



!!MUST READ!!

Please read this in its entirety so that you are familiar with how things work here on the Travel Remodel Team.

Emails are our #1 source of communication BUT an email after normal business hours or on the weekends may not be seen/answered in a timely manner.. If you email/text and don't get a response... next step is to CALL...

We suggest checking emails AT LEAST Twice daily (Morning/Night) to ensure you don't miss important information such as but not limited to schedules, travel, changes, policies, announcements, deadlines etc. Every person is responsible for communicating on their own behalf (even if married)

First things first.... VERY IMPORTANT: We book travel 2 weeks in advance to ensure we find available flights at the best possible price. If you are just joining our team, know even though we will do our best to get you out ASAP, there may be a delay (up to 2 weeks) depending on whether we can find flights or not.

Prior to going on a project, you will receive schedule/project details and any travel related details (flight, rental car, hotel as it applies) by EOD Wednesday week prior and carpooling details by Friday morning after travel has been sent. You will also be given the name and contact information of the Lead Merchandiser who will be overseeing the project and the assigned Elite. The lead will be your liaison while you are on a project and who you will contact in case you have any issues or questions. Although each lead may differ in the way they lead their team, there are basic policies & procedures that will remain the same throughout.

This is not the time to let us know you are not available. Please reference the "TIME OFF" portion of this document below.

We scheduled as needed, where needed, when needed unless you have properly requested time off.

Any situation that occurs during the work period should be brought to the lead's attention first. If the situation is not resolved, please contact the Elite Lead and then the Supervisor if needed. We can't fix what we don't know about!!



TRAVEL

Earn the Rewards: Sign up for airlines FREE rewards programs: Southwest, United, Delta, American Airlines. You earn Free Airline Miles with every ticket used. Take advantage of this.. ☺

*Travel time = If you live 60 minutes/40 miles OR LESS from the airport, you will NOT receive drive time/mileage to/from airport from/to home. If you live MORE THAN 60 minutes/40 miles from the airport, drive time/mileage (as per state law) will be automatically calculated. You will get paid travel time starting 1.5 hrs. from the BOARDING TIME on your assigned flight. EXAMPLE: If your flight is at 7:15am, you are **required** and get paid to be there at 5:15am. So, plan accordingly and note we will not pay you to get there any earlier (unless PRE-approved). The only flight delays that will result in paid travel are delays that are BEYOND your control (postponed/cancelled flights at fault of the airline or due to weather are most common circumstances BEYOND your control). Not arriving 1.5 hours prior to boarding time would not fall into this category.*

Our travel specialist (Patricia Booker) does NOT report time or load expenses, she only books and sends out travel and deal with hotels, cars, flights BUT does not have authorization to change travel without a managers approval.

You report TRUE time. Meaning if you start at 4am in CA (it's still 4am) but you stop at 4pm in NY (its still 4pm) (there is no need to try to figure out different time zones)

**** YOU MUST REPORT YOUR OWN TIME USING YOUR PIN NUMBER****

FOR FLIGHT TRAVEL - IT IS IMPERATIVE that you SEND your travel time to the project specific lead

IMMEDIATELY when you arrive at your destination (this info is provided in the project details email).

It is YOUR responsibility to report yet also send in YOUR time to lead/supervisor.

Delays in reporting and sending in your time could result in delays in payroll = delays in payment.

Effective 8/5/2023; travel time MUST be submitted in THIS FORMAT to the designated reporting lead and elite:

Example ONLY:

KEY so you know what abbreviations stand for:

(PROJET CODE HERE) Travel

3 LETTER Project Specific Code (found on your project details email & all travel emails in subject line)

BT: 6:25am / FT: 6:55am

BT = Boarding Time (can be found on boarding pass) / FT = Flight Time (can be found on both flight details email & boarding pass)

