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- I have read and understand the above policy and agree to abide by its guidelines. -

Acknowledgment:

Our Vision

At The European, our commitment to excellence, quality, and accessibility drives us to create a space where exceptional food is both high-quality and available to all. We prioritize using the finest ingredients, sourced locally whenever possible, honoring both time-honored traditions and modern techniques to ensure outstanding taste and freshness.

We take pride in serving our guests milk from grass-fed cows and eggs from free-range chickens. While we champion local ingredients, we also recognize the unmatched quality of certain European products. That's why we import our chocolate and many of our pastry ingredients directly from Europe, ensuring the authenticity of our creations.

Our goal is to provide a streamlined, quick-service experience that allows our guests to enjoy quality food without sacrificing time. The European embodies the identity of a modern European café—deeply rooted in cultural heritage and old-world values while embracing forward-thinking, adaptable progress. We cherish quality and craftsmanship, whether in food or everyday life, and balance this with the demands of a fast-paced world. This is why The European stands for both excellence and efficiency.

Our Mission

At The European, we are dedicated to crafting exceptional food that celebrates the artistry of European baking, scratch cooking, and the richness of local farms. Our mission is to create a vibrant, welcoming space where every dish—whether a delicate pastry or a hearty breakfast—is made from scratch with the finest ingredients and a commitment to excellence.

We believe that food is more than just sustenance; it is a celebration of flavors, a connection to the earth, a way to embrace different cultures, and a source of health and nourishment.

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Our Pillars of Commitment

1. Ethically Sourced Ingredients

We are committed to supporting local farms and producers by sourcing fresh, high-quality ingredients directly from them. This strengthens our connection to the community and ensures that our food reflects the best of what our region has to offer.

2. Efficiency & Accessibility

We strive to make the customer experience as seamless as possible, whether guests are dining in to enjoy our atmosphere or picking up an order on the go. Our aim is to provide an easy, enjoyable experience that fits every lifestyle.

3. Unparalleled Quality

Every item we serve is made from scratch, with daily fresh-baked bread and high-quality European pastries that consistently exceed standards of taste and craftsmanship. Our dedication to quality is evident in every bite.

Our Goals

- To maintain strong, ethical partnerships with local farmers and producers.
- To deliver an exceptional, streamlined customer experience that honors both efficiency and quality.
- To consistently create and serve food that celebrates the traditions of European baking while embracing the best of modern techniques.

he European's Equal Employment Opportunity Policy

he European is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex (including pregnancy, gender identity, and sexual orientation), marital status, veteran status, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

Accommodations for Individuals with Disabilities: The European will make reasonable accommodations, as required by law, for known physical or mental disabilities of an otherwise qualified applicant or employee, unless doing so would impose an undue hardship on the company's operations. An accommodation is not reasonable if the employee cannot perform

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essential job duties safely or effectively even with the accommodation. Employees needing accommodations must contact the company recruiter and provide supporting medical documentation. The European will engage in an interactive process to determine if an accommodation can be made and will notify the employee within a reasonable period. All medical information submitted will be treated confidentially.

Religious Accommodations: The European will also attempt to reasonably accommodate the sincere religious beliefs of its employees, provided it does not create an undue hardship on business operations.

Employees with questions or concerns about equal employment opportunities are encouraged to bring these issues to their Direct Supervisor or their HR Manager. The European prohibits retaliation against individuals who raise equal employment opportunity issues. Employees who believe they have been subjected to retaliation should contact their Direct Supervisor or HR Manager immediately. Violations of this policy, including any retaliatory conduct, will lead to discipline, up to and including termination. All employees are expected to cooperate fully with any investigations.

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The European's Non-Harassment Policy

It is The European's policy to prohibit intentional and unintentional harassment of any individual by another person based on any protected classification, including but not limited to race, color, national origin, disability, religion, marital status, veteran status, sex (including pregnancy, gender identity, and sexual orientation), or age. This policy aims to ensure a harassment-free workplace and applies to all employees.

