

Employee Handbook

Slaughter County Brewing Company

May 2021

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Welcome Aboard!

Employment Basics

Employment types

Full-time employees work at least 32 hours per week.

Part-time employees are those who work fewer than 32 hours per week.

Full-time and part-time employees can have either temporary or indefinite duration contracts. Full-time employees under an indefinite duration contract may be paid salary and would qualify for any available company benefits.

Employment in Washington State is “at-will.” This means that the employment relationship may be terminated at any time and for any non-discriminatory reason(s).

Equal opportunity employment

Slaughter County Brewing Company is an equal opportunity employer. We don't tolerate discrimination against protected characteristics (gender, age, sexual orientation, race, nationality, ethnicity, religion, disability, veteran status.) We want all employees (including executives and HR) to treat others with respect and professionalism. In practice, this means that we:

- Hire and promote people based on skills, experience or potential and try to reduce bias in every process (e.g. through structured interviews.)
- Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment.
- Use inclusive, diversity-sensitive language in all official documents, signs and job ads.

Apart from those actions, we commit to penalizing every discriminatory, offensive or inappropriate behavior. To do this properly, we ask you to report any discriminatory action against yourself or your colleagues to HR, a manager, or owner. Our company will not retaliate against you if you file a complaint or discrimination lawsuit. Any employee who retaliates or discriminates will face disciplinary action.

Recruitment and selection process

Our hiring steps might vary across roles, but we always aim for a recruitment and selection process that is fair and effective in hiring great people.

Throughout the hiring process, we aim to keep candidates informed, communicate well and give everyone an equal opportunity to work with us.

Background checks

We run cursory background checks on candidates. These checks include reference checks, perusing social media, public records searches, etc. We are looking to fact-check application information, gauge a “fit” within our culture, and employment requirements. None of the online checks are anything more than what someone with an internet connection could do.

Referrals

If you know someone who you think would be a good fit for a position at our company, feel free to refer them. Referrals can be one of the best ways to find great candidates.

Attendance

We expect you to be present during your scheduled working hours. If you face an emergency that prevents you from coming to work one day, contact your manager as soon as possible. We will excuse unreported absences in cases of serious accidents, acute medical emergencies, etc. But, whenever possible, we need to know when you won't be coming in.

Workplace Policies

Harassment Policy

Don't be an asshole. Don't be an asshole physically or verbally. Don't be an asshole about sex, gender, race, religion, politics, etc. Don't even be sarcastic, because even though you may not intend it, you might come off as an asshole. Don't be an asshole to customers. Don't be an asshole to fellow employees, subordinates, or your managers. Don't allow harassment from or between customers. Asshole customers can be 86'd. Asshole employees/managers can be fired.

For customer, the rule is, "Try to not be an Asshole."

For the employees and managers, the rule is, "Don't be an Asshole."

Drug & Alcohol Policy

This is the basics – if you have any questions, ask.

- no drug use, selling, buying, etc. on the job or on site at slaughter county brewing (SCB). This includes marijuana.
- no alcohol consumption on site, during work hours, except in the line of one's job duties and as allowed by state law - as a manufacturer, we're allowed QA testing.
- Extracurricular alcohol/drug use that affects one's performance at work will lead to disciplinary actions – don't come to work drunk or high! Give yourself time to sober up.
- Drug Testing
 - reasoning – fitness for job & safety concerns
 - pre-employment screening
 - * consent form required – will be kept in employee file
 - * all applicants will undergo a test
 - * failure of the test will be a disqualification for employment
 - * screenings will not look for marijuana as it's legal in WA state for personal use
 - * cost of this test will be slaughter county brewery's expense
 - * Pre-employment screening may be waived at SCB's discretion
 - employee random testing
 - * consent form required – to be kept in employee file
 - * testing is mandatory, & random
 - * any current employees may be tested without notice
 - * The cost of a negative test will be slaughter county brewery's expense
 - * if employee fails a screening, that employee is responsible for the cost of that test and all of their future drug tests
 - * screenings will only look for and act upon the presence of marijuana if on-the-job use has been reported
 - Failure of a drug test
 - * Failure of a drug test may result in disciplinary action up to and including termination

Our intent here is to promote a healthy, clean, and safe environment for our customers and employees. Disciplinary action may require treatment, health intervention, and/or ongoing testing outside of Slaughter County's purview as a term of continued employment.

Key / Alarm / Security Policy

We are required by State and Federal law (since we produce alcohol) to keep our property secure at all times. We do so with industry standard locks, alarms, and other security measures.