TT: 4:55am – 3:15pm

TT = TOTAL TRAVEL TIME ALLOWED/REPORTED (not duration) = UP TO 1.5 hrs. before boarding OR actual time arrived at airport – Time arrived at hotel (TO project) or Time arrived to transportation (FROM project). We do not pay for your time if you have to wait on a ride, it is your responsibility to have your transportation lined up nor does travel time include your drive from airport to home. We do NOT pay you to arrive earlier than 1 hour and 30 minute before boarding

FLIGHTS ARE NOT PROVIDED IF A PROJECT IS 6 HOURS OR LESS (From Home Address ON FILE with Supervisor/Oracle) – THESE ARE CONSIDERED DRIVABLE CIRCUMSTANCES and YOU ARE RESPONSIBLE FOR GETTING YOURSELF TO AND FROM.

If for ANY REASON, you have a delayed/cancelled/changes in flight (avoidable or not) it is CRUCIAL that you **REPLY ALL to the Project Need-to-know audience email** with a screenshot of the delay and send your new flight info (new arrival time) **AT THE TIME OF THE DELAY** not hours later. Others may be affected by your delayed flight, so please be courteous so we can communicate in a timely manner to everyone affected. **You will NOT be compensated for delayed flights unless properly communicated with screenshots/photo or additional travel time associated with missed flights** (even if you get on a later flight) as stated by the company travel policy!

- Time, mileage and other expenses due to associate missed flights are not reimbursable

WE CANNOT STRESS ENOUGH THE IMPORTANCE OF NOT MISSING YOUR FLIGHT. 9 TIMES OUT OF 10 OTHER PEOPLE ARE AFFECTED. PLAN ACCORDINGLY AND GET TO THE AIRPORT 1.5 HOURS PRIOR TO YOUR FLIGHT BOARDING TIME SPECIFIED ON YOUR FLIGHT RESERVATION. NOT GETTING THERE 1.5 HOURS BEFORE FLIGHT BOARDING TIME IS EQUIVALENT TO BEING LATE TO A SCHEULED SHIFT AS YOU GET PAID FOR THIS TIME!

REAL ID: Beginning May 7, 2025, TSA will require every Passenger to present a state-issued [REAL ID](#) compliant license or identification card, or another acceptable form of ID (such as a U.S. Passport), to fly within the United States.

Q: How do I know if my license or identification card is REAL ID compliant?

REAL ID-compliant cards will have a star marking on the upper top portion of the card. If the card does not have a star marking, it is not REAL ID-compliant and won't be accepted as proof of identity to board commercial aircraft. Enhanced Driver's Licenses and Enhanced Identification cards (EDL/EID) are also acceptable forms of identification and can be used to board commercial aircraft. EDL/EIDs can be identified by having an image of the U.S. flag and the word Enhanced at the top of the card.



Please be aware of the following guidelines:

It is your responsibility to check all information sent to you the same day that you receive it. Please look for any possible errors, spelling of your name, dates, location, etc. If you see any errors or problems, please notify your Project Supervisor and Patricia Booker right away. Time is of the essence. Also 24 hours in advance of your flight please do your boarding check-in with the airline. You cannot check in prior to 24 hours in advance and you don't want to wait much longer after that. There is an app that you can download to your phone for each airline that will make it easy to do. Once you check-in you will get a boarding pass and a boarding number. Make sure to capture it to your phone or print. If you only capture it to your phone, make sure to get one printed up when you arrive to the airport just in case your phone does not have connection (better safe than sorry). If for some reason you can't do your boarding check in, notify your project supervisor right away. Having access to the apps will also give you notifications of delayed or cancelled flight (which you should always advise the Project Supervisor, Patricia, the Lead & Jayson of IMMEDIATELY with screenshots).

KNOW what is and is NOT allowed in Carryon Bags (check the airline website if you are not familiar with flight travel)

DO NOT MISS YOUR FLIGHT!! Missed flights are costly, disruptive, and extremely timely to fix. Missed flights and no show, no calls are not tolerated and are grounds for termination.

