking and baseball-style hats are acceptable).
- No graphics, text, or branding (unless SCC); no rips, holes, or tears.
- Hair should be handled intentionally, please avoid coming to work with “bed-head.”
- Hair long enough to be tied back must be tied back.
- Visible tattoos are permissible as long as they do not portray potentially offensive material.
- Piercings are permissible.
- Footwear must be closed-toed and socks must be worn at all times.
- Securely fastened Stone Creek-branded buttons or pins are welcome. Buttons or pins that express personal identity are welcome. Pins that advocate a political or religious issue, and/or communicate superiority or inferiority of any group or individual, are not permitted.
- Any type of fake nails or fake nail tips are not permitted, as these could fall off and into drinks, beans or food. This is a requirement of the WI Department of Health Code Section 2-302.11. If a team member arrives to work with fake nails, they must wear intact gloves in good repair while they are working.
- Nail polish is permitted; however polished nails must be neat and well-maintained (no chips).
- Please refrain from wearing scented hand lotions and strong perfumes/colognes. Adding scents beyond the natural aromas of coffee will take away the coffee experience we want to provide to our customers.

Stone Creek Coffee branded aprons must be worn around the neck at all times when working behind the counter. Aprons must be kept clean and wrinkle-free.

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Example of “Acceptable” Apron Wear:



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Example of “Not Acceptable” Tops:



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Example of “Acceptable” Tops:



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Office Team Dress Code

Office Team should allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional including the following:

Stone Creek Coffee brand wear is encouraged. Any color clothing and accessories are fine although they should not have significant writing, images, or advertising. Small brand names are acceptable.

Tops: All tops need to be well-fitting, have sleeves, cover underarms, cleavage, and midriff. Tops should not have rips/holes or tears. Tops may include a blouse, t-shirt, button-up shirt, sweater, sweatshirts. Hats and scarves can be worn. If around production equipment, scarves need to be removed for safety.

Skirts: Any color may be worn if shorter than 3” above the knee, tights or leggings must be worn underneath.

Pants: Jeans (any color), khaki (tan or green), or dress pants of any color.

Shorts: Solid color, any color. If the shorts are shorter than 3” above the knee, tights or leggings must be worn underneath.

Shoes: Any type of shoe may be worn, however, around cafe operation areas including the learning lab and around production equipment closed-toe shoes and socks must be worn.

Production Team Dress Code

The Stone Creek Coffee Production Team should follow all of the Basic Guidelines in the first section of “Attire” including the following:

Tops: Four Stone Creek Coffee shirts will be provided for each Fulfillment Specialist and Delivery Driver when hired. Delivery Drivers will also be provided a jacket and gloves. Production Team employees may also choose to purchase a Stone Creek Coffee branded sweatshirt. While working, Production Team members must wear the shirt, jacket, and/or sweatshirt that is provided. No other shirt, sweatshirt, or jacket is permitted. Production Team Members may choose to wear other gloves.

Bottoms: Must be well-fitting and cover all undergarments. Bottoms can be any color but may not have rips, holes, tears, or graphics. Shoes can be any color but must be closed-toe. Comfortable shoes are suggested.

Hair: When working in the production area, hair that can be tied back must be pulled back and secured by wearing a hat, bandana, or hairnet. A Stone Creek Coffee hat will be provided for Production Team employees when hired. Every hat after that is to be purchased by the employee. If an employee has long facial hair, they must also wear a beard net. These will be provided upon request.

Drivers should adhere to the Production Services code for pants, shorts, shoes, and hats.

In addition, on days where Production Team members are delivering to wholesale customers, Delivery

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Drivers should look professional.

We understand that it may not be possible to stay completely stain-free while working and handling coffee however, the expectation is that Drivers will stay as clean as they can while on the clock, and refrain from wearing stained or 'dirty' clothing.

Tech Team Dress Code

Coffee Techs are expected to wear work boots and look professional at all times.

Tops: During the first month of hire on the Cafe Tech Team, employees will be provided with (3) short-sleeve, (1) long-sleeve Stone Creek Coffee Tech shirts, (1) jacket, and gloves.

Bottoms: Must be well-fitting and cover all undergarments. Bottoms can be any color but may not have rips, holes, tears, or graphics.

Shoes: Work boots are required.

Stone Creek Coffee does provide a prorated reimbursement of up to \$75 every 2 years at the end of Quarter 2 for steel-toed work boots. Reimbursement requests should be submitted with Coffee Tech's Quarter 2 reimbursement request and are subject to manager approval. Reimbursements will not be granted without a copy of the original receipt used to purchase the work boots.

Additional uniform items can be requested as needed during consecutive years of employment.

Kitchen & Bakery Dress Code

Kitchen & Bakery Staff should allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional including the following:

Top: Well-fitting, solid black or gray, long-sleeved or short-sleeved Stone Creek Coffee Kitchen and Bakery issued shirt (no sleeveless or loose sleeves). Stone Creek Coffee shirts are permissible, in any color. No buttons, sequins, text, graphics, holes, rips, or stains on apparel.

Bottom: Solid black pants. No shorts. No buttons, sequins, text or graphics, holes or rips.

Shoes: Non-slip, closed-toe, cook shoes, or clogs. Socks required.

Hair: Must be pulled back and fully covered with a clean and tightly wrapped bandana, scarf, or hat. Hats must be unbranded or a Stone Creek Coffee branded hat. Scarves and hats must be simple, with no dangles, sequins, or buttons that could fall into food. Facial hair must be tightly trimmed to the face or a beard net must be worn.

Apron: Stone Creek Coffee issued apron or plain black apron, which must be kept clean.

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Examples of appropriate hair covering	Examples of inappropriate hair covering
  	   

All Staff Exceptions

The above dress guidelines are for everyone at Stone Creek Coffee. The exceptions to this code include:

- Stone Creek Coffee employees who do not work at the Factory that stops in to do work or an errand should adhere to their own staff guidelines for dress.
- On days that require one to do a messy job, please wear darker clothing to help mask being dirty.

Stone Creek Coffee Issued Apparel

In the event that you are issued Stone Creek Coffee apparel, you will be asked to return any lightly worn tops to your team leader when you leave Stone Creek Coffee.

Items that are a part of your uniform, which you are asked to pay for such as barista aprons and Production Team sweatshirts are yours to keep. A certain amount will be deducted from your first paychecks to cover the cost of the item. The cost of these items will be addressed in a form during your onboarding process. If you lose any of these items, you will need to purchase a replacement.

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Casual Fridays

On Fridays, our Retail, Kitchen, Bakery, and Production team members are encouraged to celebrate their unique personal styles. The goal is to provide some flexibility and FUN for our team members during work hours, by relaxing dress code requirements for one day per week. Team members who work on Fridays can wear whatever they like, so long as their dress choices are within the following guidelines that must observe health code guidelines.

This includes:

- Masks are still a required part of the everyday dress code.
- Aprons are still a required part of the everyday dress code (Retail and Bakery).
- Only closed-toed shoes.
- Socks must be worn at all times.
- Hair long enough to be tied back must be tied back.
- No exposed cleavage or low v-necks, exposed underarms, or midriff.
- No skirts or dresses (Food/Production Teams).
- No shorts (Food/Production Teams).
- Hats required (Food/Production Teams).
- No strings/sequins/anything that could get in food (Food/Production Teams).
- No leggings or yoga pants.
 - Retail Teams may wear leggings or yoga pants only if worn under shorts, skirts, or dresses.
- No rips, holes, or tears in clothing.
- Shorts, skirts, and dresses are still required to be a work-appropriate length (about the height of a 12oz cup above the knee) (Retail).