As such, keeping our keys, alarm codes, and security details under company control is critically important to our business and our licensing. This is a significant monetary investment we've made in Slaughter County

Brewing Company. One which could amount to immeasurable damage and loss if neglected or abused.

By entrusting you with keys and alarm codes, you become fully responsible for those items. We are trusting you won't abuse this privilege. Codes, keys and knowledge of our security measures are to be kept secured, not disclosed to outside parties, and not duplicated and/or distributed without prior consent of a company executive.

By signing below, you (trustee) are agreeing and understanding that the keys and other security measures entrusted are the property of Slaughter County Brewing and, in order for Slaughter County to comply with state and federal requirements, must be returned immediately upon request. If lost, or not returned immediately when requested, you may be held personally responsible for any costs incurred in rekeying/changing locks, alarm codes, and/or other emergency security measures.

Trustee: _____ Date: _____

Mgr: _____ Date: _____

IT Department

Email - [you]@slaughtercountybrewing.com

all@slaughtercountybrewing.com

Facebook - editing

Wifi login

all@slaughtercountybrewing.com

Calendar

Mailing lists - crew, pinball,

Security Cam

Instagram - slaughtercountybeer, scbc_rox

Joinhomebase.com

:

Happy Hour Rules (when applicable):

- 3 to 5 pm, Monday thru Friday
- \$4.00 SCB Pints - not guest taps, cider, etc.
- All Happy Hour orders must be put into the register before the end of Happy Hour. Do not price adjust outside those hours to *create* Happy Hour pricing unless given specific authorization to do so (e.g. we might run a special day, or extended happy hour times, or something like that)
- Happy Hour beers may be purchased on a tab – regular “tab” rules apply (meaning, if you *don't* take a card, and customer walks out w/o paying, you owe for that tab and it's up to you if you want to recover the money from the customer)
- In addition to the current Happy Hour beer that a customer has purchased, they may prepay, during happy hour, for ONE additional beer at happy hour prices. Give that customer a token at the time the order was placed.
- Pay It Forward:
 - A customer may buy ONE “pay it forward” beer for another customer, during happy hour, at happy hour prices.

- A customer may buy “pay it forward” beers for multiple customers, but only one beer for each at happy hour prices.
- (we need to put together a pay-it-forward board – until then, treat this pretty informally) :-)
- Call Ahead:
 - a customer may call ahead to order a happy hour beer. Put the order in as a tab to get the happy hour price. That beer must be poured no later than 15 minutes after the end of happy hour. If the customer can’t make it in by then, they can’t get happy hour pricing. You’re not responsible for this tab (i.e. “normal tab rules” don’t apply) until after that beer is poured.

Code of Conduct

Most of the items in here may look like they only apply to FOH (front of house) or kitchen staff, however, keep in mind that all employees contribute to the customer experience and oftentimes our jobs overlap and employees from one department may step in to help out in other roles. Everyone should be aware of the Code of Conduct and should conduct themselves and their duties in accordance with the spirit and overarching goals of this section.

Drinking on-site

We want you to enjoy hanging out at Slaughter County Brewery as much as our customers do, but employee/staff alcohol abuse and misbehavior is a real issue in our business and we have to be cognizant of the problem for the safety, enjoyment, and well being of our staff as well as for our customers.

Drinking alcohol, just like drug use, is not allowed when an employee is “on-the-clock.” Sampling and tasting is part of our job, and as a manufacturer, QA testing is allowed – this is the **only** “on-the-clock” alcohol consumption that’s allowed. Even when “off the clock,” employees and staff should never be anhibited on-site. Here’s some basic guidelines for code-of-conduct, on-site, off-the-clock alcohol consumption:

- A good rule of thumb is about a maximum of 3 full alcoholic beverages when on site.
- Limit yourself to lower ABV drinks.
- Limit yourself to about one drink per hour.
- Eat and have a non-alcoholic beverage (water) between alcoholic drinks.

Laws and regulations regarding overservice and intoxication apply to employees, staff, and owners the same way they do to customers. Slaughter County will not retaliate against you for refusing service (cutting off) anyone (including an owner or manager) that is apparently intoxicated. Anyone that does retaliate will face disciplinary action.

To review, here’s the rules from the WSLCB website:

Overservice

- You may not sell alcohol to apparently intoxicated customers
- You may not allow apparently intoxicated customers to consume or possess alcohol
- You must remove the customer’s drink and refuse further alcohol service
- An intoxicated customer may remain at your business if they don’t have any alcohol

Disorderly conduct

- Disorderly conduct by customers, owners and employees is not permitted
 - Allowing fights, not calling police, etc.
- No owner or employee may drink alcohol while working
 - Employees include DJ’s, musicians and karaoke operators
- No owner or employee may show signs of intoxicated while at the premises, whether they are working or not
- Criminal conduct by customers, owners and employees is not permitted
 - Drugs, etc.