At no time are YOU allowed to change your travel that was booked and paid for by SAS Retail Services. If there are circumstances that need to be discussed, then you need to contact the project Supervisor or Ops Manager. Changing your flight is NOT ALLOWED PERIOD without PRIOR Approval. This is considered leaving the project or not showing up as scheduled without authorization which can be deemed as Job Abandonment and result in disciplinary action up to termination.

- If your flight is cancelled at no fault of your own, PLEASE CALL either the project Supervisor, Patricia Booker or Ops Manager. An email after normal business hours or on the weekend may not be seen/answered in a timely manner. This is something that we need to address IMMEDIATELY. If you email/text and don't get a response... next step is to CALL...
- If you are going to miss your flight, again PLEASE CALL either the project Supervisor, Patricia Booker or Ops Manager PRIOR to the scheduled flight time so we can at least TRY to avoid total loss of funds, an email after normal business hours or on the weekends may not be seen/answered in a timely manner.. If you email/text and don't get a response... next step is to CALL...
- If there is an urgent matter, PLEASE CALL either the project Supervisor or Ops Manager ASAP, an email after normal business hours or on the weekends may not be seen/answered in a timely manner. If you email/text and don't get a response... next step is to CALL...
- If you know you are traveling, please DON'T wait until last minute to follow-up if you are missing anything (Flights, Hotels, Rentals for drivers, Carpool Details, etc.)... Everything for the following week should be sent out by EOD Thursday each week. So, if you are missing anything FOLLOW-UP ON FRIDAY MORNING, PLEASE. Emailing on Saturday night that you don't have your flight info is very inconvenient, and we may not be where we can get it to you before a Sunday morning flight. Let's work together and be prepared 😊



RENTAL CARS

We have provided the company policy on rental cars below. Please read over it. All company policies will be enforced going forward.

We do NOT provide Rental Cars for drivable local work that does not require a flight!

Your transportation to/from the airport and for work less than 6 hours is your responsibility.

Car Rental: A request may be submitted at the discretion of the SAS Supervisor and above for car rentals. SAS uses Corporate Reservations for the best possible rates along with other cost-effective options for your car rental. We do NOT provide rental cars for local work or for transportation to/from your home airport. Rental cars are provided for GROUPS when flights are provided with a designated driver.

Designated Drivers will receive their car reservation via email which included your confirmation number.

VALID UNDAMAGED Drivers License is REQUIRED to pick up rental car. If something happens to your Valid DL, please don't wait to let us know, contact us IMMEDIATELY! Once you arrive to the airport, you will make your way to the Rental Car Company specified on your reservations (National or Enterprise) PICK UP location. Make your way to the desk and tell them you are there to pick up an EXISTING reservation and provide them your driver's license. NO CREDIT CARD or PAYMENT is required at pick-up. NO EXTRAS or UPGRADES ALLOWED. You will follow directions to get the car assigned to you or pick the car from the designated area. You are responsible for the vehicle until returned. IF EVER anything happens to the vehicle YOU MUST LET YOUR SUPERVISOR KNOW ASAP and CALL THE RENTAL CAR COMPANY and Local Police (if applies)

NO SMOKING OF ANY KIND IN THE RENTAL CARS – NO EXCEPTIONS

Business Mileage: NEW POLICY EFFECTIVE 4/7/2025

- Mileage is not reimbursable when utilizing a company paid rental car
- Mileage when driving your personal car will be paid out at \$0.36 per mile (except CA, MA & IL which may be different) AFTER the first 40 miles, this includes if you are more than 40 miles from the airport/hotel or must drive to a project in your personal car. No mileage will be paid if trip is less than 40 miles one way. Travel is calculated by Google Maps Shortest Route – no adjustments will be made to the systems calculations. When multiple people are in one personal vehicle ONLY THE DRIVER will receive mileage.
- SAS reimbursees for fuel used for rental cars. Fuel receipts are to be retained to add as proof of the expense to your payroll. The receipt is to be emailed to the PROJECT supervisor SAME DAY and he/she will upload it for you for reimbursement. We suggest that you take a photo and email as soon as you get it and email to avoid loss or unreadable receipts or to avoid missing the SAME DAY deadline.

