

## Warehouse Handout

### Opening Duties

- Warehouse opening time has changed to 8:45
  - This means you are ready to start work at 9:00, not lingering and standing around talking till 9:45.
  - Managers are responsible for getting sheets ready by 9:00
    - Mondays first thing is to check wholesale orders, managers or asst. managers will print out. The rest of the week the person assigned to wholesale will check at 4:00 pm.
    - If for some reason sheets are delayed, there are always things to be cleaned up or straightened. Walk the aisles, straighten shelves, and unpack if it was not able to be completed the day before.
  - When you unlock the gate you must spin the numbers so the code is not left in the lock

### Closing Time Cleaning Duties

- During the week, if we are working up to the last minute, do a quick tidy up. If the day is going where we don't have a task, (still have 30+ minutes left in the day) start cleaning something.
  - Walk the aisles, unpack overstock, straighten rows, pick up small trash, sweep, take out excess trash.
  - Fridays are bigger clean up days, but it will be easier if everyone keeps up cleaning throughout the week. Fridays are meant to prepare for the next week.
- Make sure all garage and side doors are closed and locked properly.
- Make sure all lights are off. The only ones that are automatic are the kitchen/printer and warehouse.
- Everyone needs to know how to lock up the warehouse

## Set the Alarm and Lock the Door And Lock the Gate, you must spin the numbers for it to actually lock

These duties are shared with ALL employees, NOT limited to one person

### Job Description

- As a warehouse employee your job is to; receive deliveries, pack restock, pack wholesale, and new store setups. Keep the warehouse clean and organized, and set up shelves and products in the warehouse to make the process easier for all employees.

### Employee Expectations

- Driver's expectations are different from warehouse employee expectations
  - Your main responsibility is to get product/supplies to stores.
  - When you are not driving, you are just there to assist the warehouse if they need it, and help with organization.
    - This includes but is not limited to passive tasks and organizing.
    - If you are not driving, are at the warehouse, and are willing to help pull and verify store restock, that can be reflected in your pay upon your review.
- You have a **business only credit card for gas and keeping vehicles clean regularly.**

- When you go to a wholesale delivery, you must confirm the form of payment with the sales rep and pick up funds that may include cash. If it is cash, you are responsible for verifying the amount and verifying the return amount if there is one. There are money bags and you can use a small box to put money in. You will give that to the sales rep upon your return to the warehouse. If the sales rep is not at the warehouse, give to either Supreet or Kaylyn.
- Pulling items for restock/wholesale orders, unpacking new orders and organizing the shelves
  - On the restock sheets, you must sign the top if you pulled the items on that sheet. If you are the one verifying the sheet you must sign the bottom.
    - This is to identify inconsistent pulls, we know errors happen, maybe there is a bigger issue and we can change things to make it easier to identify items.
- Everyone is expected to help with deliveries, helping drivers unload if it is needed, and move items in the warehouse to keep the docks clear.
- Cleaning dishes- there won't be warehouse food catering if dishes are being left in the sink for days.
  - We do have a company that comes and cleans the offices and bathrooms, they are NOT responsible for cleaning our dishes or warehouse.
- Picking up trash in the breakroom, and workstations. Taking out the large trash bin when it is full/food smell. Clean out the fridge of old food.
  - Also replacing the trash bag when you remove it.
- Restocking bathroom supplies as needed
- There is a specific person assigned to pulling wholesale orders at 4:00
  - Driver's for wholesale need to know how to pull orders/find orders on lightspeed.
- Keep in mind as the business is growing there can be more tasks added to this list, we hope to keep it from being overwhelming, but there might be some harder weeks than others. Please be understanding, we do welcome feedback if it is overwhelming, and we will try and make adjustments.
- Employees can be sent home for poor attitude/ work performance.
  - If you are sitting around without finding something to do and goofing off you can be sent home early and clocked out early not receiving pay for those hours.

## Employee Expectations

- Pulling items for restock, unpacking new orders, stickering/labeling and organizing the shelves
- Everyone has to be able to pull each section and pack, there aren't any clear division lines between puller/packer vape side/glass side
  - On the restock sheets you must sign the top if you pulled the items on that sheet, if you are the one verifying the sheet you must sign the bottom.
    - This is to identify inconsistent pulls, we know errors happen, maybe there is a bigger issue and we can change things to make it easier to identify items.
- Each employee will be assigned certain rows for a length of time, it is their responsibility to keep it organized and make sure inventory is correct.
  - This involves unpacking overstock boxes and not leaving them on the floor. Moving items to the front according to date.
    - Optimizing the pulling process whether redoing an entire row, shelf, alphabetical, etc.
    - You are expected to help identify errors with the system and notify your manager.

