

DONUT NATUREALES

New Employee Onboarding Guide

WELCOME TO DONUT NATUREALES

Dear New Team Member,

Congratulations on joining the Donut Naturales family!

We're thrilled to have you with us as we continue our mission of creating exceptional, handcrafted donuts using sustainable ingredients and innovative recipes. This guide will help you navigate your first days and weeks with us and provide the essential information you need about our company policies and procedures.

Warmest welcome,

Sofia Gonzalez

CEO & Founder

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1. ABOUT OUR COMPANY

Founded in 2018 by Sofia Gonzalez, Donut Naturales began as a small farmer's market stand and has grown into a beloved chain with 15 locations across the Pacific Northwest. Our company specializes in handcrafted donuts made with locally-sourced, organic ingredients and innovative flavor combinations that change seasonally.

Our Mission

To create exceptional, ethically-produced donuts that delight customers while promoting environmental sustainability and community wellbeing.

Our Core Values

- **Quality Craftsmanship:** We take pride in handcrafting each product with care and skill.
 - **Sustainability:** We source ingredients responsibly and minimize our environmental footprint.
 - **Innovation:** We continuously explore new flavors, techniques, and ideas.
 - **Community:** We build meaningful relationships with customers, suppliers, and team members.
 - **Inclusivity:** We foster a workplace where everyone feels welcomed, valued, and respected.
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2. FIRST WEEK OVERVIEW

Day 1: Welcome Day

- 9:00 AM: Welcome and introductions (HR Office)
- 9:30 AM: Complete new hire paperwork
- 10:30 AM: Tour of facilities
- 12:00 PM: Team lunch
- 1:30 PM: IT setup and systems training
- 3:00 PM: Company overview presentation
- 4:30 PM: End of day wrap-up with your manager

Day 2-3: Department Orientation

- Role-specific training
- Shadow experienced team members
- Systems and procedures training
- Meet key stakeholders

Day 4-5: Integration

- Continue role-specific training
- Begin working on starter projects
- First-week review with manager

First Week Checklist

- Complete all new hire paperwork
 - Set up company email and accounts
 - Review employee handbook
 - Obtain building access card
 - Complete required safety training
 - Set up direct deposit
 - Meet your department team members
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3. WORKING HOURS & ATTENDANCE POLICY

Standard Working Hours

- **Office Team:** Monday-Friday, 8:00 AM - 5:00 PM
- **Retail Team:** Shifts vary based on store hours (5:00 AM - 8:00 PM)
- **Production Team:** Early shifts starting at 3:00 AM
- **Flexible Work:** Available for eligible positions after 90 days
- **Remote Work:** Available for eligible administrative positions after 90 days

Attendance Expectations

- Regular attendance and punctuality are essential
- Arrive 10 minutes before your scheduled shift
- Clock in and out using the TimeTracker system
- Notify your manager at least 2 hours before your shift if you will be late or absent
- Provide appropriate documentation for absences when required

Absence Reporting Procedure

1. Contact your direct supervisor via phone call (not text or email)
2. If unable to reach your supervisor, contact the department manager
3. Follow up with an email documenting your absence

4. For absences longer than 3 consecutive days, a doctor's note may be required

Excessive Absenteeism

- Three unexcused absences within a 30-day period will result in a verbal warning
 - Five unexcused absences within a 60-day period will result in a written warning
 - Continued unexcused absences may result in disciplinary action up to and including termination
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4. LEAVE POLICY

Paid Time Off (PTO)

- Full-time employees accrue 10 days (80 hours) of PTO annually for the first 2 years
- After 2 years: 15 days (120 hours) annually
- After 5 years: 20 days (160 hours) annually
- PTO begins accruing on date of hire
- Eligible for use after 90-day probationary period
- Request PTO at least 2 weeks in advance through the employee portal
- Unused PTO (up to 40 hours) may be carried over to the next calendar year

Sick Leave

- All employees accrue 1 hour of sick leave for every 30 hours worked
- Maximum accrual of 56 hours (7 days) per year
- May be used for personal illness, medical appointments, or care of immediate family members
- Notify your manager as soon as possible when using sick leave
- Doctor's note required for absences of 3 or more consecutive days

Holidays

- Full-time employees receive 10 paid holidays annually:
 - New Year's Day
 - Martin Luther King Jr. Day
 - Presidents' Day
 - Memorial Day
 - Independence Day
 - Labor Day

- Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve
 - Christmas Day
- Retail and production employees who work on holidays receive holiday pay (1.5x regular rate)

Parental Leave

- 8 weeks of paid parental leave for birth, adoption, or foster placement
- Available after 12 months of continuous employment
- Request at least 30 days in advance when possible
- Can be taken continuously or intermittently within 12 months of the event

Bereavement Leave

- Up to 3 days paid leave for immediate family members
- Up to 1 day paid leave for extended family members
- Additional unpaid time off may be approved on a case-by-case basis

Jury Duty

- Paid leave for jury duty up to 5 days
- Provide jury summons to your manager as soon as possible
- Submit proof of service upon return

Leave Request Procedure

1. Submit request through the employee portal
 2. Obtain manager approval
 3. Confirm approval before making any arrangements
 4. Update your calendar and set appropriate out-of-office notifications
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5. IT POLICY