If an employee feels they have been subjected to conduct that violates this policy, they should immediately report the matter to their Direct Supervisor. If the employee has not received a satisfactory response within five (5) business days after reporting the incident, the employee should contact their Manager. If the person towards whom the complaint is directed is one of these individuals, the employee should escalate to a higher-level manager. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate.

All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. The European will not allow any form of retaliation against individuals who report unwelcome conduct or cooperate in investigations. Employees who believe they have been retaliated against should report it following the same procedure. Violation of this policy will result in disciplinary action, up to and including discharge.

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The European's Sexual Harassment Policy

The European prohibits harassment of any employee by any supervisor, employee, customer, or vendor based on sex or gender. The goal is to ensure that all employees are free from sexual harassment, including unwelcome sexual advances, requests for sexual favors, obscene gestures, and other verbal or physical conduct of a sexual nature. Examples include inappropriate jokes, comments about a person's appearance, or sexual teasing.

If an employee believes they have been subjected to sexual harassment, they should report the matter immediately to their Direct Supervisor. If unable to contact this person or if no satisfactory response is received within five (5) business days, the employee should escalate to their Manager. Confidentiality will be maintained to the extent possible during investigations, but complete confidentiality cannot be guaranteed. Any form of retaliation against individuals who report sexual harassment will result in disciplinary action, up to and including discharge.

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The European's Drug and Alcohol Policy

It is the policy of The European to maintain a work environment that is safe and productive for employees and others having business with the company. The unlawful use, possession, sale, distribution, or manufacture of drugs, or drug paraphernalia while on company or client premises, or while performing services for the company, is prohibited.

Alcohol Consumption: The European maintains flexibility toward alcohol consumption at work events, but employees are expected to use good judgment. Reporting to work or performing services while intoxicated is strictly prohibited and may result in disciplinary action up to and including immediate termination.

Off-Premises Conduct: While off-premises conduct is generally not restricted, any off-duty substance abuse that impacts job performance or safety may result in disciplinary action.

Substance Abuse Screening: To ensure compliance with this policy, the company reserves the right to conduct substance abuse screening if there is reasonable suspicion of intoxication during work hours.

Compliance as a Condition of Employment: Any employee violating this policy will be subject to discipline, up to and including termination, in accordance with applicable laws.

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The European's Inclement Weather Policy

The European's Inclement Weather Policy: The purpose of this policy is to establish guidelines for closing the restaurant or canceling meetings during inclement weather conditions. The European is committed to ensuring the safety and security of its employees, customers, and visitors.

General Policy: The European generally remains open during inclement weather, and all employees are expected to report to work unless otherwise notified. If conditions worsen during the workday, management may elect to close the office early. In such cases, employees will not be paid for the remainder of their scheduled shift. Employees unable to commute safely are expected to notify their supervisor.

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The European's Conflict of Interest Policy

All employees of The European are required to act solely in the best interests of the company and avoid situations that create an actual or perceived conflict between their personal interests and those of the company. This includes avoiding any relationships, actions, or decisions that could compromise the company's integrity.

Prohibited Conduct:

- **Accepting Gifts or Favors:** Employees must not accept gifts or favors from customers, competitors, or suppliers unless it is minimal and equally available to all employees.
- **Misuse of Company Resources:** Employees may not use company resources for personal gain.
- **Confidential Information:** Unauthorized use or disclosure of proprietary company information is strictly prohibited.

If an employee believes their conduct may create a conflict of interest, they must disclose it to management. Failure to report may result in disciplinary action.

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The European's Health and Safety Policy

The health and safety of employees, contractors, visitors, and others on The European property are of critical concern to the company. The European complies with all health and safety laws applicable to our business. Employees are expected to keep their work areas safe and free of hazardous conditions, report unsafe situations, and follow company-issued safety guidelines.

All workplace injuries, accidents, or illnesses must be reported to the employee's supervisor immediately.

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The European's Timekeeping Policy

Objective: This policy outlines the timekeeping requirements for non-exempt employees. Accurate timekeeping is critical for compliance with legal obligations and ensures employees are compensated correctly.