Receipt MUST show #gallons pumped & final \$amount.

Business Drive Time: NEW POLICY EFFECTIVE 4/7/2025

- To be paid no different than current system calculates for associates taking a car
- First 60 minutes to store and last 60 minutes from store/hotel are not reimbursable. Travel is calculated by Google Maps Shortest Route – no adjustments will be made to the systems calculations.
- SAS has company insurance for car rentals and no additional insurance should be purchased at the time of picking up the rental car.
- No additional expenses should be agreed to at the time of picking up the rental car. All upgrades and additional expenses are considered incidental and not reimbursable by SAS, including fees for additional drivers.

The Driver is NOT ALLOWED to loan his/her car to ANYONE or to have unauthorized passengers!!!!

Rental Cars MUST be filled back up with Gas upon return. NO EXCEPTION so plan accordingly!!

Now that you have read the policy, each team member needs to be respectful to each other where the rental cars are concerned.

Both Drivers & Riders hold their own accountability when carpooling.

!!YOU WILL RECEIVE A SEPARATE EMAIL WITH CARPOOL DETAILS INCLUDING DRIVER, PASSENGERS, SPECIAL NOTES & CONTACT INFO FROM THE SPECIFIC PROJECT ELITE BY EOD ON THURSDAY PRIOR TO THE PROJECT. IF YOU DO NOT HAVE THIS INFO BY 12PM CST ON FRIDAY, PLEASE REACH OUT AND DO NOT WAIT UNTIL TRAVEL DAY!!

Drivers – Drivers have a responsibility including but not limited to making sure themselves and their passengers have transportation to/from the airport/hotel ensuring that everyone arrives 1.5 hours prior to the earliest flight boarding time assigned to the car. Also ensuring that everyone is aware of a designated time to leave for work prior to each shift to avoid tardiness to scheduled shift. Making sure that all passengers have transportation to essential trips within reason. We suggest setting aside some time for group trips as a courtesy to all parties in the vehicle. Drive responsibly, no texting and driving, keep your eyes on the road making sure you are keeping everyone's safety in mind. NEVER NEVER should anyone be under the influence behind the wheel – NO EXCEPTIONS. As the driver, you should never loan your vehicle out to ANYONE.

Passengers – Passengers have a responsibility including but not limited to respecting the drivers time, making sure you are ready at the designated time to ensure everyone arrives to work on time and communicating with your driver ahead of time regarding your flight times, etc. If a group trip is planned and you decide you don't want to go, you may have to find other means of transportation if you change your mind later. This falls into respecting the driver's time. We cannot expect him/her to make multiple unnecessary essential trips. You should NEVER ask for the keys or to borrow the car, this is not allowed under the company policy.

EVERYONE- If you are noted as a designated driver, PLEASE make sure your Supervisor is aware if you do NOT want the responsibility of being a driver so we can update our records. And above all PLEASE act like adults and be respectful of one another when asking for rides and when someone asks you to take them somewhere.

GAS – Everyone in each vehicle is responsible for putting gas in the car. If you are riding in the car, you should help with gas. However, to get reimbursed a valid receipt is to be emailed to the PROJECT supervisor SAME DAY and he/she will upload it for you for reimbursement. We suggest that you take a photo and email as soon as you get it and email to avoid loss or unreadable receipts or to avoid missing the SAME DAY deadline.

Receipt MUST show #gallons pumped & final \$amount. Receipts MUST be emailed to the PROJECT SUPERVISOR & COPY Ops Manager

No one should be requested to give CASH to the driver for gas... Whomever puts gas in the car needs to pay for the gas and get a receipt. If gas is split, do it as separate transactions from each individual.

Please come prepared to help with gas as this is a group effort.

NO DRINKING ALCOHOL OR OPEN ALCOHOL CONTAINERS or SMOKING ALLOWED IN RENTAL CARS!