Additional considerations:

- We are professional Coffee Geeks.
- Self-expression & cause-related attire is encouraged.
- Please do not wear garments with offensive words or imagery including:
 - Curse words, sexual or sexist innuendo, racist or discriminatory slurs, symbols, or imagery.
- Please keep the Core Commitments of “Be Urgent to the Customer,” “Take Care of Your Coworkers,” and “Create Remarkable Care” in mind.

HOUSEKEEPING

Everyone is expected to maintain an organized and orderly work area. An organized and clean work area enhances efficiency and creates a good impression for customers and visitors.

At the Factory, employees are responsible for cleaning their own dishes. Dishes should be cleaned daily and never left in the sink for cleaning at a later time. If using drinkware or plates from the Factory cafe, please return them to the cafe immediately after you finish. When using the Learning Lab at the Factory, you must clean up after yourself. This includes the bar, brewers, dishware, grinders, taking out the trash, and any other equipment that gets used.

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Each team is responsible for completing a Quarterly Deep Cleaning. See your Team Leader for details.

LOST KEY

Stone Creek Coffee is committed to creating a work environment built on trust and responsibility. Should you be entrusted with a key to your cafe and/or the Factory location, you will be expected to not duplicate or transfer that key to anyone.

All keys will be returned upon termination of your employment. Should a Retail key be lost, your Team Leader must be notified immediately and a \$25 key replacement fee will be assessed. Likewise, if an employee does not turn in keys upon termination, a \$25 key replacement fee will be assessed.

ETIQUETTE

Social Media Accountability

When posting on behalf of Stone Creek Coffee, please be reflective of Stone Creek Coffee's Core Commitments. Be aware that if your social media account is public, Stone Creek Coffee and customers can see your posts. Stone Creek Coffee reserves the right to ask you to remove any posts, comments, etc. that inappropriately reflect Stone Creek Coffee's Core Commitments or brand. If using "Stone Creek Coffee" or "SCC" in your username or handle, upon termination from Stone Creek Coffee, you must cancel or remove any reference to Stone Creek Coffee from your username or handle.

Phone

The phone should be answered as follows, "Stone Creek Coffee (insert location), this is (name)." Be certain to include the word "coffee."

Email

SCC Etiquette:

Should you have your own unique email address assigned to you during your tenure at Stone Creek Coffee (i.e. have an @stonecreekcoffee.com email) be sure to respond to all emails with "got it" or "ok" within 24 hours, or one business day, of receiving the email. If you are asked to complete a task, set a date when you will be able to have the task completed. If you are unsure of the priority, ask when it is needed by. These simple guidelines will help with open communication and keep workflow moving.

SCC Signature Template:

Name

Title

Stone Creek Coffee

(O) [414-270-1008](tel:414-270-1008) x218

stonecreekcoffee.com

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If you would like, you may also choose to include the preferred pronouns by which you wish to be addressed.

SCC Signature Template with Preferred Pronouns:

Name

Title

Preferred Pronouns (i.e. she/her/hers)

Stone Creek Coffee

(O) [414-270-1008](tel:414-270-1008) x218

stonecreekcoffee.com

SCC Out of Office Template:

If you will be out of the office please use the out of office settings on Gmail and use the following email template as a guideline:

Hello!

Thank you for your correspondence, I will be out of office beginning on November 21, 2022, and returning on November 26th.

For urgent inquiries requiring immediate attention please contact Hailey Barsch at hbarsch@stonecreekcoffee.com. I will be replying to all other inquiries upon my return.

Thanks again!

SMOKING

All Stone Creek Coffee locations are non-smoking. Smoking is permitted outside each location at a minimum 20-foot distance from any entrance or customer seating area and only during breaks and/or lunch periods. Everyone is responsible for maintaining a clean area, free from cigarette butts and other miscellaneous paper and garbage.

WEAPONS

Stone Creek Coffee prohibits the possession or use of weapons on company property. All team members are subject to this provision including visitors and customers on company property. A license to carry a weapon does not supersede company policy. Any employee in violation of the policy will be subject to disciplinary action, up to and including termination.

RESIGNATION

Employees who resign are requested to provide a written letter giving a minimum of two-week notice of their intention to leave. By providing a two-week working notice, Stone Creek Coffee can reduce the

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disruption that can result when an employee resigns their position.

Advanced Notice Incentive

As of October 4, 2021, Stone Creek Coffee launched an Advanced Notice Incentive for team members who provide a minimum of four-weeks notice of their planned departure from SCC. Team members must notify both teams@stonecreekcoffee and their Team Leader in writing of their planned last date at least four weeks in advance of departure to be eligible for this incentive.

Provided the team member submits their notice properly, completes their term of notice, and remains in good standing through their last date of employment, an Advanced Notice Incentive will be added to their final paycheck as follows:

4 Weeks Advanced Notice: \$100

8 Weeks Advanced Notice: \$200

12 Weeks Advanced Notice: \$300

PTO Payout

Full-time employees (salaried and hourly) who resign and have been with Stone Creek Coffee for at least one year, may be paid for up to 50% of their unused Paid Time Off (PTO) (see Section 5 for more detail on PTO), provided they have given at least two weeks notice. PTO payout will only be granted if PTO hours have been requested and documented according to the PTO request protocol.

PTO may not be taken in place of giving your two weeks notice even if the PTO request was approved prior to the notice. This means the employee must work a full two-week workweek to obtain the 50% payout. Final paychecks for employee PTO will be mailed to the address on file.

Unused PTO will not be paid to employees who are terminated for misconduct for both hourly and salaried staff employees.

HARASSMENT IN THE WORKPLACE

At Stone Creek Coffee, we strive to create and maintain a work environment in which people are treated with dignity and respect. To ensure that all of our employees are working in a productive, safe, and enjoyable environment, it is crucial we all come to an understanding of what workplace harassment is and how we respond to it. Under no circumstance will harassment of any kind be tolerated at Stone Creek Coffee.

Harassment is defined as any unwelcome and/or persistent conduct or actions (verbal or non-verbal) based on sex, race, religion, gender, sexual orientation, national origin, age, disability, etc.

Harassing conduct includes, but is not limited to:

- Offensive jokes
- Slurs
- Threatening, intimidating, or hostile actions
- Uncomfortable staring, touching, or gestures

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BULLYING IN THE WORKPLACE

Just as Stone Creek Coffee takes workplace harassment seriously, we take the act of bullying seriously. This is to ensure the workplace is safe and professional for all.

Workplace bullying is repeated mistreatment of one or more employees with a combination of intimidation, humiliation, and undermining of performance. Workplace bullying does not include the good faith conduct or actions of Team Leaders intended to provide employee coaching or discipline such as performance evaluations or performance documentation.

Bullying conduct includes, but is not limited to:

- Destructive gossip, rumors, or innuendo
- Physical pushing, shoving, throwing things
- Implied threats conveyed physically, orally, in writing, or electronically
- Screaming, shouting, yelling, or swearing at another in public or private
- Unreasonable public criticism, reprimands, or trivializing of another's work

If you feel that you have been a victim of workplace harassment or bullying by a coworker, immediately notify your Team Leader and the Teams & People Team by emailing: teams@stonecreekcoffee.com, or individually: rperik@stonecreekcoffee.com / hbarsch@stonecreekcoffee.com / kstrange@stonecreekcoffee.com / dpond@stonecreekcoffee.com. Your Team Leader or a member of Teams & People will be able to send you a form through Paycor to complete with details related to the incident(s).

If you believe that your Team Leader is the harasser or bully, please email any member of the Teams & People Team directly by emailing teams@stonecreekcoffee.com or individually: rperik@stonecreekcoffee.com / hbarsch@stonecreekcoffee.com / kstrange@stonecreekcoffee.com / dpond@stonecreekcoffee.com and document your claim in Paycor.

You may also call any member of the Teams & People Team by calling the Stone Creek Coffee Teams & People line at (414) 270-1008 x218.