Time Worked: Time worked includes all hours a non-exempt employee performs work on behalf of the company. All time must be recorded in the company's designated timekeeping system. Employees must not work "off-the-clock," and any unauthorized work will result in disciplinary action.

Timekeeping: Employees are responsible for accurately recording the time they start and end their work each day, including meal breaks, overtime, and split shifts. All time records must be verified by employees and all change and/or correction requests must be submitted for approval before payroll processing.

Enforcement: Altering or falsifying time records is strictly prohibited. Employees who are instructed to falsify records must report it to management immediately.

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The European's Meal & Rest Break Policy

Effective Date: [Insert Date]

Purpose: The European recognizes the necessity of providing employees with designated meal and rest breaks to maintain productivity and well-being. This policy ensures compliance with relevant labor laws and defines company expectations concerning meal and rest breaks.

Rest Periods: All employees are permitted a ten (10)-minute paid rest break for each four (4)-hour work period. Breaks are not permitted at either the beginning or end of the workday to offset arrival and departure times. Employees who voluntarily work through their rest breaks will not be paid additional compensation as the company already considers this time to be compensated.

Meal Periods: All employees who work eight (8) or more hours in a day may take an unpaid meal break of thirty (30) minutes, which should be taken towards the middle of their shift. Meal breaks are not counted toward hours worked as it is the Company's goal to completely relieve employees from all duties during their meal break. If a non-exempt employee performs any work duties while on their unpaid meal break period, the employee must record this time on their time record and the Company will consider this as time worked.

Enforcement: Employees who fail to adhere to scheduled breaks or record time worked during meal periods may face disciplinary action.

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The European's Attendance Policy

Objective: This policy sets forth The European's expectations for employee attendance to ensure efficient operations.

Excused Absences: An excused absence is any time off pre-approved by management at least 48 hours in advance, such as for vacation, bereavement, or jury duty. Employees are allowed up to 10 days for part-time employees and 15 days for full-time employees of excused absences per year.

Unplanned Absences: Unplanned absences are for unexpected events such as illness or emergencies. Employees must notify their supervisor at least one hour before their scheduled shift. Employees are allowed up to 10 days of unplanned absence per year. A doctor's note will be required for medical absences.

Unexcused Absences: Unexcused absences occur when an employee fails to notify management of their absence or exceeds their allowed unplanned absences. No more than three unexcused absences are allowed within a 12-month period. Failure to adhere to this policy may result in termination.

Shift Coverage: If unable to attend a scheduled shift, employees are responsible for arranging coverage. If unable to find coverage, they must notify management immediately. Failure to secure coverage will result in the absence being classified as unexcused unless it was approved by a management.

Tardiness: Employees are expected to report to work on time. Employees are permitted up to five instances of tardiness per year. Excessive tardiness will lead to disciplinary action, up to and including termination.

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The European's Early Departures Policy

Purpose

The European requires employees to remain on-site during their scheduled working hours to ensure that all business operations are adequately staffed at all times. Unauthorized early departures disrupt operations, cause undue pressure on other staff members, and compromise the company's ability to meet customer expectations.

Policy

Employees must not leave their worksite without explicit authorization from their supervisor or until their replacement arrives to relieve them of their duties. Failure to obtain such authorization or secure a replacement is considered a violation of this policy and will be subject to immediate corrective action.

Enforcement

Leaving work without proper authorization may result in disciplinary measures, up to and including termination of employment. Repeated violations will be treated as a performance issue, and the company reserves the right to take immediate action, including dismissal, depending on the severity and impact of the violation.

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The European's Uniform and Appearance Policy

Objective

The European (the “Company”) prides itself on the professional environment it maintains and the positive image we, as employees, present as an extension of the Company. Our image is affected by the manner in which we present ourselves to our guests, colleagues, and the general public. That said, employees should always utilize good taste and professional judgment in determining their dress and appearance when representing themselves on behalf of the Company. To ensure all employees are clearly identified as representing the Company, the company has established the following Uniform and Personal Appearance Policy.

