



DAIRY BOX

COMPANY GUIDELINES

IMPLEMENTATION AND UPHOLDING OF
THE POLICIES OF THE ENTERPRISE

*Dairy*cademy

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COMPANY GUIDELINES

The Dairy Box Company Guidelines is crafted to aid in the implementation and upholding of the policies of the enterprise. In this module, we will go over the rules and regulations enforced within the store, the Employee Code of Conducts Policy, and the Dairy Box Employment Guidelines.

What are company policies?



Company policies are guidelines that help employers deal with the health, safety and accountability of employees, as well as their interactions with customers or clients. Business policies can also be used as a guideline for regulatory requirements, legal issues and other situations that can lead to severe consequences for employees.

When an organization has clear company policies, both employees and employers benefit. Outlining employees' rights and expectations within your company helps set behavioral and performance standards for the workplace, and gives employees an overall framework of how to be successful at your company. Company policies also help to protect your business and contribute to a safe and more enjoyable work environment for everyone.

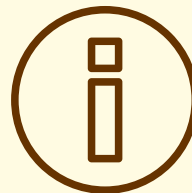
There are business policies that you may need to comply with according to law, but you may also choose to develop your own policies as well.

What are your company policies?

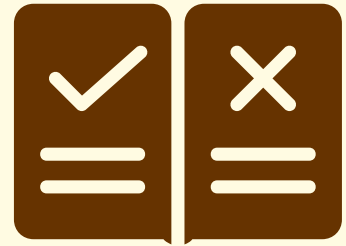
Company policies put in writing what you expect from your employees. These may be related to performance, values or behavior. Additionally, company policies can serve as pre-warnings for employees, since they outline the consequences of failing to abide by the rules.

Company policies are important for a variety of other reasons, including:

- Setting expectations
- Keeping management accountable
- Ensuring compliance with the law
- Helping defend against legal claims
- Assisting with fair treatment of employees



Dairy Box Rules and Regulations



The following are the rules and regulations that the store staff or sales associate should abide by at all times.

Counter Rules:

- When there are customers around, all staff in the counter station should greet the customers with a smile.
- Make sure that there is at least one staff member visible at the counter even if there is no customer.
- Be aware of the exact expiration date of the products.
- Make sure to execute proper hand sanitation.
- Make sure to monitor the cleanliness of the comfort room/s.
- Make sure that tissue is always available.

When interacting with customers:

- Always be respectful and approachable. Greet the customers upon entry, order, and leaving.
- Stay attentive around customers, listen to their requests and suggestions.
- If things go unwell with the customer, remain calm, ease the tension and smartly solve the problem. If the customer is still uncontrollable, quickly call your manager and ask for help.

Here are some things that you should NEVER do inside the store:

- Talk in a loud voice when customers are around
- Use your phones in front of customers
- Lean on anything
- Seat inside the counter station
- Charge any of your personal gadgets on areas visible to customers
- Informal conversation with the customer

Employment Guidelines



To protect the interest and safety of all employees, Dairy Box administers an Employee Conduct and Work Rules Policy to ensure orderly operations and provide the best possible work environment. Dairy Box expects employees and others who are engaged to provide services to follow these rules of conduct while on company premises, attending company functions or otherwise performing work-related activity. In instances where these expectations are not being met, the corrective action policy provides for progressive corrective steps ranging from discussion log to termination of employment following due process. Depending on the circumstances in individual situations, employees may be suspended with or without pay while an investigation is conducted.

The Store Manager is responsible for creating and documenting all corrective actions, and if due for Termination; the case will be escalated to top level management.

No corrective action notification should be given to an employee until the Manager has notified the employee directly and in-person. The employee must acknowledge the corrective action imposed. In any case that the employee will not agree and comply with the given sanction, the Manager can ask for a witness to acknowledge that the associate is not willing to sign the document. Therefore, it does not take away the sanction given to the employee.

Employment Records



Personnel files are the property of the company and are restricted. Only Human Resources representatives, managers, supervisors, and management personnel who have a valid reason to view the employee's information are allowed to do so.

Personal Data Changes



It is the responsibility of each employee to notify the General Manager for any personal data changes such as mailing address, contact numbers, marital and tax status, number and name of dependents, individuals to be contacted in case of emergency, and even educational accomplishments.