Upon notification of the harassment claim, a confidential investigation will begin. The Teams & People Team will review and correspond with the next steps within 3 business days and perform an investigation that may take up to 10 business days. All parties involved will be notified of the findings once the investigation has been completed. Any confirmed instance of harassment or discrimination may result in disciplinary action up to and including immediate termination.

RELATIONSHIPS IN THE WORKPLACE

Stone Creek Coffee encourages its employees to form friendships and strong personal relationships with co-workers; however, we recognize the increased potential for conflict of interest, favoritism, or extended courtesies which can create unwarranted problems in a company. Employees may date and develop relationships with other employees as long as these relationships do not have a negative impact on their work or the work of others.

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Employees in a managerial or supervisory position are prohibited from entering into relationships with direct reports. If a relationship like this were to develop the employee may be subjected to transfer. If a relationship were to develop and go unnoticed, the employee(s) may be subjected to performance documentation.

The purpose of this policy is not to place undue restrictions on employees dating colleagues, as we acknowledge that freedom of choosing one's partner is an individual's right. The purpose is to set restrictions in order to maintain a healthy workplace. Stone Creek Coffee will work with the employees involved to determine whether it is appropriate and possible to adjust reporting or working relationships or whether other changes or actions are necessary.

ANTI-BRIBERY AND CORRUPTION POLICY

Background and Purpose

Stone Creek Coffee is committed to operating in an ethical manner and in compliance with applicable anti-bribery laws and regulations in the United States and other jurisdictions in which it operates. It is the policy of Stone Creek Coffee to prohibit bribes and corruption in any form, including kickbacks or gifts, on any portion of contract payments or soft dollar practices. More specifically, Stone Creek Coffee employees may not directly or indirectly:

1. Make promises, approve, authorize, or offer to give to anyone anything of value (including but not limited to cash payments) to improperly induce the recipient to take (or to refrain from taking) action that would bestow a benefit on Stone Creek Coffee or any other party; or
2. Receive or accept anything of value (including but not limited to cash payments), if such an item of value is intended to induce or reward the improper performance of one's responsibilities or duties or to gain an improper advantage.

Employees of Stone Creek Coffee should not take any actions for the purpose of evading the requirements of this policy. For example, a person should not use a Third Party to do anything that is forbidden by this policy. Applicable anti-bribery laws include the Foreign Corrupt Practices Act ("FCPA"), which is a U.S. law that prohibits bribery of foreign officials. The FCPA is interpreted broadly to include not only government personnel but also employees of state-owned entities (e.g., universities, hospitals, and media outlets) and public international organizations (e.g., the United Nations, World Bank Group, and the International Committee of the Red Cross). Various federal and state laws also prohibit bribery of U.S. public officials as well as commercial bribery in the private sector. Some jurisdictions prohibit gifts of any kind to public officials.

Who is Covered

This Policy applies to all Stone Creek Coffee employees, including executives, managers, and directors, regardless of location or job title.

Furthermore, all business partners, including suppliers, distributors, consultants, agents, and other business partners working for or on behalf of Stone Creek Coffee are expected to act at all times consistent with the principles set out in this Policy.

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Employees are hereinafter collectively referred to as "you" or "your."

It is important that you read, understand, and comply with this policy, and you are required to avoid any activity that might lead to or suggest a breach of this policy, which may result in severe consequences.

Bribery Definition

Bribery is defined as “the offering, giving, receiving, or soliciting of any item of value to influence the actions of an official, or other people, in charge of a public or legal duty.” (Black’s Law Dictionary)

Gift Giving

Gift giving is not to be confused with bribery. Bribes and gifts may come in the same form (i.e. products or experiences), the key difference is intentionality. A gift is something given without the expectation of a return, whereas a bribe is something given with the intention of having influence or benefit.

If you are unclear whether or not something is considered to be a bribe or a gift, it is your responsibility as a Stone Creek Coffee employee to reach out to teams@stonecreekcoffee.com and/or your Team Leader.

Responsibilities and Speaking Up

You must report any suspected or actual breaches of this policy as soon as you become aware of them. If you are ever in doubt about a situation with which you are presented, you must speak up and seek advice by contacting teams@stonecreekcoffee.com and/or your respective Team Leader. Employees can report concerns without fear of retaliation. We will not accept retaliation against an employee who raises a concern in good faith. We are furthermore committed to ensuring that no one suffers any detrimental treatment as a result of refusing to take part in bribery or corruption. If such retaliation is carried out, this can have severe consequences for the person carrying out the retaliation, including, but not limited to, disciplinary actions and criminal prosecution.

Failure to Comply

Individuals found to violate this policy may be subject to disciplinary action by Stone Creek Coffee and also may subject themselves and Stone Creek Coffee to civil and criminal fines and prosecution and significant reputational damage.

Training Requirements, Monitoring, Reviewing, and Updating this Policy

All newly-hired employees are required to review this policy, which is part of the onboarding process for all Stone Creek Coffee staff. Members of the Board of Directors or its equivalent (the Direction Team) are required to be instructed on this policy at least annually. Additionally, any and all changes made to this policy must be communicated company-wide whenever it is updated.

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4. COMPENSATION AND HOURS

COMPENSATION EVOLUTION BY CERTIFICATION

We have been built in an Apprentice, Scholar, and Master structure for all flow roles. The process for moving from Apprentice to Scholar to Master is based on skills, competencies, and certification processes. Progression through certifications will also bring progression in pay as outlined below. In addition, Stone Creek Coffee is dedicated to ensuring its wages are competitive with other local companies in the industry.

1. Cafe Roles

- a. Barista - **Tipped Role* (Minimum of \$11/hr)
 - i. Apprentice to Scholar - \$.50/hr increase
 - ii. Scholar to Master - \$.75/hr increase (Minimum of \$12.25/hr)
- b. Cafe Coach - **Tipped Role* (Minimum of \$15/hr)
 - i. Apprentice to Scholar - \$1-2/hr increase
 - ii. Scholar to Master - \$1-2/hr increase (Minimum of \$17/hr)
- c. Cafe Educator - **Part-Time, Non-Tipped Role* (Minimum of \$20/hr)
 - i. Apprentice to Scholar - (Minimum of \$20.75/hr)
 - ii. Scholar to Master - (Minimum of \$21.75/hr)

2. Downer Kitchen

- a. Line Cook - **Tipped Role* (Minimum of \$13/hr)
 - i. Apprentice to Scholar - \$.50/hr increase
 - ii. Scholar to Master - \$.75/hr increase (Minimum of \$14.25/hr)
- b. Kitchen Manager - **Tipped Role* (Minimum of \$16/hr)
 - i. Apprentice to Scholar - \$.50/hr increase
 - ii. Scholar to Master - \$.75/hr increase (Minimum of \$17.25/hr)

3. Bakery Roles

- a. Bakery Steward - ** Non-Tipped Role* (Minimum of \$12/hr)
 - i. Apprentice to Scholar - \$.50/hr increase
 - i. Scholar to Apprentice Baker - (Minimum of \$14/hr)
- b. Baker - **Non-Tipped Role* (Minimum of \$14/hr)
 - i. Apprentice to Scholar - \$.50/hr increase
 - ii. Scholar to Master - \$.75/hr increase (Minimum of \$16.25/hr)
- c. Bakery Coach - **Non-Tipped Role* (Minimum of \$15/hr)
 - i. Apprentice to Scholar - \$.50/hr increase
 - ii. Scholar to Master - \$1-2/hr increase (Minimum of \$17/hr)

4. Cafe Tech

- a. Service Technician - **Non-Tipped Role* (Minimum of \$18/hr)
 - i. Apprentice to Scholar - \$18.50 - \$20.50
 - ii. Scholar to Master - \$21 - \$23

5. Production Roles

- a. Delivery Driver, AM- **Non-Tipped Role* (Minimum of \$13/hr)
 - i. Apprentice to Scholar - \$.50/hr increase
 - ii. Scholar to Master - \$1/hr increase
- b. Delivery Driver, PM- **Non-Tipped Role* (Minimum of \$14/hr)

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- i. Apprentice to Scholar - \$.50/hr increase
- ii. Scholar to Master - \$1/hr increase
- c. Fulfillment Specialist **Non-Tipped Role* (Minimum of \$13/hr)
 - i. Apprentice to Scholar - \$1/hr increase (Minimum of \$15/hr)
 - ii. Scholar to Master - \$2/hr increase

NOTE: Roles eligible for a change in pay related to certification are also eligible for pay changes during the three Pay & Performance reviews as outlined below.