Uniforms

The European will provide t-shirts for the employees to wear, which are not required for every shift. The European does require employees to wear non-slip shoes and allows jeans or khakis, shorts skirts, or dresses not shorter the 2 inches above the knee. All tops worn need to cover the shoulders and not expose excessive cleavage and should not be shorter than the hemline of the top of the pants. Each new employee will receive a Company shirt (2) two weeks after the time of hire. Company uniforms are considered Company property and are to be returned to the Company at the time of separation of employment or anytime when required by the Company. The Company may issue new uniforms periodically or require uniforms to be returned for special purposes (e.g., logo change, corporate color change). Employees will be given notice of the exchange, and the Company will provide suitable replacement uniforms. Personal Appearance All employees must present a crisp, clean, and professional appearance at all times. Presenting an unprofessional appearance is considered a violation of Company policy and will result in corrective action up to and including termination. The following miscellaneous items must be adhered to:

- Clothing should be not overly tight or lose fitting**
- Clothing may not contain logos of other restaurants or businesses or may not have offensive messaging • Nails should be short, trimmed, and filed, artificial nails are not permitted. • Hair must be styled neatly and pulled back from the face.**
- Facial hair must be neatly maintained • Fragrances are allowed but should be used in moderation**
- Excessive body piercing accessories or offensive tattoos must be covered up during work hours**

Personal Items Policy - All personal items such as coats, jackets, and purses should be stored in an approved area away from where food is being prepared, or where food, dishes, equipment, or linens are stored. If you are unsure, please confirm with management. Managers may exercise reasonable discretion to determine the appropriateness of employee dress and appearance. Employees who do not meet the dress code standards outlined in this

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policy may be sent home to change. Non-exempt employees will not be compensated for any work time missed due to failure to comply with this policy. Reasonable accommodations will be considered for religious or medical exemptions.

The European's Workplace Conduct Policy

Policy Statement

The European expects all employees to maintain high standards of conduct, integrity, and professionalism. The company reserves the right to determine what constitutes appropriate behavior and to take corrective action when necessary.

Unacceptable Conduct

The following behaviors are strictly prohibited:

- **Falsification of records**, including timekeeping records and employment documents.
- **Insubordination**, including refusal to follow reasonable instructions from supervisors.
- **Theft or misuse of company property** or resources.
- **Giving Friends / Family free items or discounts IS CONSIDERED THEFT.**
- **Unprofessional or aggressive behavior**, including but not limited to bullying, harassment, or creating a disruptive work environment.
- **Violation of health and safety policies**, including failing to report unsafe working conditions.
- **Poor work performance**, exhibiting carelessness or negligence in the performance of your job
- **Excessive use of work time to engage or conduct of personal or social nature, or other conduct that detracts from employees performance of job duties.**

Disciplinary Action

Any violation of this policy will result in corrective action, which may include verbal warnings, written warnings, suspension, or immediate termination depending on the severity of the offense. The company reserves the right to terminate employment immediately in cases of severe misconduct without the use of progressive discipline.

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Acknowledgment:

The European's Personal Relationship Policy

Objective

To maintain a professional and productive work environment, The European has established guidelines to address personal relationships between employees that could create conflicts of interest or perceptions of favoritism.

Policy

Employees who are in a personal relationship, defined as a romantic or intimate relationship, may not work in the same department, report to one another, or be in a position where one has influence over the other's terms of employment. If such a relationship develops, the employees must disclose it to management immediately.

Company Rights

Management reserves the right to take appropriate action to mitigate any conflicts of interest, including transferring one or both employees to another department or, if no suitable position is available, terminating the employment of one or both parties involved in the relationship.

Enforcement

Failure to disclose a personal relationship that creates a conflict of interest will result in disciplinary action, up to and including termination.

The European's Employee Theft Policy

Zero Tolerance for Theft

The European maintains a strict zero-tolerance policy regarding theft of any kind. Theft, including but not limited to the taking of money, products, inventory, confidential information, or any other company assets, will result in immediate termination and potential legal action.

Reporting and Investigation

All suspected incidents of theft must be reported to management immediately. The company will conduct a thorough investigation, which may include the use of surveillance footage, audits, and interviews. The European reserves the right to involve law enforcement at its discretion.