Benefits and Eligibility



It is Dairy Box's policy to provide benefits to eligible employees. The following benefit programs may be available to eligible employees:

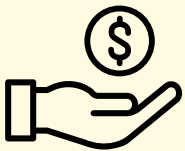
- HMO Coverage (after one year of continuous employment);
- Statutory (Government-mandated) benefits;
- Non-taxable allowances;
- Leave Benefits (after one year of continuous employment); and
- Other company benefits

Health Benefit



All Regularized Employees, of the company, (unless contractually exempted) shall be provided with health benefits after one year of continuous employment.

Allowance



Dairy Box may elect to provide non-taxable allowances to its regular employees. These allowances will vary according to the employee's level. Examples are: Food Allowance, and Transportation. This will be given on a case by case basis and be documented in each employment contract.

13th Month Pay



Dairy Box regular employees are paid 13th month pay (an accrual of 1/12 of monthly basic pay) provided they worked for at least twelve (12) months during the calendar year. Other allowances on top of their basic pay are not included. This benefit is available to all employees hired before December 1st of any year. 13th month pay shall be paid not later than December 24 of every year. An employee who has resigned or been terminated is entitled to a prorated 13th month pay.

Overtime Pay

Overtime Pay refers to the additional compensation for work performed beyond working hours a day.



All overtime work must be requested/approved in writing by the immediate supervisor/manager. Documentation of the approval must be recorded on the time sheet prior to the actual overtime work hours. Employees who work overtime without receiving prior authorization will not be paid.

Work Schedule



Absence or Delay from your scheduled shift. We understand that sickness, emergencies and connectivity issues do arise. We can and do work with you when you have these issues. But you must provide proper notification. In the event you will be delayed, or cannot make your shift for any reason, you agree to follow this notification procedure (in order of priority):

Advise the Store Manager with a minimum of two hours notice prior to your scheduled shift.

Utilize the following methods of contact until you have reached the Store Manager and confirmed that they are aware of your upcoming absence:

- a. Call or text. Contact the store manager or supervisor ahead of time and let them know whether there would be sudden changes with regard to your schedule. You must receive confirmation that your notice was received. Not advising prior to your shift that you cannot make it will result in corrective action. Violation of this procedure is grounds for suspension and a penalty deduction.

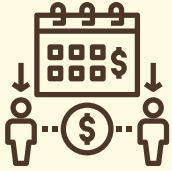
Lack of connectivity is no excuse for not advising your Store Manager you cannot make it to work.

End of Shift (EOS) Reporting



A part of a sales associate's tasks is to provide a completed or filled out copy of the stores Inventory Report, Petty Cash Template, Purchase Journal, Sales Journal, and OKR Monitoring Sheet. During the closing shift, it is also the sales associate's responsibility to relay towards the store manager any type of complaint or inconvenience that went down during the day.

Payroll and Timekeeping



A part of Dairy Box's policy is to keep track of the working hours performed by the employees and overall computation of employee wages.

Payday



A part of Dairy Box's policy is to keep track of the working hours performed by the employees and overall computation of employee wages.

Timekeeping



Employees are expected to accurately record their hours by using any Time Tracking program used by the company when they are working. Hours include all time spent on the job performing assigned duties. Employees are responsible for timely reporting of corrections before their hours are submitted to Payroll, in order to ensure correct pay. Altering, falsifying, or tampering with time records may result in corrective action, up to and including termination of employment.

Payroll Inquiry



If there is an error in the amount of pay, the employee should promptly send an inquiry to his/her supervisor. The supervisor investigates, and if determined to be an error, pay will be corrected on the next regularly scheduled payroll.

Pay Deductions

For all employees, regardless of employment status (after 6 months of continuous employment), Dairy Box management makes deductions from pay including:



- Social Security System contributions (employee contribution)
- PhilHealth contributions (employee contribution)

The deductions will be divided into two for the two (2) pay periods (5th & 20th).

Holiday Leave and Pay Rule

Holidays

All employees are not covered by the holiday leave pay for any un-worked regular holiday. An employee will not receive the basic pay if he/she did not report for work.



Strictly NO WORK, NO PAY POLICY.

If the employer requires to work on any holidays, the employee is entitled to the following:

- 1.Regular holidays (as specified) double pay 100%
- 2.Special non-working holidays additional 30% of salary

Labor Code of the Philippines Presidential Decree No.: 442 Article 94 Right to holiday pay.