PAY & PERFORMANCE REVIEWS

Compensation Evaluation Process

To ensure all team members have an opportunity to discuss compensation increases with their Team Leaders, we have a compensation evaluation built into our Pay & Performance Review process.

All employees at Stone Creek Coffee are invited to discuss compensation with their Team Leader at their three annual performance review meetings.

Compensation Review Process

Pay and Performance Reviews will happen in March, July, and November during the 2022 calendar year.

Compensation increase requests should be based on the team member's performance. Team members should refer to their performance based on their operational role and Core Commitment assessments. Team members found to be performing above the stated expectations of their role as found in their role description may be eligible for a pay increase.

Prior to each Pay & Performance Review, Team Leaders can send their compensation increase recommendations to their Team Leader a week before beginning Pay & Performance conversations. Factors that are taken into consideration during the compensation increase request review are the Team Leader's recommendation, team member's performance based on their craft and culture scores, as well as the available team budget and role market value.

Team Leaders will inform team members of their pay increase during their Pay & Performance Review. Team Leaders will then be responsible for updating their team member's pay rates in our online HR database.

Compensation increases become effective during the **pay period following** the Pay & Performance conversation.

Making a Compensation Request

When asking for a compensation increase an employee should reference their performance related to their metric, role aspects, and the Core Commitments as discussed in their performance review meeting. Employees who are exceeding the expectations of their role should be compensated accordingly. Compensation conversations are to occur during Pay and Performance Reviews. During this time with your Team Leader, you are to establish pay goals and develop plans to reach those goals.

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Team Leaders are responsible for helping employees understand the level of their performance by providing clear examples (whether positive or negative) of the employee's work. Team Leaders may grant a pay increase even if an employee does not request one.

In the event a compensation request is not granted, an employee can ask their Team Leader to help them create a solid plan with clear performance goals and outcomes to help them achieve their compensation goals in the future. Rejected compensation requests should always include clear justification as to why the request was rejected. It is our goal to have a group of passionate, driven Coffee Geeks constantly developing at our company in accordance with their skill set.

PATH ADVANCEMENT & INTERNAL POSTINGS

New employment opportunities and internships will be posted on our website and through Paycor. Please be sure to keep an eye out for new posts. If you see a position and are interested, please apply via our Paycor.

Qualified internal candidates will be contacted by the hiring lead to schedule an interview.

If a candidate is selected for the new position, they will receive an offer letter via Paycor with the terms and conditions of the new position including changes in employment status, role title, and benefits eligibility.

Candidates who are not selected for an interview or who are interviewed but not selected for the role will be contacted by the hiring lead and may request a follow-up meeting with the Teams & People Team to discuss career advancement next steps.

Only internal candidates who are not currently on a plan of action are eligible to apply. Once a team member has successfully completed their performance improvement plan they are welcome to apply for open positions.

If you have any questions related to your path advancement or the process to apply to internal postings, please contact the Teams & People Team at teams@stonecreekcoffee.com.

OVERTIME PAY

Hourly employees who work more than 40 hours per week are eligible for overtime pay. Overtime will be paid at 1.5 times your normal hourly rate. Overtime must be approved, as indicated below, before working overtime. Unapproved overtime is not acceptable and employees who violate the policy of obtaining approval for any overtime hours will receive written warnings.

- Retail Staff: Must get approval from the Director of Retail
- Tech Staff: Must get approval from the Director of Tech
- Bakery Staff: Must get approval from their Bakery Coach
- Production Staff: Must get approval from the Director of Production

If you exceed 40 hours due to a combination of hours worked and PTO during a singular week, you will not receive overtime pay until you exceed 40 hours of actual worked hours.

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HERO SHIFTS

When a barista picks up an unassigned shift or a shift that has opened up due to a call out (A “Hero Shift”) \$2.00 per hour will be added to their base wage during that shift.

If a barista goes into overtime while working a “Hero Shift” they will not receive hero pay. They will receive 1.5 times their normal hourly rate.

CAFE TECH SERVICE, ON-CALL PAY

All Service Technicians on the Tech Service Team will be assigned “on-call” hours. Due to the necessary operational hours of our cafes, our roastery, and our wholesale accounts, we provide emergency service on equipment outside of our normal business hours.

On-call times are as follows:

Monday through Friday

5:00AM - 8:00AM

4:30PM - 9:00PM

Saturday & Sunday

5:00AM - 9:00PM

While on-call, a Technician’s time will be split into the following categories:

- Waiting Time
- Working Time

Waiting Time

“Waiting Time” is a time when the Technician is on-call but not on work premises. During this time they can perform “normal” personal activities but are reachable by phone and available to come in as needed. During their “waiting time,” a Technician will receive \$2.00 an hour.

Once a call is received, the Technician transitions from waiting time to working time.

Working Time

Working time commences (as noted above) when a communication arrives, requiring the performance of a Technician’s work duties. During this time the Technician will receive 1.5x base pay.

NOTE: On holidays, the Tech will receive \$5/hr for waiting time as well as 2.0x base pay for all working time.

EMPLOYEE REFERRAL BONUS

Employees are encouraged to refer their friends and family to Stone Creek Coffee as a place of employment.

- The payout for part-time, full-time hourly, and salaried positions is \$250.

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In order to pay referral bonuses, the referred employee must list the referring employee on their application. The referred employee must remain in good standing during the 3 months after hire. For referral bonuses to be paid out, the Team Leader of the referred employee and the Leader of the Teams & People Team must authorize the referral request.

PAY PERIODS

All employees are paid bi-weekly every other Friday. If a regularly scheduled payday falls on a holiday, employees will receive payment on the last day of the workweek before the regularly scheduled payday.

For hourly employees, each paycheck will include earnings for all work performed through the end of the previous Sunday.

All team members are required to fill in their Direct Deposit information in Paycor. If this is not complete, the team member's paycheck may not be sent to their respective location until 1-2 full business days after payday.

Direct Deposit needs to be completed in Paycor. If you are changing your direct deposit bank or account, you will also need to update this information in Paycor. If you need help with this please reach out to accounting@stonecreekcoffee.com.

Employees will receive an itemized statement of wages when Stone Creek Coffee makes direct deposits. These statements can be found in Paycor.

PAYROLL CORRECTIONS & REISSUES

Stone Creek Coffee takes all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their Team Leader so that corrections can be made as quickly as possible.

Underpayments will be corrected in the next regular paycheck if it is due to a failure to accurately report information. If an underpayment is due to a payroll processing error, an additional check can be generated by the next business day at the Team Leader's request to the Director of Finance. Overpayments will be corrected in the next regular paycheck unless this presents a burden to the employee (where there is a substantial amount owed). In that case, Stone Creek Coffee will attempt a schedule of repayments with the employee to minimize the inconvenience to all involved.

Should an employee request a replacement paycheck be issued, a replacement check fee of \$30.00 will be deducted from the employee's reissued paycheck per company policy. Checks that are not cashed within 180 days of the payroll date will not be reissued.