Disciplinary Action

Employees found guilty of theft will be terminated immediately and may face prosecution to the fullest extent of the law. Suspicion of theft is sufficient grounds for suspension during the investigation process, with or without pay, depending on the nature of the case.

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The European's Cell Phone Use Policy

Policy Objective

Cell phones and other personal electronic devices must not interfere with workplace productivity, safety, or customer service. This policy establishes guidelines to ensure that personal cell phone usage is limited to non-working hours and does not affect business operations.

Personal Cell Phone Usage

Employees are required to keep their personal cell phones turned off or set to silent during working hours. Use of personal cell phones is restricted to break periods and meal times and should take place in designated non-working areas.

Exceptions

The only exceptions to this policy are in the case of emergencies or if an employee's job requires the use of a phone for business purposes. In such cases, employees must seek prior approval from their supervisor.

Enforcement

Failure to comply with this policy will result in disciplinary action, which may include verbal or written warnings, suspension, or termination of employment, depending on the frequency and severity of the violation.

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Acknowledgment:

The European's Use of Communications and Computer Systems Policy

Policy Objective

The European's communication and computer systems, including email, internet access, and company-issued devices, are provided primarily for business purposes. This policy outlines the permitted use of these systems and the company's right to monitor and access all communications for lawful business reasons.

Permissible Use

While limited personal use of email and the internet is permitted, such usage must not interfere with work duties, violate company policies, or involve accessing inappropriate content. Employees have no expectation of privacy when using company systems, as all communications are subject to monitoring and audit at any time.

Prohibited Conduct

- Use of company systems to access or distribute illegal, offensive, or harassing content.
- Unauthorized access to another employee's email or files.
- Use of company systems for personal business ventures or excessive personal use that affects productivity.

Enforcement

Violation of this policy will result in disciplinary action, including immediate termination for severe or repeated offenses. Employees who misuse company systems for illegal purposes may face prosecution under applicable laws.

The European's Photo Release Agreement

Policy Statement

The European reserves the right to use photographic images of employees in company marketing, promotional materials, reports, and presentations. By continuing employment with the company, employees consent to the use of their images without compensation.

Employee Consent

Employees agree that The European may use, edit, crop, or alter their images for any lawful purpose without approval. The company will ensure that no identifying personal information, such as names or contact details, is included in publications unless expressly authorized by the employee.

Enforcement

Any employee refusing to comply with the company's photo release policy must notify management in writing. Refusal to participate in photo shoots will not impact employment status unless such refusal significantly impacts business operations.

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The European's Tip Pooling Policy

Purpose

The European's Tip Pooling Policy ensures that all eligible employees, including both front-of-house and back-of-house staff, receive an equitable share of tips earned during each pay period. This policy is compliant with the Department of Labor's guidelines under the Fair Labor Standards Act (FLSA), allowing non-tipped employees to participate in tip pools, provided all employees receive at least the full minimum wage.

Eligibility

All non-management, non-supervisory employees who customarily and regularly receive tips, along with back-of-house staff (such as cooks, bakers, and dishwashers), are eligible to participate in the tip pool.

Exclusion of Management and Supervisors

Managers, supervisors, and salaried employees are strictly prohibited from participating in the tip pool. Under no circumstances will individuals with management or supervisory responsibilities receive any portion of the pooled tips, even if they occasionally perform non-managerial duties.

Distribution of Tips

1. **Even Distribution:** All tips collected during each pay period will be pooled and evenly distributed among eligible front- and back-of-house employees, including bakers and kitchen staff (for example). Distribution will be based on the number of hours worked or another equitable method determined by management.
2. **Transparency:** Tip distribution will be transparent, with all eligible employees receiving a detailed breakdown of their share of the pooled tips. The company will use a standardized method to calculate and distribute tips, ensuring consistency and fairness.
3. **Reporting Tips:** All tips distributed through the pool must be reported for payroll and tax purposes. Employees are required to declare their tips accurately as part of their total earnings, and The European will ensure compliance with all reporting obligations under federal and state law.