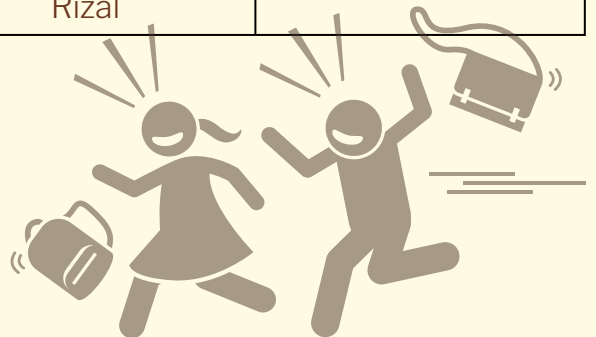
- a. Every worker shall be paid his regular daily wage during regular holidays, except in retail and service establishments regularly employing less than ten (10) workers;
- b. The employer may require an employee to work on any holiday but such employee shall be paid a compensation equivalent to twice his regular rate.



Regular Holidays

Regular Holidays are the days declared as Regular Non-Working Day

DATE	ANGLICIZED NAME	FILIPINO NAME	TRANSFERABILITY
January 1	New Year's Day	Araw ng Bagong Taon	Fixed
	Maundy Thursday	Huwebes Santo	Movable
	Good Friday	Biyernes Santo	Movable
April 9	Day of Valor	Araw ng Kagitingan	Fixed
May 1	Labor Day	Araw ng mga Manggagawa	Fixed
June 12	Independence Day	Araw ng Kalayaan	Fixed
	Eid'l Fitr	Pagwawakas ng Ramadan / Lebaran / Araw ng raya	Movable
	Eidul Adha	Eidul Adha / Araw ng kurban	Movable
August 27	National Heroes' Day	Araw ng mga Bayani	Fixed
November 30	Bonifacio Day	Araw ng Kapanganakan ni Bonifacio	Fixed
December 25	Christmas Day	Araw ng Pasko	Fixed
December 30	Rizal Day	Paggunita sa Kamatayan ni Dr. Jose Rizal	Fixed

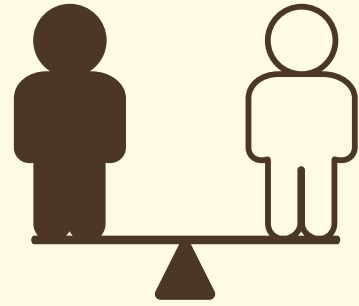


Special Holidays

Special Holidays are the days declared as Special Non-Working Day, Special Public Holiday, and Special National Holiday. All employees are expected to work during Special Non-Working Holidays.

DATE	ANGLICIZED NAME	FILIPINO NAME	TRANSFERABILITY
	Chinese New Year	Bagong Taon ng mga Tsino	Movable
February 25	EDSA Revolution Anniversary	Anibersaryo ng Rebolusyon sa EDSA	Fixed
	Black Saturday	Sabado de Gloria	Movable
August 21	Ninoy Aquino Day	Araw ng Kabayanihan ni Ninoy Aquino	Fixed
November 1	All Saints' Day	Undás; Todos los Santos; Araw ng mga Santo	Fixed
December 8	Feast of the Immaculate Conception of the Blessed Virgin Mary	Pagdiriwang ng kalinislinisang paglilihi kay Santissima Maria Inmaculada	Fixed
December 31	New Year's Eve	Bisperas ng Bagong Taon (Last Day of the Year)	Fixed

**Regular and Special Holidays are declared by Presidential Decree and published by DOLE.*



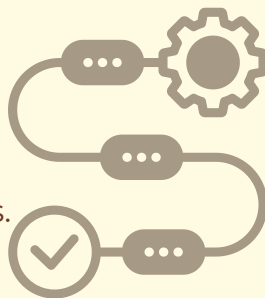
Equal Employment Opportunity

It is the company's policy that employees and applicants for employment have equal opportunity in employment actions in accordance with the local law. We will not discriminate any employee or applicant based on the individual's race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran status, or any other protected classification. All job decisions, including hiring, compensation, benefits, leaves of absence, promotion, discipline, transfers, layoffs, recall, separations, terminations, training, education, and participation in any social or recreational program sponsored by the company will comply with Dairy Box Equal Employment Opportunity Policy.

Scope

The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Dairy Box and its employees, including:

- Recruitment.
- Employment.
- Promotion.
- Transfer.
- Training.
- Working conditions.
- Wages and salary administration.
- Employee benefits and application of policies.