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BREAKS

Hourly Employees

Although Wisconsin Labor Laws do not require breaks for employees over 18 years of age, Stone Creek Coffee policy requires paid breaks to be scheduled during your shift. Breaks will be provided in the middle of work periods and cannot be combined.

Since paid break time is counted as “time worked,” employees must not be absent from their work areas beyond the allotted break time.

- Shifts 4 hours or less: one 10-minute paid break.
- Shifts 4 - 6 hours: two 10-minute paid breaks.
- Shifts 6 hours or more: two 10-minute paid breaks with an optional unpaid 30-minute meal break.

Hourly employees will receive a Meal Break Preference Form upon hire to indicate whether or not they prefer to be scheduled for a meal break when scheduled for more than 6 hours. Your meal break preference will be reflected in your schedule.

If you would like to change your meal break preference, please reach out to the Teams & People Team. Your updated selection will be reflected in the next published schedule.

Employees under the age of 18 will be given a 30-minute unpaid meal break if working more than 6 hours consecutively.

Salaried employees are encouraged to take a 10-minute break for every 4 hours worked, and a meal break after 6 hours.

All Team Leaders are required to track their hourly team members' breaks. The process for tracking breaks can vary from team to team but must be available in the case of a Teams & People Team audit.

BREASTFEEDING POLICY

We recognize that breastfeeding has many benefits for mothers and their children, and Stone Creek Coffee wants to support our employees whenever they need it. New mothers can pump/express milk or breastfeed their babies in the workplace. This policy and its provisions apply to all mothers in our company regardless of their role, status, or location. Stone Creek Coffee also recognizes that all mothers have the right to manage their time differently based on their own needs. Stone Creek Coffee only requires collaboration between the employee and their Team Leader towards an individualized plan to help new mothers feel safe while breastfeeding/pumping.

Wisconsin does not make extra provisions for breastfeeding mothers concerning pay during lactation breaks. However, Stone Creek Coffee will pay up to 5 minutes of lactation breaks per hour of work. This means that a mother working a 6-hour shift is eligible for 30 minutes paid lactation break. Times will vary more or less per person. A mother who needs more time will be able to take it, but will not be compensated for it. If this is not enough time, and employees would like to receive their usual compensation, they can choose to extend their working time (daily or weekly) to cover time spent pumping/expressing milk. To do this, they have to receive approval from their Team Leader.

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General Rules

Employees can use this policy's provisions for at least one year after their child's birth, or as long as is agreed upon with their Team Leader. Team Leaders are encouraged to remain flexible on the time frame.

Breastfeeding employees should not be disturbed when breastfeeding/pumping.

Employees who are working while breastfeeding or pumping are allowed to take as much time as they need. A room is available at the Factory for their use but must be properly preserved. Employees can reach out to the Teams & People Team for information on how to reserve the room.

If using a paid break for breastfeeding or pumping, hourly employees must clock out for the duration of their break time and clock back in when they are complete so that they can be compensated properly. This is in line with our other break policies as well. Hourly employees must clock out for all breaks, both paid and unpaid.

Employees can use their lunch breaks for this purpose too. All hourly employees are, at a minimum, required to take 10-minute breaks every 4 hours which may be used for pumping or breastfeeding. They will not be required to take any additional breaks. However, if they would like to, they may take a separate "paid 10-minute break" for every 4 hours worked. For example, mothers will be able to take their classified paid breaks for breastfeeding as well as their additional breaks given in our handbook. (One 10-minute break for 4 hours, two 10-minute breaks for 4-6 hours, and optional 30-minute unpaid meal break, plus a 5-minute pumping break for every hour worked.)

To help manage this for each mother, Team Leaders will be required to communicate with new mothers upon their return to work and keep open communication around their needs for their schedule. A Team Leader can expect this period of acclimation to last up to three weeks, if not longer. If Team Leaders or new mothers find that they need support in managing their schedule, they should reach out to the Teams & People Team.

Team Leaders are not allowed to prohibit employees to use break time for breastfeeding and pumping/expressing milk. Doing so may result in disciplinary action. Team Leaders as well as the Teams & People Team are also obliged to communicate this policy to employees. However, all employees should support new mothers. Stone Creek Coffee will not tolerate comments, disturbance, or victimization of our employees. Employees who have concerns about the process, the room, or their coworkers' behavior can reach out to the Teams & People Team. All legitimate complaints will be investigated and resolved.

SCHEDULING

Stone Creek Coffee Teams hire salaried, full-time hourly, and part-time hourly employees. For more information on employee classification, please see Section 3 of the Employee Handbook.

Stone Creek Coffee uses a scheduling database for scheduling. Each employee is responsible for checking their online schedule weekly and being aware of their schedule. Work schedules run Monday through Sunday and are published 3 weeks in advance.

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Hourly Employees

Availability

Hourly employees will complete an Availability Form that includes a range of available hours “to be scheduled” as a part of the application process. Your requested range will be reviewed during the interview and an agreed-upon range will be outlined in the offer letter.

The availability form will identify the range of hours that the team member and Stone Creek Coffee commit to for the lifetime of an employee with Stone Creek Coffee unless otherwise documented in a subsequently updated availability form. This must be submitted for review and agreed upon by both the team member and the Team Leader.

For Production and Bakery team members, worked hours may vary from the published schedule by up to 4 hours per week according to production volume.

Team members may be contacted to pick up additional hours that cause them to exceed their maximum range of hours as indicated on their availability form. This opportunity does not constitute a change in commitment to weekly availability. This might be the case in the event a team member requests a shift swap or in the case of a call out due to a team member’s unplanned absence due to illness or unexpected termination. Team members have the right to decline the offer to work above the maximum amount of hours in their range.

Updating Availability

If a change in availability arises, the team member should request an availability form from their Team Leader. Once completed by the team member and approved by the Team Leader, the updated availability request will be effective for the next published schedule. Team members cannot change their own availability in Paycor.

Stone Creek Coffee does not guarantee we will be able to commit to an increased range of hours.

An increased range does not constitute a change in employment status. For more information on the process to request a change in employment status from part-time to full-time, please see Section 3.

Team members who are currently on a Plan of Action to address their performance will not be eligible to increase their requested hours. Once the team member has successfully completed their performance improvement plan, they are welcome to make their request.

Time Off Requests

Time off requests must be submitted at least 21 days prior to planned leave.

If time off requests are made with at least 21 days’ notice, the Team Leader will endeavor to grant that time off. Time off requests will be prioritized in order of the time the requests were placed. The first person to place a request for a certain day will have the priority of time off. (Teams may also have specific time off request processes that apply. Check with your Team Leader for more information.)

If you provide less than 21 days notice and a schedule is published for the time period you are requesting off, then you will be responsible to cover your scheduled shifts. If you do not get coverage

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and do not come in for published shifts, then your shifts will be considered “missed” shifts and will be subject to the appropriate disciplinary action.

For more information on PTO accrual, usage, and time off requests please see Section 5 of the Employee Handbook.

Shift Swaps

Once a schedule is published a team member may work with a co-worker to swap their published shift. The team member requesting the swap will need to submit the swap request to their Team Leader in writing (text or email) and gain approval at least 6 hours before the shift start time. If you do not gain approval and do not come in for your published shift, your shifts will be considered a “missed” shift and subject to the appropriate disciplinary action.

Clocking In and Out

Employees need to ensure they are clocking in and out as per their schedule. Employees should exit the work area when clocked out and should not perform work duties while off the clock. Any questions or concerns related to clocking in and out should be sent to the Teams & People Team for review. A meeting will be scheduled to review the concern.

Employees who perform work duties while off the clock or Team Leaders who ask employees to perform duties while off the clock may be subject to disciplinary action.