Appearance

Service Expectations

Here’s the steps we’d like to see for all customers:

1. Greet the guests: Let them know that you’ve acknowledged them and that they are important to us.
2. Sell it: Offer a beverage and let the guest know of food specials and/or things that aren’t printed on the menu. Know the beers and our other offerings so that you can sell them knowledgeably.

3. Bring them their beverage, then take their food order.
4. Deliver their order, and when appropriate, describe the food or drink to enhance “the visual” aspects of service and the customer’s sense of being important to you and to us.
5. Check back, Sell another beverage – if that glass is 3/4 empty, it’s time to offer another beer. If the glass is already empty, and they hesitate before they say “no,” offer a half pint as an alternative to a full pint. (Don’t over-serve, of course)
6. Clear all food items and empty glassware as soon as they’re empty or ignored (typically, a napkin on a plate means, “I’m done”). Ask if they enjoyed their food/drink, and offer a dessert-drink or snack. When they’re finished, bring their ticket and thank them.

Remember: When you are working, you are a ‘character’, not necessarily your true self. We try to hire people that we feel can play the role, and present the experience that we, as Slaughter County, want to present to all our customers regardless of who their server is. Your “character” needs to sell to make tips. Typically, the higher the ticket price, the bigger the tip. Follow these simple rules and you’ll be in great shape.

Avoid “I-sore”: This is about the “character” you should be playing when you’re in front of customers. “I-sore” happens when you refer to yourself and, especially, your opinions (and especially negative ones) in front of the customer. This is about them – and listen to the customer (you’re not a good communicator if you can carry on a monologue – great communicators, when in conversation, have great listening skills). Never say, “I don’t like XYZ because...” Make suggestions. Some personality works to help sell, but don’t think of that in terms of your personal opinions, think of it in terms of your character’s mission and job, and in terms of your character’s goal, (and your job as an ambassador to our brands) which is to provide a great customer experience, and increase the ticket price so that your character will help the success of Slaughter County and, at the end of the day, increase your tips. Yay! :-)

Beverage Service - Proper Pour

Too much or not enough head

What’s a 16 oz pour?

What’s a Poco?

What’s a Short Poco?

Our glassware, and the overpour loss.

Our regular beers go into imperial pints – 16 oz pour, with head.

Guest taps go in 17 oz mixing glasses

The scourge of the cheater pint

Kitchen Inventory and Prep

Overriding theme: “NO SURPRISES.”

Secondary theme: “We can’t sell what we don’t have.”

Prep work and kitchen inventory is the responsibility of the kitchen staff, when we have kitchen staff – Normally, bar-staff is not expected to prep, do food inventory, shopping, or kitchen ordering. Bar-staff is expected, at all times, to help as a line-cook/helper, when needed and when possible. When we don’t have kitchen-staff, prep is the responsibility of bar-staff. Remember, “no surprises.” Don’t surprise the next person coming on with a half-stocked, half-prepped kitchen. One way to “not surprise” someone is to, at least, put notes in the log (or the whiteboard) about what needs to be done, & text the person coming in next so that they know.

We have key nights where food is important – currently that’s our trivia and event nights. Having the full menu up and available on those days is essential.

In addition to that, and for everyone's benefit, we are trying to build a consistent food business. Running out of items that impact multiple menu items (like cheese, pizza crusts, chicken, bacon, etc.) is devastating; it damages customer loyalty, and it hurts our bottom line.

If we're out of, or short of something, we don't want to find out after we're already open the next day. We all have busy schedules and many days don't allow for someone to drop what they're doing and go "pick up" and prepare whatever we run out of. First-shift bar staff are frequently assigned special tasks that need to be completed during the day – those individuals cannot be taken off of their job duties because an emergency need to cook and prep items that should have, and could have, been taken care of by the previous shift.

If we're going to run out of something, either prep it, or make arrangements to prep it (or have it prepped) – don't leave it to someone else. If a task is going to be bumped to the FOH opener, clear that with your manager before assuming doing so is ok. The manager is the only person allowed to make a decision on what may or may not be temporarily left off the menu.

Ordering: How much inventory is too much? Strike a balance between carrying inventory and making sure arrangements are made to get ingredients BEFORE we run out – as a matter of necessity (mostly storage space), we cannot carry extra inventory, and our goal is to only maintain about two weeks worth of inventory at any given time.