Procedures

Dairy Box administers our EEO policy fairly and consistently by:

- Forbidding retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies or participates in an EEO agency proceeding.
- Requires employees to report to a member of the management when any apparent discrimination or harassment takes place.
- Promptly notifies the general counsel of all incidents or reports of discrimination or harassment and takes other appropriate measures to resolve the situation.



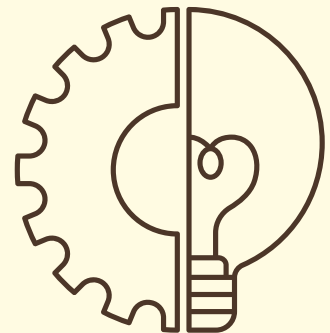
Harassment

Harassment is a form of unlawful discrimination and violates Dairy Box's policies. Prohibited sexual harassment, for example, is defined as unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Remedies

Violations of this policy, regardless of whether an actual law has been violated, will not be tolerated. Dairy Box will immediately, thoroughly and fairly investigate every issue that is brought to its attention and will take disciplinary action, when appropriate, up to and including termination of employment.



Workplace Health and Safety

Dairy Box is committed to providing and maintaining a safe and healthy workplace for all workers as well as its clients, visitors and members of the public. Hazards and risks to health and safety will be eliminated or minimized, as far as is reasonably practicable.



The management will:

- Ensure the business complies with all legislation relating to health and safety
- Eliminate or minimize all workplace hazards and risks as far as is reasonably practicable
- Provide information, instruction and training to enable all workers to work safely
- Supervise workers to ensure work activities are performed safely
- Consult with and involve workers on matters relating to health, safety and wellbeing
- Provide appropriate safety equipment and personal protective equipment
- Provide a suitable injury management and return to work program

Workers will:

- Take reasonable care for their own health and safety
- Follow safe work procedures, instructions and rules
- Participate in safety training
- Report health and safety hazards
- Report all injuries and incidents
- Use safety equipment and personal protective equipment as instructed

Our goal is to provide a safe and healthy work environment that is free from workplace injury and illness. This will only be achieved through the participation, co-operation and commitment of everyone in the workplace.



Employee Code of Conducts Policy

To protect the interest and safety of all employees, Dairy Box administers an Employee Conduct and Work Rules Policy to ensure orderly operations and provide the best possible work environment. Dairy Box expects employees and others who are engaged to provide services to follow these rules of conduct while on company premises, attending company functions or otherwise performing work-related activity. In instances where these expectations are not being met, the corrective action policy provides for progressive corrective steps ranging from discussion log to termination of employment following due process. Depending on the circumstances in individual situations, employees may be suspended with or without pay while an investigation is conducted.

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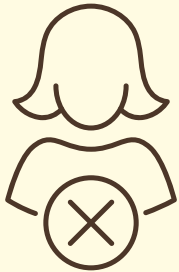
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Performance Review



The employee will be provided with a written performance appraisal at least once per year and appraisal will be reviewed at which time all aspects of the assessment can be fully discussed.

Termination by the Employer



The Company may terminate employment for any of the just, authorized or other cause/s allowed under the laws of the Philippines and jurisprudence, after complying with the requirement of due process or of notice, as may be applicable.

Termination due to non-performance of tasks assigned. The employee may be terminated if their employer determines that Employee is not capable of performing, or has not produced adequate results for the tasks and duties assigned to him/her.

Termination by the Employee

A notice period of 30 day(s) grace period upon filing of request, to give enough time for turnover of responsibilities and training of replacement, The Employee shall file clearance from their team leader and managers (both general and assistant) whenever applicable;



Failure to give notice means immediate termination and/or AWOL.

Book 6 of Labor Code. Post-Employment Art. 285:

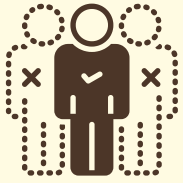
- a. An employee may terminate without just cause the employee-employer relationship by serving a written notice on the employer at least one (1) month in advance. The employer upon whom no such notice was served may hold the employee liable for damages.

Attendance Policy



The purpose of this policy is to set forth the enterprise's policy and procedures for handling employee absences and tardiness to promote the efficient operation of the company and minimize unscheduled absences.