Salaried

Hours, office/location, and travel will be discussed as a part of the application process, reviewed during the interview, and outlined in the offer letter.

Any changes in your availability should be given to your Team Leader in writing at least 21 days before they need to begin.

Time off should be requested at least 21 days in advance. A plan for coverage during your time off should be discussed with your Team Leader. Requirements around a point of contact and out of office alerts vary from business area to business area. Please make sure you discuss this with your Team Leader before your time off.

For more information on PTO accrual, usage, and time-off requests, please see Section 5 of the Employee Handbook.

TIMECARDS

If your position requires you to complete a timecard, it must be filled out completely. You will be given access to your digital timecard by your Team Leader. Timecards are to be completed each Monday morning by 9:00AM for the previous week’s hours.

Fill in the start time, break start time, break end time, and shift end time for each shift worked. Total hours for that shift will automatically be calculated for you.

If you are out on PTO, fill the PTO amount into the appropriate days. Do not leave any day blank.

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5. BENEFITS

At Stone Creek Coffee, we understand that each employee approaches their work uniquely. We are all looking for different things out of our jobs, and thus we each place a different value on matters of benefits and compensation. If you have thoughts or recommendations as to how we might make your employment at Stone Creek Coffee more personally fulfilling, please do not hesitate to reach out to us. We'd love to hear your thoughts. Email the Teams & People Team at teams@stonecreekcoffee.com to start the process!

Any questions about benefits or requests for additional performance-warranted benefits can be submitted in writing to the Teams & People Team via email at teams@stonecreekcoffee.com.

FREE COFFEE BEANS OR COLD BREW

Each full-time employee is allowed one free pound of coffee beans or one full growler of cold brew every week when re-using their own coffee bag or pre-purchased growler.

Each part-time and seasonal employee is allowed one half-pound of coffee beans or one half-full growler of cold brew every week when reusing their own coffee bag or pre-purchased growler.

As a waste control measure, employees are required to pay for the cost of the bag (\$0.50) when using a new bag. Some coffees may be exempt from the free pound per week policy. Employees are required to purchase their own growler to be able to take home cold brew per this policy.

Please see team-level documents for how and where to mark out the coffee.

The free beans can be taken at any cafe location or the Factory, however, you must mark out your coffee at the respective location and if applicable, pay for a new bag or growler at your location.

NOTE: Free coffee benefit is meant for employee consumption and does not carry over from week to week. You must have worked during the current week to redeem your free half or full pound of coffee or growler.

EMPLOYEE DISCOUNTS

In addition to complimentary beans, as a member of any Stone Creek Coffee team, you get to enjoy some great discounts including:

- Complimentary coffee-based beverages during and up to ½ hour before or after your shift when using your own mug or an in-store mug.
 - If you decide to get your beverage in a Stone Creek Coffee plastic/paper to-go cup, you will need to purchase the beverage with your 40% discount.
 - If you are a PM Delivery Driver who does not have access to free shift drinks because cafes are closed, you are entitled to complimentary coffee-based beverages at any time a cafe is open.
 - All team members are entitled to one complimentary alternative milk, a coffee-based beverage of choice while they are on shift. Additional alternative milk beverages while on shift will require the team member to pay for the alternative milk.
- 40% discount on other beverages: milk only, breve, alternative milk, juices, hot chocolate, steamers, tea, bottled beverages, or any other beverage without coffee or espresso in it.

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- 40% discount on all pastries and other items.
- 40% discount on purchases when you are in the cafe and not working. This discount will be extended to persons with you on beverages and pastries. Family and friends **do not** receive a 40% discount if they visit while you are working or by themselves.
- 40% discount on SCC's mobile app orders when using the promo code included in the most recent Weekly Recap. Family and friends are not eligible for this discount
- 20% discount on online orders, including free shipping when using the promo code included in the most recent Weekly Recap. Family and friends are not eligible for this discount.

NOTE: Taking free coffee when you are not working, drinking non-coffee-based beverages without paying, giving away items, or honoring your online discount code for non-Stone Creek Coffee employees is prohibited.

OTHER WORK-RELATED BENEFITS

- Education - A core aspect of our company brand statement is that we "Never Stop Learning." To that end, all training at Stone Creek Coffee is paid. Also, we want to help facilitate whatever learning you are pursuing. We endeavor to be as flexible as we can with school schedules. We also allocate funds each year as a company specifically designated for learning initiatives. These funds are given to the teams to support the learning of high-performing team members regarding initiatives that will impact our company as a whole.
 - Interested in pursuing other educational enrichment opportunities? Reach out to teams@stonecreekcoffee.com with your request. Make sure to include a detailed description of the educational opportunity, date(s), cost, and relevant cost-benefit. The Teams & People Team will review your request and reply within 10 business days of request receipt.
- Celebrations - There are occasions and life events that occur that warrant celebration. Whether someone went above and beyond a "Hero Card" action or if one of your team members graduated, got engaged, married, had a child, etc., it is important to acknowledge the "wins" in life. On the flip side, if someone on your team has suffered a loss, it is also important to provide support. If someone on your team is deserving of acknowledgment, please pass along wins, celebrations, life events, or losses to the Employee Celebration Committee by emailing celebrations@stonecreekcoffee.com.
- Culture - As we work to keep our Core Commitments, we invite employees to "Speak Up" with their ideas, thoughts, or concerns to help Stone Creek Coffee grow and become a stronger organization.

The Teams & People Team exists to support the company in this way, among others. So, if you ever need to talk to anyone about any work matter, please know that you can always reach out to a member of the Teams & People Team and expect to be heard with grace. The members of the Teams & People Team are:

- Hailey Barsch - Director of Education
- Rachel Perik - Employee Care Specialist
- Karen Strange - Director of Retail
- Drew Pond - Director of Development

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HEALTH INSURANCE

All full-time employees and part-time employees that work an average of 30 hours or more a week have 3 opportunities to sign up for the insurance package.

1. Full-time employees are eligible to initially sign up for health insurance 60 days after their receipt of full-time status. Employees have 30 days from that date to complete the application and return it to the Employee Care Team to complete enrollment. Insurance will be effective the first of the month following their 60-day eligibility date.
2. Open Enrollment into the insurance program is available annually for qualifying employees who have yet to enroll. Contact our Employee Care Specialist for more information. For those who choose to enroll during the open enrollment, insurance will be effective the first of the month following the open enrollment.
3. Employees can also sign up for insurance or change their insurance coverage if there is a Qualifying Event. (Examples of a Qualifying Event are marriage, divorce, death of any dependent, birth/adoption of a child, dependent reaching the limit age, total disability, and retirement). Employees have 30 days from the Qualifying Event date to change their coverage.

NOTE: It is each employee's responsibility to keep track of their eligibility date. Should an employee miss the initial eligibility period or Qualifying Event period then coverage can only be adjusted during open enrollment.

Plans that are offered:

- Medical Insurance with HSA and an employer added, deductible reimbursement plan
- Dental Insurance (All employees enrolled in Medical are automatically enrolled in Dental)
- Life Insurance (All eligible employees are automatically enrolled)
- Vision

Stone Creek Coffee supplements insurance costs according to employment status to make our health insurance packages more affordable for our hourly team members.

Medical and Dental Insurance Package Benefits for Hourly Team Members:

- Employee - \$63 per payroll
- Employee & spouse/domestic partner - \$168 per payroll
- Employee & child - \$156 per payroll
- Employee & family - \$247 per payroll

Medical and Dental Insurance Package Benefits for Salaried Team Members:

- Employee - \$70 per payroll
- Employee & spouse/domestic partner - \$168 per payroll
- Employee & child - \$156 per payroll
- Employee & family - \$247 per payroll

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Vision Insurance Package Benefits (this coverage is an elective and fully paid by employee):

- Employee - \$6.88 per month (deducted on the first payroll of each month)
- Employee & spouse/domestic partner - \$13.05 per month
- Employee & child - \$15.31 per month
- Employee & family - \$21.55 per month

*Our health insurance plans do not run on calendar years. Employees will be notified when plan rules are changing and when Stone Creek Coffee has its annual open enrollment period. The current open enrollment period is November for a December 1st effective date.