The key to making this all work is to avoid surprises, and to communicate. Make sure someone knows if tasks (or inventory) are incomplete before you leave your shift – the FOH opener is not responsible for looking at the whiteboard in the kitchen when they come in – at that point it's already too late for them to make a quick stop on their way in to pick up the simple things we may need. If we will be needing something the next morning, coordinate with your manager so that the proper people are contacted. If you're an opener, or mid-shifter, informing only the FOH Closer isn't adequate, since they may not be opening the next day – let your manager know ASAP.

Daily Doodies

- Before any breaks:
 - Chalkboard food/beer menus updated (86'd items crossed off, stuff that's back on displayed)
 - Old flyers/posters removed from doors, windows, etc.
 - ALL "Open" signs on/off
 - Dishes put away
 - Cigarette buckets outside emptied
- Throughout the day and as needed:
 - Kitchen prep: pan crusts, chop veg, prep meats & sauces, etc.
 - Sweep front
 - Indoor and outdoor tables cleaned and wiped
 - Spot sweeping and cleaning
 - Dust Constantly – The dust comes from the Brewery grains, but the customer doesn't know that - all they see is "Dirty."
 - Cigarette buckets outside emptied

Compensation and Development

Benefits and Perks

Working Hours & Time Off

Clocking In And Out :

- **Opening:** Clock in no more than 10 minutes before your scheduled start time. It is allowed and ok to clock in late, but we must be open to the public on time (cash in till, lights on, ready to serve beer & pizza). If you need to clock in earlier than your scheduled start time, get approval from your manager (or immediate superior) and write the reason in the logbook.
- **Mid-Day Starts:** Clock in no more than 10 mins before your shift starts, and be working at your scheduled time.
 - If you need to start early (additional prep work, cleaning, special projects, etc.), get prior approval, and put the reason in the logbook.
 - Any late-start requires 24 hr advanced notice and manager approval. In the case of a last minute change or emergency that requires a late start, contact your manager immediately and assist in getting the shift covered.
 - Late starts without prior approval will lead to disciplinary action.
- **Mid-Day Ends:** Clock out no more than 10 mins after your shift ends. The pub should be stocked, prepped, clean, and ready to hand over to the next shift at the time of shift change. If you cannot get the pub ready because it's busy, stay a bit late to help with the transition and record the reason for the overlap in the logbook. If you're covering for a late-start or no-show, record that in the logbook.
- **Closing:** Use the time leading up to close to prep, clean, stock, and pre-handle the closing procedures. If, at close, we have customers that are continuing to order, stay open. If you're not getting at least \$20 per hour in orders, do last call and close up. **Closing when we're actually still busy can lead to disciplinary action.** If you are clocked in for more than an hour after our posted hours (even for cleanup, prep work, etc.), record the reason in the logbook. Early closing is allowed with prior manager approval, but **all prep, stocking, and cleanup must be complete before clock-out.**
- **All Shifts:** No-Call-No-Shows will lead to disciplinary action up to and including termination.

Time Off / Sick Days / Vacations / Schedule Changes

- Once scheduled, you are required to be on time, to competently execute your job duties, and to work your full, scheduled shift.
- No-Call No-Shows are a serious violation of policy and will result in disciplinary action up to and including termination.
- Missed shifts, not previously approved by a manager, are a serious violation of policy and can result in disciplinary action up to and including termination.
- Any non-emergency switching of shifts must be done with 24 hrs notice and manager approval.
- If you must call in sick or miss a shift due to an emergency, contact a manager as soon as possible, and if you can, please help us find someone to cover for you (switch shifts if possible).
- More than 2 sick days in 28 days (approximately two pay periods) will require a Dr's note.
- Any scheduled days off must be requested, in writing, a minimum of 14 days in advance and approved by a manager. A proper request doesn't guarantee approval, so the more advance notice you can give, the more likely it is that your request will be approved.
- Showing up late or leaving early may be considered an unapproved "schedule change" – Schedule changes are not allowed without prior manager approval except as outlined in our "Clocking In And Out" procedures (briefly, you may show up late if you can get opened up in time, and you may work late if we're still busy at closing time – beyond those two cases, be on time).

- A hangover is an avoidable issue, not a legitimate illness. Poor job performance, unapproved schedule changes, and missed shifts due to hangovers (be they alcohol, drug, or party exhaustion related) are a serious policy violation and may result in disciplinary action up to and including termination – in other words, have fun, but don't let it affect your job.