Excused and unexcused absence or lates:



- Excused -- Proper notice was given, and a medical certificate was provided for sick leaves.
- Unexcused -- No notice or late notice was given, and no medical certificate was provided for sick leave.

Habitual or excessive absences:



- Two or more unexcused absences within a month is considered excessive. Ten in a calendar year is grounds for termination.

Habitual or excessive lates:



- Three consecutives or more than five late to work violations within 15 days is considered excessive, even if proper notice was given and is grounds for suspension.

DISCIPLINARY ACTION

Light Offenses

A light offense is a violation of rules or procedures, or substandard performance.

Violations will result in corrective action, up to and including termination.

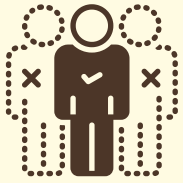
Moderate Offenses

A moderate offense is an involuntary dishonest act that directly affects the employees, company, and customers. This will result in termination of employment.

Grave Offenses

A major violation is an infraction of serious rules or procedures, or an illegal activity, which will likely warrant termination of employment.

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DISCIPLINARY ACTION

Corrective Action	Light Offenses	Moderate Offenses	Grave Offenses
First Occurrence	First warning	First Written Warning	Final Written Warning or Preventive Suspension
Second Occurrence	Second Written Warning	Final Written Warning	Termination of Employment
Third Occurrence	3 Days Suspension	Termination of Employment	
Fourth Occurrence	Termination of Employment		

Light Offenses

A light offense is a violation of rules or procedures, or substandard performance.

Violations will result in corrective action, up to and including termination.

- Tardiness. Not arriving to work on time.
- Failure to use any Time Tracking system of the company

Moderate Offenses

A moderate offense is an involuntary dishonest act that directly affects the employees, company, and customers. This will result in termination of employment.

- Causing damage and/or loss of company's property through negligence
- Failure to submit expense report within one month
- Releasing public statements about the company through media e.g., radio, television or be it in a social network sites without any permission from the management.
- Using inappropriate or unprofessional language to co-employees, employers, clients, and the management.
- Failure to attend and participate in company initiated events, activities and meetings.
- Insubordination, including refusal to perform work required by a supervisor / manager whether immediate or not

Grave Offenses

A major violation is an infraction of serious rules or procedures, or an illegal activity, which will likely warrant termination of employment.

A major violation will likely warrant a direct termination of employment. Management may put the employee on preventive suspension pending the investigation of the case. The outcome of such an investigation will determine what, if any, corrective action is taken with the employee.

These guidelines do not guarantee that any particular level of discipline will be administered. Dairy Box may impose any level of corrective action, up to and including termination, for any action that, in its sole discretion, it determines to be inappropriate. An employee can only have one corrective action per severity level.

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COMPANY GUIDELINES

- Violation to Equal Employment Opportunity Policy
- Violation to Harassment and Discrimination Policy either verbal or written committed within or outside company premises that affects company's integrity
- Unauthorized reference/use or opening of personal files and all company's confidential documents e.g., mails, pay slips, files, and other confidential records.
- Engaging in other work or personal business during work hours that has an impact on performance
- Giving out company's confidential information to unauthorized persons e.g., company's files/record, information of client
- Concealing serious errors or mistakes
- Abuse of authority that is resulting to personal gain /favor
- Non Performance or low productivity or tasks and duties assigned.
- Habitual/Excessive Late and absences
- Removal of any company property or the property of others (co-employee) from company premises without proper authorization
- Stealing, sabotage, willful damage, abuse or destruction of company property, or that of a supplier, vendor, customer or other employee; failure to report any of the above
- Attempted theft or any form of theft; any act of stealing of the property of any employee and the company including third parties
- Use of abusive or threatening language towards fellow employees, customers, guests, supervisors / managers, or the management
- Being rude in transacting business to clients/ customer and Behaving / acting with gross disrespect with clients, employer/ co employees, supervisors, managers, and persons transacting business with the company
- Insulting, threatening, or challenging the customer, employer, co employee, supervisors, managers using disrespectful or defamatory language (written or oral)
- Intentional disobedience to work policies, rules and regulations initiated by the management
- Altering, falsifying and tampering own time record and/ or falsifying, altering, and tampering another employee's time record
- Logging in to the tracking system for another employee or any form of time record; Asking another employee to manipulate time record Both the giver and receiver of the act will be both sanctioned
- Forgery of all
- Habitual violation