Stone Creek Coffee Company Self- Insurance Deductible Reimbursement Plan

All employees with Medical Coverage through Stone Creek Coffee's insurance plan will automatically receive the benefit of deductible reimbursement through Stone Creek Coffee.

For employees on a single person plan, individuals pay the first \$2500 of their deductible and the next \$3750 of your deductible will be reimbursed by Stone Creek Coffee so long as a request for reimbursement is submitted. For employees with Family Coverage plans, the employee is responsible for the first \$4500 of their deductible and Stone Creek Coffee will reimburse the next \$7700 as long as a request for reimbursement is submitted.

Expenses toward your deductible, through the Stone Creek Coffee insurance plan, must be submitted in a timely fashion. Expenses outside of 6-months may not be reimbursed. Receipts must be submitted to the Director of Finance, including your most recent benefits summary. A check will then be issued to reimburse you for qualified expenses.

Health Savings Account

For employees who choose to enroll in the HSA benefits, Stone Creek Coffee will contribute \$20.00 monthly effective the first payday of the month. It is recommended that a team member log into their HSA account immediately and opt for paperless invoices, as you will be charged a fee until you have done so. Employees may also contribute directly from their paycheck. Standard HSA contribution rules apply. If an employee wishes to update their monthly contribution amount, they will be able to do so in the Paycor Benefits portal. If you run into any issues or need help, contact the Teams & People Team and CC: Director of Finance at gmcgowan@stonecreekcoffee.com with the updated amount and the effective date. A confirmation email will be sent once the changes are made.

Upon termination of eligible employment, the group health plan will remain in effect through the end of the month in which eligible employment terminates. Employees may continue coverage under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). The cost will be completely at the employee's expense.

COBRA

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) allows employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Stone Creek Coffee's health plan when a "Qualifying Event" would normally result in the loss of eligibility. Some common

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qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Stone Creek Coffee's group rates. Stone Creek Coffee provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for COBRA coverage under Stone Creek Coffee's health insurance plan. The notice contains important information about the employee's rights and obligations.

401(k) RETIREMENT PLAN

Stone Creek Coffee has chosen to provide qualifying employees with an opportunity to save for retirement on a tax-advantaged basis through a 401(k) Plan. As a participant under the 401(k) Plan, you may elect to contribute a portion of your compensation to the 401(k) Plan. The plan is provided at the discretion of the company and may be changed or discontinued at any time.

The plan offers semi-annual enrollment dates: January 1st and July 1st of each year. To be eligible to participate in the plan, employees must meet the following requirements:

- 21 years of age or older
- One year of employment with 1,000 hours worked at Stone Creek Coffee in that year

Employees eligible to participate in the plan may elect to reduce their compensation by a specific percentage or dollar amount and have that amount contributed to the 401(k) Plan as an elective deferral. There are two types of elective deferrals: Pre-tax deferrals and Roth deferrals.

The company makes a matching contribution of 25% of the employee's contribution when an employee contributes up to 6% of their salary. To reward employees who remain employed with Stone Creek Coffee for a long period of time, the law permits a "vesting schedule" to be applied to certain contributions Stone Creek Coffee makes to the plan. This means that the employee will not be entitled to all of the contributions until the employee has been employed with Stone Creek Coffee for a specific period.

Employee contributions are always 100% vested.

Stone Creek Coffee Matching contributions:	<u>Years of Service</u>	<u>Percentage</u>
	Less than 3 years	0%
	3 or more years	100%

Employees have several fund options for investing their 401(k) contributions. Employees can change their investment directions at any time and can change the percent/amount of contributions on a semi-annual basis.

Upon termination of employment, employees will be contacted regarding their options for distributions. Options are either a lump-sum payment minus taxes or a rollover into another qualified plan. Contact the Director of Finance at gmcgowan@stonecreekcoffee.com for more information.

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INCENTIVE TRIP TO ORIGIN

To celebrate and reward Stone Creek Coffee team members who exhibit a commitment to the company through employment tenure and high performance, we have implemented a program to take employees meeting these criteria to origin countries. These employees will have the opportunity to spend 3-5 days in Central America learning about coffee cultivation, picking, processing, farm administration, etc.

Eligibility:

1. 5 years of employment with Stone Creek Coffee. Employees are qualified if their 5th anniversary takes place during the calendar year of the trip.
2. Full-time employment status.
3. Employees must be in good standing with the company.
4. Employees must be performing with excellence in their current role.

The sponsoring of the annual trip and the number of people who might attend the trip are not guaranteed and are subject to:

1. Previous Year Financials
2. Trip Year Financial Projections

Eligible team members who want to attend a trip to Origin need to apply for a place on the annual trip team in writing by January of their eligible year. Emails should include why they are interested in being a part of the trip and should be sent to the Director of Development.

PAID TIME OFF (PTO)

PTO Benefit Types Include:

- Sick Time
- Mental-Health Leave
- Vacation Time
- Volunteer Time
- Paid Holidays

Sick Time Accrual and Renewal:

Although Wisconsin Labor Laws do not require WI employers to provide WI team members with paid sick time, Stone Creek Coffee does provide all team members 64 hours of paid sick time, and 16 hours of paid mental-health leave annually. The first paid sick time and paid mental-health leave time accrual will be deposited upon hire and will renew annually on January 1st of the new year. Paid sick time and mental-health leave benefits do not roll over and are not paid out upon termination.

For more information on our use of Sick Time Policy please refer to Section 3.

Vacation PTO, Eligibility, and Employment Status

Stone Creek Coffee offers three tiers of Vacation PTO benefits based on employee status and Stone Creek Coffee organization classification, these are as follows:

- Direction & Administration Employees
- Full-Time Employees
- Part-Time Employees

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For more information on which roles fall within the Stone Creek Coffee Organization Classification, you may either contact the Teams & People Team at teams@stonecreekcoffee.com, check with your Team Leader, or refer to Section 4 of the Employee Handbook, “Compensation and Hours.”

Important to Note

- To be eligible for Vacation PTO benefits, you must be on a standing schedule. Seasonal employees are not eligible for Vacation PTO benefits.
- To be eligible for full-time Vacation & PTO benefits, an employee’s employment status will be “full-time” in Paycor and they will have averaged 35 or more hours a week for 3 months or more.
- Vacation PTO benefits do not roll over. It is a use it or lose it policy.

Accrual and Renewal

First Accrual

- Full-Time Employees: Receive their first distribution of Vacation PTO benefits at their 3 month anniversary of hire or at the time of employee status change from part-time to full-time.
- Part-Time Hourly: Receive 30 hours of Vacation PTO benefits on their 1st anniversary of hire.

Renewal

Vacation PTO benefits are renewed annually on the anniversary of your hire date.

Accrual Rate

Direction & Administration Team Vacation PTO is self-managed by the Direction & Administration Team members.

Please see the tables below for Vacation PTO accrual details for Full-Time & Part-Time team members:

Full-Time Roles	
Tenure	Paid Time Off
3mo - 1yr	80
1-2	80
2-3	100
3-4	120
4+	140

Part-Time Roles	
Tenure	Paid Time Off
1yr (renews annually)	30

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PTO FAQs

What happens if any employee changes from part-time hourly status to full-time hourly status?

The employee will receive full-time PTO benefits according to their tenure with the company articulated in the table above. That initial PTO adjustment will be prorated according to the distance of the transition date from their hire anniversary.