Hotels

Any associate traveling over 90 miles each way is entitled to a hotel room. The supervisor may use CLC Corporate Lodging or Hotels.com to find the best possible rates along with other cost-effective options when needed as well as room availability to meet our needs. NOTE: If asked to provide a credit card at check-in please call Patricia or the Project Supervisor before checking in so he/she can take care of it for you. CLC booking should not request a credit card/Hotels.com our reservations dept should have sent the required credit card.

Approved daily per diems will be paid for every one-night hotel stay for each work shift. Failure to report to work for your scheduled shift forfeits the per diem for that shift.

Please refer to the Hotel Etiquette for More details!

!!YOU MUST HAVE A VALID ID TO CHECK INTO THE HOTEL!!

Before travel day, you will receive your hotel reservations. All you need to do is show up **on check in day** (check in is usually after 3pm and you MUST check in BEFORE 11:59PM to avoid cancellation), provide your name, reservation type (CLC or Hotels.com) and VALID ID.

IF YOU DO NOT HAVE A VALID ID, COMMUNICATE TO YOUR SUPERVISOR BEFORE TRAVELING!

When staying in a hotel while on a project, on or off the clock, you represent SAS and you are always expected to be respectful and professional.

Hotel Parking is a reimbursable expense. If the hotel was done through CLC booking, CLC will cover the cost of parking. If hotel was booked via hotels.com a Receipt of incurred parking fees is to be retained to add as proof of the expense to your payroll. Please EMAIL the receipt to your Supervisor on the DAY YOU GET IT! The receipt is to be uploaded and approved by your supervisor as an expense the week the expense was incurred.

SAS will not be held responsible for any additional incidental expenses such as, but not limited to, upgrading a hotel room, movie rentals, room service, cleaning, phone calls, store purchases, bar tabs or smoking/cleaning fees, etc.

!! Attention!!... BOOKING TRAVEL IS VERY TIME CONSUMING... Typically there are NUMEROUS team members spending HOURS sometimes DAYS carefully planning and booking travel... So unless there is an emergency or an absolute need to make changes to travel.. We will not be adjusting travel once it has been booked.

In addition to the time and effort put into planning and booking travel, it can be VERY costly to make changes. Now don't get me wrong, sometimes we are faced with circumstances where it is necessary to make changes. We will look at these as they come across.

So, with that being said, if there are special circumstance that need to be made for a one off or occasional time periods, please use the same concept as time off request and give us at least 2 weeks' notice so we can make any do-able accommodations BEFORE travel is booked.

All too often not only do we spend the time with what is needed to do travel but our Reservations Dept also spends hours (sometimes up into the late hours of the nights) making sure we have the travel that works for us because typically travel is grouped to have team members to come in around the same time to avoid excessive wait times or multiple trips back and forth (or at least that is what we try to accomplish).



Also, while on the job site and if you smoke (including but not limited to vaping), only smoke in the areas that Whole Foods designates where you can smoke. Always be courteous to others and always properly disposed of your cigarette butts when done. Please be respectful.

RENTAL CARS or ANYWHERE INSIDE HOTELS/STORES ARE NOT DESIGNATED SMOKING AREAS!



*No FOOD/DRINKS or BAGS allowed on the sales floor. Please eat in designated areas and we suggest you leave your bags at the hotel or in the rental car.

We are not responsible for lost or stolen bags/property.



*At the end of every shift, the entire team should make sure that the job site is clear of trash on the floor and everything back in its original place. If going on break, make sure you do not have clutter sitting around the floor that could be a hazard to someone walking by. In fact, always make sure nothing is sitting out in the aisle that someone could injure themselves all. Safety is always first! For you as well as the customers. ALWAYS be courteous to store customers and personnel. They are always to be treated as they are the boss.



Should you have APPROVED expenses, they are to be turned in via EMAIL to the project Supervisor with receipt SAME DAY to avoid delays in processing/payment. ALL EXPENSES must be submitted/approved in time to be attached to the CORRECT project – NO EXCEPTIONS! EMAIL your receipts to the SPECIFIED PROJECT SUPERVISOR!

We suggest that you take a photo and email as soon as you get it and email to avoid loss or unreadable receipts or to avoid missing the SAME DAY deadline.