Scheduled Hours & Breaks:

State Regs: <http://www.lni.wa.gov/WorkplaceRights/Wages/HoursBreaks/>

WA State Defined “Rest Breaks,” and “Meal Breaks.”

- 10 minute “rest” breaks:
 - The following are considered “break times”: Smoke breaks, snack time, personal phone calls, personal conversations, or even, “whenever there is no work to do for a few minutes during a work shift” – aka, “time to lean.”
 - “Rest” breaks do not need to be uninterrupted – you may take several “mini” breaks up to your allowed break time.
 - If you work less than 4 hours: No breaks.
 - If you work between 4 and 8 hours: You are allowed, but not required, up to 10 minutes of total break time.
 - If you work between 8 and 12 hours: You are allowed, but not required, up to 20 minutes of total break time.
 - You are required to stay on-site during these breaks, and interrupt your break times, as needed, to attend to work duties.
- 30 minute “meal” break (this is in addition to the “rest” breaks outlined above) :
 - If you work 5 hours or more: You are allowed, but not required, to take up to 30 minutes of “meal” break.
 - If you are required to stay on-site with the possibility of interrupting your meal break to attend to work duties, this will be a paid meal break.
 - If we have the staffing, or someone willing to relieve you for an uninterrupted break, you will, if you opt to take your meal break, take the ½ hour meal break unpaid – you can take this break on-site or off. Remember to clock-out & clock back in.
 - By law, your “meal” break may not start until after you’ve been on shift at least 2 hours. We would prefer to allow the “meal” break at any time, but this is the law.
 - If we make you Interrupt a non-paid meal break with work duties, the break will be converted to a paid meal break.

Schedules and Hours Worked

- Schedules may change at any time without notice. Business requires us to adapt quickly.
- Our business depends heavily on weekends, holidays, and events. You will be called upon to work weekends, holidays, & events, even if these dates are not part of your “normal” schedule rotation.
- Similar to schedule changes, duties and job descriptions may change at any time without notice. Current job duties are to be executed regardless of what your job duties may have been in the past.

- “Hours worked,” (ie, “the hours you’re being paid for”), will include the time you are on-site and executing your job duties. Unless specifically stated, in advance, “hours worked” will not include travel time, training, off-site events, or meetings.
- Attendance at non-paid training, meetings, and events is optional, but these are offered for your benefit. You are expected to know your job – to know craft beer, brewing, etc. You can educate yourself, or take advantage of what we offer. It benefits you, and enables you to become a better, more efficient team member when you understand our business strategies, goals, and core values.
- Attendance at paid training, meetings, and events is required and considered a scheduled shift. The same rules apply to these as apply to any normal shift.

If you’re clocked in, and not on an allowed break, you are to be working. There is never “nothing to do.” The slower business is, the more spotless and welcoming Slaughter County Brewery should be.

Employee Resignation & Termination

New stuff to add

Payroll Tips Handbook Scope / changes - signed copy - kept in employee file

LOGBOOK

Cash handling & Drops

Discounts

Clubs - mug - growler

Pay it forward

Tabs

Increasing tips / voluntary gratuity / standard practice / jars / tip pooling / 4% service fee

Security - locking up - ramifications

Required Forms - Employee Copy

Employee Drug Testing Consent Form:

As a condition of employment with Slaughter County Brewing Company, every employee shall be subject to mandatory, random drug testing. By signing below, you consent to these tests and understand that a positive result will be cause for disciplinary action, up to and including termination.

Name _____
Date _____

Manager _____

Key / Alarm / Security Policy

We are required by State and Federal law (since we produce alcohol) to keep our property secure at all times. We do so with industry standard locks, alarms, and other security measures.

As such, keeping our keys, alarm codes, and security details under company control is critically important to our business and our licensing. This is a significant monetary investment we've made in Slaughter County Brewing Company. One which could amount to immeasurable damage and loss if neglected or abused.

By entrusting you with keys and alarm codes, you become fully responsible for those items. We are trusting you won't abuse this privilege. Codes, keys and knowledge of our security measures are to be kept secured, not disclosed to outside parties, and not duplicated and/or distributed without prior consent of a company executive.

By signing below, you (trustee) are agreeing and understanding that the keys and other security measures entrusted are the property of Slaughter County Brewing and, in order for Slaughter County to comply with state and federal requirements, must be returned immediately upon request. If lost, or not returned immediately when requested, you may be held personally responsible for any costs incurred in rekeying/changing locks, alarm codes, and/or other emergency security measures.

Trustee: _____ Date: _____

Mgr: _____ Date: _____

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Trustee: _____ Date: _____

Mgr: _____ Date: _____