What happens if a full-time employee leaves the company?

If full-time hourly or a salaried employee leaves the company, they may be paid for up to 50% of PTO accrued but not used. The decision of whether or not employees will be paid out is at the discretion of the Team Leader and the following pay-out eligibility guidelines also apply:

- An employee has given 2 weeks' notice of their resignation and is in good standing with Stone Creek Coffee. (Reminder: 4 weeks notice or more qualifies for the Advanced Notice Incentive as well. See Section 3 for more information)
- PTO has been tracked accurately and according to PTO request protocol.
- PTO may not be taken during the last 2 weeks of employment, even if previously approved. Stone Creek Coffee expects employees to work their last 2 weeks to ensure a successful transition out of their role.
- Upon an involuntary termination, unused PTO is forfeited for both full-time hourly and salaried employees.
- Part-time employees will not be paid for unused PTO.
- Employees on the Direction & Administration compensation tier will not be paid out for unused PTO.

Unused PTO benefits will be paid out in one installment on the payroll after the employee's last paycheck. The final paycheck for employee PTO will be mailed to the address we have on file.

What happens if I am laid off?

PTO obligations per the above will be paid out on the payroll following the last payroll with paid hours worked.

Requesting PTO

- PTO days must be requested via Paycor. Once a request is made, your Team Leader will be notified for approval.
- PTO needs to be requested at least 21 days in advance.
- PTO cannot be used if the time is not available, requested, and approved by your Team Leader via Paycor.
- Each employee is responsible to make sure their PTO hours are accurate in their Paycor profile as this is the database of record by which you will be able to request PTO and by which payouts will happen.
- Some teams have additional processes that need to be followed when requesting PTO such as updating availability in the online scheduling system, please check with your Team Leader for more details.

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Requesting Unpaid Time Off

- Salaried team members are required to use all paid time off before requesting any unpaid time off. Unpaid time off may be prohibited and must be approved by the Team Leader.
- Unpaid time off needs to be requested at least 21 days in advance.
- Some teams have additional processes that need to be followed when requesting time off such as updating availability in the online scheduling system, please check with your Team Leader for more details.

PTO and Unpaid Time off requests for more than 10 consecutive days should be requested a minimum of 8 weeks in advance and a plan for covering your commitments should be provided to your Team Leader.

For those departments that publish schedules 21 days out, please note that employees are responsible to work all published shifts or find someone who can take their shift. If you have any questions about this process, please speak with your Team Leader.

Volunteerism Policy

Stone Creek Coffee encourages employees to become involved in their communities, lending their time to volunteer in programs that positively impact the quality of life within their communities.

The following guidelines are for Stone Creek Coffee's employees who serve as volunteers in non-profit communities that are either of personal interest or are corporate-sponsored initiatives.

Volunteer Time

Employees may take up to 16 hours of paid time off each year to participate in their desired volunteer programs.

Volunteer time must be requested and approved in advance via Paycor. Volunteer time should be coordinated to work around peak times or previously scheduled/agreed to shifts and in line with the business needs. This is to ensure no undue pressure is placed on co-workers or business causing others to work overtime or conflicts with other scheduled activities.

Full-time employees not on a performance plan are eligible to use their available paid volunteer time. Volunteer Time renews annually on January 1st and will be tracked in an employee's Paycor account in their time off tab. Volunteer Time is a use it or lose it benefit and does not roll over and is not paid out upon termination.

Interested employees should reach out to their Team Leader to discuss the timing and the volunteer opportunity they want to participate in. If additional support is needed, please reach out to the Teams & People Team at teams@stonecreekcoffee.com.

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HOLIDAY SCHEDULE

Holiday pay is granted according to the chart below and only if the holiday falls on a regularly scheduled workday according to each Stone Creek Employees' standing schedule.

2022 Holiday Schedule				
Holidays	Full-Time Salary	Full-time Hourly	Part-Time Hourly	Cafe Hours
2021 New Year's Eve Day - Friday, December 31	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Normal hours
2021 New Year's Day - Saturday, January 1	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	8AM - 5PM
Easter - Sunday, April 17	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Memorial Day - Monday, May 30	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Independence Day - Monday, July 4	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Labor Day - Monday, September 5	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Thanksgiving Day - Thursday, November 24	Off	Closed	Closed	Closed
Black Friday - Friday, November 25	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Normal hours
Christmas Eve - Saturday, December 24	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 4
Christmas - Sunday, December 25	Off	Closed	Closed	Closed
2022 New Year's Eve Day - Saturday, December 31	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Normal hours
2023 New Year's Day - Sunday, January 1	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	8AM - 5PM
Full-time Salary* Full-Time, Salary, Factory Staff, and Cafe Coaches // "Off" = PAID				
(Cafe Coaches may use a paid holiday on a different day than the holiday in the same pay period if approved by T&P).				
Full-time Hourly ** Per Employee Designation in Paycor				
Part-time Hourly *** Work less than 35 hours per week - Per Employee Designation in Paycor				

**If you observe a holiday that is different from those listed above, you can reach out to the Teams & People Team to request a paid holiday be moved to the one you do observe in the event you work on that day. All requests should be submitted to teams at least 21 days in advance.

CAFE COACH LAPTOP POLICY

Laptops provided to each cafe are owned by Stone Creek Coffee and are the responsibility of the Cafe Coach. If another staff member uses the computer for ordering or other Stone Creek Coffee related business, it is expected that the Cafe Coach assumes responsibility if the laptop gets damaged. Laptops are only to be used for Stone Creek Coffee work and are not for personal use. Downloading of any additional programs is prohibited unless approved by the Teams & People Team. If laptops are carried outside of the cafe, it is expected that the Cafe Coach uses care in transporting the equipment, including providing their own laptop carrying bag. If the Cafe Coach takes the laptop outside of the cafe, the Cafe Coach assumes financial responsibility if damaged or stolen. Failure to abide by this policy will result in a written plan of action. If you have any questions about this policy, please contact the Teams & People team at teams@stonecreekcoffee.com.

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PARKING AT THE FACTORY

All Factory employees, part-time and full-time, will receive a parking pass at the time of hire at no cost to them. This parking pass is to be hung in the rearview mirror of the employee's vehicle where it is visible. Parking passes are also available for employees who pick up shifts or take classes at the Factory upon request and must be returned at the end of their shift.

Upon leaving Stone Creek Coffee, employees must return their parking pass on or before their final day. If the employee's parking pass is not returned in that given time frame, \$30 will be taken from the employee's final paycheck.

TRANSPORTATION REIMBURSEMENT GRANT

In striving to be equitable and inclusive, Stone Creek Coffee offers (10) Transportation Reimbursement Grants that are available to team members to apply for quarterly. The application window is open during the first week of each quarter. Please see the schedule below.

- Q1: Monday, January 3 - Monday, January 10, 2022
- Q2: Monday, April 4 - Monday, April 11, 2022
- Q3: Monday, July 4 - Monday, July 11, 2022
- Q4: Monday, October 3 - Monday, October 10, 2022

To apply, a team member should email teams@stonecreekcoffee.com during the application window to express interest. For more information on this policy, see Section 3.

WORKERS' COMPENSATION INSURANCE

Stone Creek Coffee provides a comprehensive workers' compensation insurance program at no cost to employees. Benefits will be provided according to state laws. Employees who sustain work-related injuries or illnesses should inform their Team Leader immediately, no matter how minor an on-the-job injury may appear. If an employee fails to report the injury within the same business day, it will be considered a violation of our Safety Policy, which may result in disciplinary action. This warning and any subsequent Safety Policy violations may lead to termination. Promptly reporting any injury will enable an eligible employee to qualify for coverage as quickly as possible.

Neither Stone Creek Coffee nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Stone Creek Coffee.