Expenses will be paid out on the next payroll date. We do not give expenses up front.

- Gas – AUTHORIZED when using Company Rental Car **ONLY gas for Work Purposes**
 - Gas is NOT an approved expense when driving/riding in anything other than COMPANY rental
Receipt MUST show #gallons pumped & final \$amount.
- Parking – AUTHORIZED for work related purposes ONLY.. Avoid airport parking if possible, but
 - **OVER \$15/day NOT AUTHORIZED** without prior approval
- Checked bag – AUTHORIZED you are responsible for the checked bag fee (\$30-\$45 typically) if you check a bag. You are allowed reimbursement for ONE regular weight checked bag per flight WITH VALID RECEIPT (not claim ticket). **Receipt must show date, purpose and amount paid** When traveling for an extended period (MORE THAN 2 weeks) you are allowed reimbursement for TWO standard weight checked bags. If you have questions about this, ASK.
 - **OVERWEIGHT FEES WILL NOT BE REIMBURSED – KNOW YOUR LUGGAGE PRIOR TO ARRIVING TO THE AIRPORT**

Southwest Airlines has changed its baggage policy. Effective May 28, 2025, for reservations booked or changed on or after that date, checked baggage fees will apply. Previously, Southwest offered two free checked bags per ticketed passenger. Now, the fee for the first checked bag is \$35, and the second checked bag is \$45.

Key changes and details:

- **Fees:**

\$35 for the first checked bag and \$45 for the second.

- **Exceptions:**

Rapid Rewards A-List members and those flying Business Select fares continue to receive two free checked bags.

- **Size and weight limits:**

Bags must be under 50 pounds and 62 inches in size (length + width + height).

- **Oversize and overweight bags:**

Fees apply for bags exceeding 80 inches (oversize) or 51-70 pounds (overweight).

- Taxi (including Uber/Lyft)– NOT AUTHORIZED without prior approval in special circumstances.
- Tolls – AUTHORIZED when work related (**MUST SEND IN RECEIPT ASAP**)
- Per Diem is added by your supervisor when related to the shift/hotel stay

NEVER NEVER NEVER should more than 1 rep submit the same receipt.. This will result the receipt being VOIDED for all parties and in disciplinary action up to termination for all parties involved.

Know someone that will make a GREAT team member:

A few mandatory qualifications:

- MUST be Reliable.
- MUST have a state issued REAL ID compliant DL or ID or valid passport
- MUST be Dependable.
- MUST have personal reliable transportation.
- MUST be able to work both locally up to 6 hours (when needed) and able to flight travel (as needed)
- MUST have valid Driver's License
- MUST be at least 18 yrs. old.
- MUST be a team player.
- MUST live within 1 hr. of MAJOR airport.

If they do not have **all the above qualifications**, please do not refer them as we will not be hiring anyone that does not qualify.

What do you need to do? Have the QUALIFIED person, EMAIL me their resume (with full address included) to jmccallum@sasretailservices.com

They MUST also follow directions above and below and we must be hiring in their area to be considered:

COPY & PASTE THESE QUESTIONS WITH ANSWERS:

- Do you have Reliable Transportation?
- Do you have a compliant REAL ID or valid passport for traveling purposes?
- Do you have a VALID Driver's License?
- Can you work locally driving yourself (within 6 hours)?
- Can you travel by flight when needed?
- Are you at least 18 years old?
- What Major Airport are you within 1 hour of?
- Are you a reliable, dependable team player?
- For what reasons are you interested in joining the travel team?
- Do you have a working cell phone so that we can reach you when needed (especially when meeting up with carpools at airports)?

I will not respond to individuals that do not follow directions!

If someone is a CURRENT employee with any other manager or program for SAS, Advantage or Daymon, THEY MUST reach out to their current Supervisor and have THAT SUPERVISOR reach out to me FIRST if they wish to transfer.



NO CELL PHONES ON THE SALES FLOOR

If you MUST take/make an EMERGENCY call/text.. Please inform your lead and walk off the floor.

