

**Freddy’s Important Policies & Procedures – Hourly Team Members**

**Uniform Policy**

* Shirts: Freddy’s t-shirts will be supplied to you by the Company for your work use. Shirts will be long enough to stay tucked in at all times.
	+ Other Freddyswear such as sweatshirts, long-sleeve shirts and jackets may be purchased and deducted via payroll at the GM’s discretion.
	+ All Freddy’s clothing should be clean, wrinkle-free and in good repair.
* A plain, one color, long sleeve shirt may be worn under a Team Member’s t-shirt for comfort.
	+ The shirt must be free of patterns, stripes, or logos and should be clean, in good repair and tucked in around the entire waist.
	+ Only red, black, white and grey shirts are allowed.
* Team Members must wear blue jeans that are clean, in good repair and free of tears, patches, rips or frays.
	+ Black jeans, capris and shorts are also allowed under the same guidelines.
	+ Capris and shorts are allowed only during the months of April to October.
	+ Cargo pants are not allowed, but Cargo shorts ARE allowed.
	+ Shorts must be within 3 inches of the knee, above or below.
* A plain, flat, black or brown leather belt should be worn through the belt loops. All pants must have belt loops. Pants must be worn at waist level.
* A baseball cap will be supplied to you for use by the company. Hats are to be worn “bill-forward” at all times, with the logo facing front.
	+ Freddy’s provided visors and beans are also allowed under the same guidelines.
* Team Members must wear clean shoes with a non-slip sole.
* Socks must always be worn. No open toe shoes and no open back shoes should be worn.

**Appearance Policy**

* Wear a smile!
* Hair: Hair longer than chin length must be tied back and then secured or braided.
	+ If your hair becomes a sanitation issue, you will be required to adjust and/or use a hairnet.
	+ If a hairnet is required, a discussion form must be issued as well.
	+ Hair may include streaks of color but must be primarily of a natural shade.
	+ In all cases hair, should reflect good taste and grooming habits.
* Facial Hair: all styles must be kept to a length of 1/4 inch or less at all times.
	+ If a beard net is required, a discussion form must be issued as well.
	+ Sideburns are to be moderate in style, no longer than 1/4 inch below the ear lobe.
	+ In all cases facial hair should reflect good taste and grooming habits.
* Fingernails: For health and safety reasons, fingernails must be kept neat and trimmed to a length no longer than ½ inch beyond the tip of the finger.
	+ Artificial nails are permitted; however gloves must be worn at all times. No exceptions.
	+ Nail polish must not contain any glitter, jewels, sparkles etc. or any other substance that may fall off when gloves are removed.
	+ Nail polish that is chipped or flaking must be removed for the same reason
* Tattoos: No visible tattoos may be displayed that are inappropriate in content. This includes tattoos that display pictures of body parts, inappropriate words, symbols, or anything that might be a violation of the discrimination policy. Single and small tattoos that are normally in sight on the arms and hands while wearing a short-sleeved shirt do not need to be covered. Management does reserve the right to ask a Team Member to cover anything that may be deemed offensive or distractive to customers.
	+ Ordinarily, tattoo “sleeves” covering the forearms are not acceptable. A long-sleeved shirt may be worn to cover the arm tattoos.
	+ Facial tattoos are not allowed.
* Piercings: Small earrings provided they do not dangle, or ear spacers/gauges/plugs no larger than a dime in size may be worn.
	+ Earrings may be studs or hoops no greater than ¾ inch in diameter.
	+ Only one ear spacer/gauge/plug per ear is permitted.
	+ Ear spacers/gauges/plugs must be solid in color and cannot be clear or empty (ie: as a hole).
	+ Body piercing jewelry (tongue rings, nose hoop rings, lip rings, eyebrow rings, facial studs etc.) is never permitted while working.
	+ Nose Rings are only allowed in stud form, and only one is allowed to be worn. Bull rings are never allowed.
* Must be always clean smelling/odor free.
	+ No body odor, smoke odor, or excessive perfume or cologne odors are permitted.
* Teeth must be brushed.
* No gum chewing is ever allowed under any circumstances.

**Personal Items Policy**

* While lockers are provided for team member use during your shift, it is recommended that valuables are kept in your car.
* Cellular phones and devices should be used only on approved breaks or with the permission of a manager. If you use your cell phone during your shift you will receive a warning, the second time will be a write up and your cell phone will be kept in the office.

**Workplace Behavior Policy**

* “Good Vibes Only”
* Be a Bright Spot: At MLY Investments we work to establish a culture of professionalism with a focus on creating daily positive impacts for our guests and teams. Be a bright spot in someone’s day as often as you can.
* No Drama: Gossiping and other inappropriate chatter/comments is not allowed at Freddy’s. Any individuals who are involved in senseless discussions will be asked to leave their shift.
* No Jerks: Bullying, name-calling, etc. are strictly prohibited at Freddy’s. Any individuals who do not treat others with kindness and respect will be asked to leave the team indefinitely.

**Shift Procedures**

* Show up on time and ready to work. All team members will be in a clean, wrinkle free, uniform and mentally prepared for their shift before they are allowed to clock in.
* Call-In Policy: if you are unable to make it to your shift, you are required to call the store. A friend, family member or co-worker cannot call in for you. R365 messaging and text messages are not valid forms of communication in this instance.
* There are currently NO federal, state, or local laws that require breaks for Team Members. Breaks are not mandatory by law for either full-time or part-time Team Members. The law leaves the issue of breaks up to each individual company. Breaks will be offered as fifteen minutes paid, or thirty minutes to sixty minutes unpaid, at the discretion of the Manager on duty.
* No smoking is allowed anywhere inside the building. This also includes other nicotine and tobacco products such as vaporizers and chewing tobacco. Team Members and Managers who would like to smoke must do so outside by the dumpster area, and ONLY during approved breaks.

If you have any questions regarding the policies and procedures stated in this document, please consult a member of Management. Thank you!