- If you think of doing something in a different way, get with your manager, we can always do a trial and then change it back.
- Wholesale gets checked at 4:00 pm each day to be packed up for next day delivery.
- Everyone is expected to help with deliveries, helping drivers unload if it is needed, and move items in the warehouse to keep the docks clear.
- Cleaning dishes-if it continues, all silverware/plates will be taken out of the kitchen and you will have to bring your own.
  - We do have a company that comes and cleans the offices and bathrooms, they are NOT responsible for cleaning our dishes or the warehouse.
- Picking up trash in the breakroom, and workstations. Taking out the large trash bin when it is full/food smell. Clean out the fridge of old food.
  - Also replacing the trash bag when you remove it.
- Restocking bathroom supplies as needed
- There is a specific person assigned to pulling wholesale orders at 4:00
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  - If you are sitting around without finding something to do and goofing off you can be sent home early and clocked out early not receiving pay for those hours.
- Driver's expectations are different from warehouse expectations

## Entertainment

- Activities that infringe on quality of work such as but not limited to cell phones, TV, computer usage, radio, significant others, excessive sitting on stools, excessive riding on scooters, will result in a loss of those privileges.
- During work, screen use is not allowed, only audio will be allowed. Screens can be used during lunch or during scheduled break times.
- There will be a scooter parking zone, scooters will not be laid on the ground they will be propped up in a non walking area.
  - If it is a continued problem the scooters will be taken out of the warehouse.
  - Scooters are not meant as the sole mode of transportation in the warehouse, they stay in the warehouse and do not go into the office area.

## Expectations for Calling in

- You are to let your manager know if you aren't able to come in or need to come in later.
  - Glassware side is Freeze and vapeside is Isaac
- While unexpected emergencies/sickness happen. Frequency of call ins and type of call ins can result in a doctor's note needed, for it to be excused and/or future absences to be excused.
- 3 month intervals of 1 unexcused absence and 3 excused absences are allowed before being brought up in your review.

## Employee Dress Code

- For Vapor House Distro, clean attire no stains, rips or heavily faded/worn clothing
  - No baggy sweatpants, miniskirts/short shorts, pajamas

- Clean joggers are allowed- they cannot look like worn out joggers
  - No tank tops for either gender unless covered up by another shirt with sleeves
  - You are allowed to wear shorts as long as they are clean
- Closed toed shoes ONLY
- There is a level of cleanliness expected when you arrive at work. If you do not arrive ready to work, you can be sent home to change or shower.
  - If there is an excessive amount of body/foot odor, you will be sent home
  - Keep your pants pulled up, no one needs to see your butt crack
- We will soon be having wholesale customers come into the warehouse for cash and carry, and we cannot wear Vapor World/Abby Road attire.

## Employee Lunch

- One aspect we would like to keep going is staying clocked in for lunch time
  - What this still means is that if there is a delivery, not everyone can take lunch and not be aware of arriving shipments.
- Up to 2 employees will be assigned for “lunch delivery” this will be a rotating assignment, you will be responsible for watching for deliveries
  - If that delivery needs more people to help out then open the door let the delivery driver get started then go ask for help, and other employees will have to help.
- Each employee gets an hour lunch, you do not have to take the whole lunch everyday
- During the summer at the warehouse, we know it gets hot and humid. Please take reasonable breaks to cool off.
- We do have an ice machine. If that machine is not working, and you use the ice trays in the freezer, you must fill it back up for future people.

## Paid Time Off

- Vapor House Distro New Hires will receive 10 hours PTO after every 3 months
- A month notice is required to take paid time off over 3 days in a row

## Pay structure

- Reviews every 6 months
  - Attendance, attitude, completeness of tasks, going above and beyond, efficiency
  - Pay raises do not automatically take effect after 6 months, you must have a review.

## Termination

1. If you are terminated or quit, and you do NOT give back the warehouse key, your paycheck will be held until it is returned.
  - a. This does not mean you will receive your paycheck immediately. Paycheck will follow a regular schedule. If the time period is missed, employees will have to wait until the next pay period.

## Time Clock Corrections [payroll@vhdistro.net](mailto:payroll@vhdistro.net)

- Time clock corrections must be submitted to payroll for it to be changed. You must tell your manager, and they will send it to payroll. A paper copy must be filled out for backup.
- PTO needs to be submitted to payroll by email by your manager. Still fill out a time clock correction with the date you are wanting to use the PTO.
  - You do NOT go directly to payroll for time clock corrections or PTO; it must go through your manager first.

- If you miss a clock in/clock out. First: let your manager know. All time clock corrections must be made before Monday morning 10:00 a.m.
- We follow a bi-weekly pay schedule and payday will be on Thursdays.
- If you do not get this corrected before Monday, you will be clocked out one minute after the initial clock, and you will potentially lose that day of pay. You will receive those missing hours on the next pay period.
- To view PTO hours, make an account at [vwlogin.netlify.app](https://vlogin.netlify.app), preferably use your light speed login, and then your account will be verified to see your PTO hours.

## **Sexual Harassment will not be tolerated!**

- This includes employee to employee, employee to manager, employee to customer and vice versa.
  - Sexual harassment is a form of sex discrimination
  - Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.
  - Sexual harassment can occur in a variety of circumstances, including but not limited to the following:
    - The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
    - The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
    - The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
    - Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
    - The harasser's conduct must be unwelcome.
- Please say something if you are uncomfortable. You may reach out to your manager, and/or Operations Manager, and/ or owner. You can send an email to [kray@vhdistro.net](mailto:kray@vhdistro.net) or direct message in the group me app.
  - If you see someone else being sexually harassed you need to let a manager, district manager or owner know.

By signing you acknowledge that you have read the entire Warehouse Handout and understand the above. There is a copy of this handout on each side of the warehouse and able to view at any time on the [vwlogin.netlify.app](https://vwlogin.netlify.app)

Store: \_\_\_\_\_



Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Manager Name \_\_\_\_\_

Manager Signature \_\_\_\_\_ Date: \_\_\_\_\_