THIS MEANS BUT NOT LIMITED TO: NO FACETIME, NO SOCIAL MEDIA, NO SNAPCHAT, or MUSIC PLAYING ETC. WHILE ONE THE SALES FLOOR!



Breaks are IMPORTANT. This gives us time to rest and re-charge.

You are allowed and expected to take (during a normal workday):

TWO 15-minute PAID scheduled breaks & ONE 30-minute UNPAID scheduled lunch.

You are expected to clock out for your lunch break, and you are expected to return from ALL BREAKS ON TIME.
Returning from break late is considered tardy and will be noted as an attendance infraction on your attendance record.

Your break is your time.. SNAPCHAT, FACETIME, ECT. AWAY until it is time to return from break 😊



Time Off Requests

We complete the schedules 2 – 3 weeks in advance and submit travel 2 weeks in advance. It is MANDATORY that **you email any time off requests** to us at least TWO WEEKS in advance of the date you need off (Sunday by E.O.D. being the cut off) to your direct Supervisor and copy the Ops Manager. If you know sooner, please feel free to let us know via email and we will add it to our time off calendar. We will no longer honor any requests after travel has been done for the projects you are scheduled on unless it is an emergency, which means your attendance record will be affected, and you will be at risk for a CAF for Attendance. Last minute time off request REVERSALS (meaning you decide you don't need off for dates specified) may not result in schedule changes during that time period if travel has already been booked.

Excessive Time Off Requests will be denied. Max of 14 days in a 6-month period with proper notification. Time off requests are NOT automatically approved (exceptions would be heavy project weeks or weeks where you were already scheduled and travel booked for a multi-week project)

REFERENCE THE SEPARATE TIME OFF_PAYROLL CALENDAR 2026

Keeping all that in mind, if you call out from a project, it is highly possible that you will not be scheduled for 2 – 3 weeks since the schedules are made that far in advance. 9 times out of 10 it depends if we can find flights that work and are within budget. So please make sure you give us 2 weeks' notice for time off to ensure that there is no lapse in schedule.

Also, NCNS (no call/no shows) are not acceptable and are grounds for disciplinary action up to termination regardless of if travel (flights, etc.) is affected. If you are going to be absent or tardy, it is your responsibility (individually) to contact your leadership team as soon as possible (no less than 2 hours prior to scheduled flight or shift) so that we are looped in and if possible, can make other arrangements.

If you reach out to anyone in the leadership team (text, call/voicemail or email, etc.) and you do not get a response within 30 minutes PLEASE follow-up especially if you are calling out for a scheduled shift or not going to make your flight. Do NOT assume that your message was received if you do not get some sort of reply/response. If a matter needs to be tended to in the middle of the night or early morning, a text or email is not adequate communication. PLEASE pick up the phone and CALL. If during typical sleeping hours, call until you get someone if sometimes time sensitive cannot wait until morning.

When calling off (for ANY REASON) for a scheduled shift, please make sure to let your supervisor, your lead & driver/passengers (if applies) know so that we are all looped in.



Dress Code

Personal appearance and conduct are especially important in a business where many customers judge the company on how personnel look, act, and occasional offensive body odor. It is, therefore, expected that associates will dress in a manner appropriate to the surrounding environment and in keeping with accepted standards for taste and decorum.

- + All employees must polo style shirts. NEW HIRES... a SOLID colored black or dark blue polo style (collared) shirt is required for your first couple of weeks. NO T-Shirts are allowed. Shirts must completely cover your body and be clean, free of holes, tears, stains and/or wrinkles. You are also required to adhere to the dress code with a name tag pinned on your shirt (your lead should provide you with a name tag at your first scheduled shift). The dress code consists of black or tan khakis or blue/black jeans (without holes of any sort). SAS Company shirts will be provided after you have successfully completed at least 2 weeks of scheduled shifts/projects.

Once you have been issued a SAS Polo style shirt this is your REQUIRED attire.

