



# **Employee Handbook**

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## 1. Welcome

### 1.1 Company History, Goals, and Atmosphere

The House of Flowers began in 1970 under the ownership of Theron and Rachel Sorrell. The shop still stands in its original building in its original location. In 1993, Steven Sorrell took over his parent's business so that they could retire at their leisure.

Shortly after the shop's opening in 1970, the House of Flowers became the most popular floral shop in the area and has remained as such since that time. In 2011, the shop went through a major transformation, changing its look, its designs, and its attitude. From that point, the business grew further and Steven became nationally known in the floral industry for his business acumen and dedication to growth. He has been featured in several industry publications, including the cover and accompanying 7 page feature article in Floral Management magazine, which is published monthly by the Society of American Florists.

It is the primary goal of the House of Flowers to provide the best possible product at the best possible price, leaving our customers satisfied and willing to return for future purchases. We do not engage in pricing wars to beat out any competitor...we simply let our work and our products speak for themselves.

We strive to present ourselves, our business, and our products in the most professional manner, which includes not only the look and atmosphere of the business, but also in the way in which we interact with our customers. Professionalism is of utmost importance. We might be a small shop in a small town, but our secret mantra is "The Biggest Little Shop in the Country"...a nickname given to us during the owner's time on the Alabama State Florist Association's Board of Directors.

In terms of both a retail business and an employer, the House of Flowers maintains a very relaxed and casual atmosphere. For customers, we provide a nice, soothing, and calm shopping space upon their arrival. We do not pressure our customers into a sale nor do we push them through a sale in order to save time. Once they enter our doors, we are on THEIR time. In the workplace, we try to be very low key and relaxed, even in the middle of higher stress days. However, we do NOT diminish our professionalism for the sake of our relaxed atmosphere. We believe that both can co-exist.

### 1.2 Purpose of Handbook

This handbook has been prepared to inform new employees of the policies and procedures of this company and to establish the company's expectations. It is not all inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guarantying employment for any length of time and is not intended to induce an employee to accept employment with the company.

The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

## 2. Workplace Commitments

### 2.1 Drug and Alcohol Free

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to immediate termination.

## 3. Company Policy and Procedures

### 3.1 Code of Professional Conduct

The House of Flowers expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to termination.

As a general rule, while in the workplace, we prefer not to engage in topics of discussion that focus on religion, politics, or sex. Personal issues and family matters, unless pertaining to your job performance and/or attendance are also subjects that should be avoided.

### 3.2 Dress code

An employee's personal appearance and hygiene is a reflection on the company's character. Casual wear is accepted, as long as the attire is well fitted and clean. We prefer "business casual", and as such, the follow attire is NOT allowed:

- Shorts or capris
- Graphic T-shirts
- Tank tops, sleeveless shirts, or open shoulder shirts
- See through/mesh shirts, regardless of clothing underneath
- Flip Flops or sandals
- Clothing with rips or tears
- Overly loose and oversized clothing
- Any other article of clothing to be determined by the owner at his discretion

In addition to the dress code, we request that strong perfumes not be worn. We sell products from which many receive joy because their fragrance...overshadowing that aroma distracts from the natural atmosphere that we prefer to present to our customers.

Employees that are drivers for the House of Flowers are the face of the company that most people see. We expect those employees to represent the company in a professional manner, which does include wearing appropriate and suitable personal attire. A work cover of some sort (vest, apron, etc.) may be issued to any employee and would be required to be worn at all times while on the job.

### 3.3 Payday

The paycheck will reflect work performed for the pay period. Paychecks include salary or wages earned less any mandatory or elected deductions. Mandatory deductions include federal or state withholding tax, and other withholdings. Paychecks will be given weekly on a day determined by the owner.

### 3.4 Cell phone usage

Personal phone calls and texts are not allowed while on the job. The use of Facebook is strictly prohibited. If an emergency arises and someone must get in touch with an employee, please have them call our business phone number.

## 4. Employment Classification and Benefits

Employment at the House of Flowers is given on a part time basis, and as such, no benefits are included.

## 5. Attendance Policies

### 5.1 General Attendance

The House of Flowers maintains normal working hours of 8:30 – 5:00 on weekdays, however employees working hours will vary. The owner will provide employees with their work schedule.

The House of Flowers does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify the owner in advance, or as soon as possible in the event of an emergency. Chronic absenteeism may result in termination.

Even though we provide a casual atmosphere, we do ask that all employees take their positions seriously. We rely on employees that are dependable...to be here and on time. We will work with

you in scheduling days off if absolutely necessary, but we do ask that as a part time employee with limited working hours, you schedule any doctor appointments, etc during your time off from work.

## 5.2 Tardiness

Employees are expected to arrive on time and ready for work. An employee who arrives 5 minutes after their scheduled arrival time is considered tardy. The company recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to termination.

## 5.3 Breaks

Part time employees that work 4 to 5 hours or less daily will be given an adequate lunch break of no more than 30 minutes. When an employee is scheduled for less than 3 hours, no break will be given. Lunch can be brought or you can leave the premises to purchase lunch. No other breaks will be given, except during holiday weeks when longer hours will be experienced.

## 5.4 Vacation

Paid vacation is not a benefit for any part time employee, however, we do realize that most families do take an annual vacation. We ask that any days off for vacations, etc be requested a minimum of one month in advance. Excessive requests for vacation days could result in termination.

## 5.5 Sick Leave

The House of Flowers does not provide paid sick leave for employees. We do expect that some absence will occur due to an employee's health, but excessive absences will result in termination.

## 5.6 Holidays

The House of Flowers observes all national holidays and religious holidays. For holidays that normally fall on a Monday (Memorial Day, Labor Day), we will close the entire weekend, Saturday through Monday. All other holiday closings can be observed on our annual calendar. The week preceding both Valentine's Day and Mother's Day are our busiest times of the year. Extended working hours will be required. No scheduled days off will be given during these two weeks.

# 6. Work Performance

## 6.1 Expectations

The House of Flowers expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should

attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in termination.

## 6.2 Reviews

The House of Flowers may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases and/or termination.

All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews and Improvement
- Acceptance of responsibility and constructive feedback

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance.

## 7. Termination

Employment with the House of Flowers is on an at-will basis and may be terminated voluntarily or involuntarily at any time.

When an employee wishes to voluntarily terminate their employment, we request a two week minimum notice in order to secure a new employee into the vacated position.

Involuntary termination of employment can be the result of many factors, including but not limited to the policies contained within this handbook. Involuntary termination may be given with no advance notice.