Legal Compliance

This policy is designed to comply with federal and state regulations, including the Fair Labor Standards Act (FLSA). Bakers, kitchen staff, and other back-of-house employees are eligible for tip pooling only if all employees receive at least the full minimum wage (not the tipped minimum wage). Any changes to these laws will result in an immediate review and update of this policy to ensure compliance.

Enforcement

Failure to comply with this policy, including the failure to report tips or any attempt to

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circumvent the policy, will result in disciplinary action, up to and including termination of employment. Management reserves the right to audit the tip pooling process regularly to ensure full compliance.

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The European's Cash Handling Policy

Objective

The European requires strict adherence to cash handling procedures to protect company assets and prevent theft or loss. Cashiers and other employees handling money are responsible for ensuring that all transactions are accurate and properly recorded.

Cash Handling Procedures

Employees must follow the company's cash handling procedures at all times. This includes verifying the amount of cash received, counting change correctly, and securing cash in the register at all times. Large amounts of cash must be deposited into the safe according to established schedules.

Overages and Shortages

Employees are responsible for reporting any discrepancies in cash at the end of their shift. Overages or shortages must be reported to management immediately. Repeated discrepancies may result in corrective action, including termination.

Disciplinary Action

Failure to adhere to cash handling policies, including intentional falsification of cash transactions, will result in immediate termination. The company reserves the right to pursue criminal charges for theft or fraud.

The European's Client Credit & Debit Card Processing Policy

Purpose

The European processes credit and debit card transactions to offer convenience to customers. This policy ensures that all transactions are handled securely and in compliance with applicable laws and regulations.

Credit and Debit Card Procedures

Employees must follow established procedures for processing card transactions, including verifying the cardholder's identity when necessary. Employees are prohibited from storing cardholder data and must ensure that all records containing sensitive payment information are destroyed after processing.

Refunds

Refunds must be credited back to the original card used in the transaction. Under no circumstances are employees allowed to issue cash refunds for card transactions. All refunds must be authorized by a manager and properly documented.

Enforcement

Any violation of this policy will result in disciplinary action, up to and including termination. Employees who intentionally mishandle credit card transactions may face legal consequences, including prosecution for fraud.

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The European's Open Door Policy

Objective

The European values open communication between employees and management. This policy encourages employees to voice concerns, make suggestions, and seek resolution of workplace issues through open dialogue with their supervisors or higher-level management.

Policy

Employees are encouraged to address any work-related concerns with their direct supervisor first. If a resolution cannot be reached, employees may escalate the issue to the next level of management. There will be no retaliation for using the Open Door Policy to raise concerns or complaints.

Enforcement

Failure by management to address legitimate concerns raised under this policy may result in disciplinary action. Similarly, any employee found retaliating against another for raising concerns will face corrective action, up to and including termination.

The European's Corrective Action Policy

Progressive Discipline

The European uses a progressive discipline system to address employee misconduct and performance issues. The company reserves the right to bypass steps in the disciplinary process, depending on the severity of the violation.

Process

1. **Verbal Warning:** For minor infractions, a verbal warning may be issued.
2. **Written Warning:** A more serious infraction or repeated violations will result in a written warning.
3. **Final Warning:** If performance does not improve after the written warning, a final warning will be issued.
4. **Termination:** Continued violations, or severe misconduct, may result in termination without further warnings.

Company Rights

The European reserves the right to terminate employment immediately for egregious behavior or gross misconduct, such as theft, harassment, or severe policy violations.

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The European's Performance Review Policy

Objective

The performance review process is designed to evaluate employees' job performance and provide opportunities for development. Reviews are conducted semi-annually, following a self-assessment completed by each employee used as a tool for continuous improvement.

Salary Increases

Positive performance evaluations may result in salary increases; however, such raises are not guaranteed. Salary increases are based on the company's overall financial performance and the employee's contribution to business success.

Enforcement

Employees who fail to meet performance expectations may be placed on a performance improvement plan (PIP) and subject to further review. Continued failure to meet expectations may result in termination.

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