- + If worn, Face masks must be a solid color without ANY design on them.
- + No "low rise" pants will be allowed. Pull them up. Undergarments must be covered, and they must cover your body.
- + Jeans are allowed in good condition. No holes, stains, tears, rips and must be presentable!
- + Sweatpants or Pajama Pants are not acceptable/allowed.
- + Leggings/yoga pants are not acceptable/allowed.
- + Shorts/Capris are **never** acceptable.
- + Shoes must be closed toe/heel and low heel. Slip resistant guards or shoes are required.
- + Tennis shoes in good condition are acceptable.
- + You are required to have a tape measure, a pen, and a highlighter. It is recommended (but not mandatory) to have knee pads, as you will be up and down on the ground as well as a safety box cutter
- + Jewelry must be tasteful. Jewelry, not business like or jewelry that is a hazard to the job is not acceptable.
- + **No headphones, earphones or earbuds OF ANY KIND allowed.**
- + Blue/Black PLAIN (no logo or print) hats, beanies or head covers can be worn ONLY when working in freezers or coolers. It is recommended that you ALWAYS have a jacket and gloves with you as part of your duties may be working in the coolers and/or freezers. Always be prepared. However, jackets are ONLY allowed during time in the coolers/freezers
- + Long sleeve shirts can be worn UNDER the company shirt but, they must be solid color (black, white, or blue)

If you are not in compliance, you will be asked to leave the job site and come back prepared, and this will be considered an infraction.



Time Keeping & Schedule-Log onto PROD

You are responsible for entering your own ACCURATE time on the day of travel or work. NO EXCEPTIONS. You will need to set up a personalized 4-digit PIN in PROD in order to have access to PUNCH your time clock. See the separate email for more info (Timekeeping Change – Merchandiser Guide) to show you how to set up your pin and step by step instructions on how to report your time. NOTE: You are still responsible for EMAILING your travel time to the designated team lead, project elite and project supervisor ON THE DAY OF TRAVEL and IN PROPER FORMAT and you are also responsible for signing in and out on the paper sign in sheet for every shift worked. Make sure you are following all necessary steps. Falsification of time goes against company policy and are grounds for immediate termination. Failure to report your time leads to hours not being processed by payroll.

Keep in mind when working PM (overnight) shifts any hours BEFORE midnight will be on the starting day and any hours AFTER midnight will be on the following day.. Just like a clock the date changes at midnight.

In order to sign into PROD you will need to go to the following website: <https://prod.sasretail.com/en/field>

Your sign on will typically be your firstname.lastname

Your password would have been provided to you at the time of onboarding or you may have changed it. Your lead and/or Supervisor does NOT know your password but can help you if you forget your username.

Always make sure your personal info including but not limited to address, email & phone number are updated in Oracle AS WELL AS EMAILED TO YOUR SUPERVISOR. Airport changes need to be advised at least 2 weeks in advance to avoid disruption in travel booking.

To look at your Pay Stub or make personal information changes:

Log onto Oracle: <https://hrispub.asmnet.com/>

Your sign on will be your firstname.lastname

Your password would have been provided to you at the time of onboarding or you may have changed it. Your lead and/or Supervisor does NOT know your password.

If you cannot sign on, you will need to call the Associate Service Center at 1-888-900-4276 or create a help desk ticket @ <https://advantageprod.service-now.com/esc>

Important Note: It is suggested that you sign up for direct deposit for a pay card to avoid delays in getting your funds each payday, HOWEVER you will receive PAPER CHECK IN THE MAIL for AT LEAST the first TWO PAY PERIODS. This means, it could take UP TO 5 BUSINESS DAYS AFTER PAY DAY for you to receive your check. If you do not have your check by the Thursday FOLLOWING the Friday pay date, reach out to your supervisor to assist you in communicating with our payroll team to find a solution. We cannot assist before the 5 business days, but I suggest you not wait longer than the 5 days.

If you have payroll questions, please download, and email your pay stub in question to your supervisor.

!!SAVE THIS DOCUMENT FOR EASY ACCESS!!