Company Equipment

- Handle all company equipment with care
- Report any damage or technical issues immediately

- Company devices are primarily for business purposes
- Personal use should be limited and appropriate
- Never loan company equipment to others

Account Security

- Create strong passwords and change them every 90 days
- Enable two-factor authentication on all company accounts
- Never share your login credentials with anyone
- Lock your computer when away from your workstation
- Log out of all systems at the end of your workday

Software and Applications

- Only install approved software on company devices
- Software requests must be submitted through the IT ticket system
- All software must be properly licensed
- Regular updates and patches are mandatory

Email Usage

- Company email is for business purposes only
- Include clear subject lines in all communications
- Maintain professional tone and language
- Do not open suspicious emails or attachments
- Limit personal use of company email

Internet Usage

- Internet access is provided for business purposes
- Limited personal use during breaks is permitted
- Prohibited activities include:
 - Accessing inappropriate or offensive content
 - Excessive streaming of non-work-related media
 - Downloading unauthorized software
 - Conducting personal business
 - Activities that violate company policies or laws

Data Protection

- Confidential data must be stored on company-approved systems only
- Never store company data on personal devices
- Use secure file sharing methods for sensitive information
- Report any potential data breaches immediately
- Comply with all data protection regulations

Mobile Devices

- Set up passcode protection on all mobile devices
- Install required security applications
- Report lost or stolen devices immediately
- Follow the "Clean Desk Policy" when not using devices

IT Support

- Submit all IT requests through the help desk portal
 - For urgent issues, call the IT support line: (503) 555-0145
 - Provide detailed information about technical problems
 - Follow IT staff instructions during troubleshooting
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6. COMMUNICATION POLICY

Internal Communication

- Primary communication channels:
 - Email: For formal communications and documentation
 - Slack: For quick, day-to-day communication
 - Monday.com: For project management and task tracking
 - Zoom: For virtual meetings

Meeting Etiquette

- Arrive on time or early to all meetings
- Come prepared with necessary materials
- Silence phones and minimize distractions
- Actively participate and contribute

- Follow up on action items promptly

External Communication

- Maintain professional tone when representing the company
- Follow branding guidelines for all external communications
- Customer interactions should reflect our core values
- Only authorized representatives may speak to media

Social Media Guidelines

- Personal social media accounts should not claim to represent the company
- Disclose your employment when posting about company products
- Do not share confidential information
- Be respectful and professional in all posts
- Report any negative publicity to the marketing department

Communication Expectations

- Respond to emails within 24 business hours
 - Check Slack messages at least twice daily
 - Update your status/availability when away from your desk
 - Set appropriate out-of-office notifications during absences
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7. DRESS CODE POLICY

Production Team

- Company-provided uniform must be worn at all times
- Hairnet and beard net (if applicable) required
- Closed-toe, slip-resistant shoes required
- No jewelry or watches allowed during production
- Nail polish and artificial nails prohibited

Retail Team

- Company-provided apron must be worn
- Clean, neat appearance required
- Closed-toe shoes required

- Natural-colored hair permitted (bright colors allowed with manager approval)
- Small, secure jewelry permitted
- Visible tattoos allowed if not offensive

Office Team

- Business casual attire
- Clean, pressed clothing free of holes or excessive wear
- Jeans permitted on Fridays
- Closed-toe shoes recommended
- Professional appearance required for client meetings

All Employees

- Personal hygiene must be maintained
 - Company ID badge must be visible when on premises
 - Clothing with offensive messaging prohibited
 - Fragrances should be minimal
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8. CONFIDENTIALITY POLICY

Confidential Information

- Recipes and production methods
- Customer information and databases
- Financial data and business plans
- Marketing strategies and unreleased products
- Employee information

Handling Confidential Information

- Access only information necessary for your role
- Store sensitive documents securely
- Never leave confidential information unattended
- Shred physical documents when no longer needed
- Use secure file sharing methods for digital information

Non-Disclosure Requirements

- Confidential information must not be shared with unauthorized persons
- Non-disclosure obligations continue after employment ends
- Report any unauthorized disclosures immediately
- When in doubt, assume information is confidential

Intellectual Property

- All work created during employment belongs to the company
 - Recipes, processes, and innovations are company property
 - Proper attribution must be given for collaborative work
 - Report any potential intellectual property infringements
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9. HEALTH & SAFETY POLICY

Food Safety

- Food handler certification required within 30 days of hire
- Follow all sanitation protocols and procedures
- Wash hands frequently and wear gloves when required
- Follow allergen control procedures
- Report any food safety concerns immediately

Workplace Safety

- Report all injuries, accidents, and near-misses immediately
- Know the location of emergency exits, fire extinguishers, and first aid kits
- Participate in safety drills and training
- Follow all posted safety instructions
- Maintain clean and organized work areas

Emergency Procedures

- Fire: Evacuate using nearest exit and proceed to designated meeting point
- Medical Emergency: Call 911 and alert manager immediately
- Severe Weather: Follow shelter-in-place procedures
- Power Outage: Secure equipment and follow manager instructions

- Active Threat: Follow Run-Hide-Fight protocol

Health Standards

- Do not work when ill, especially with contagious conditions
 - Report any health concerns that may affect food safety
 - Follow proper lifting techniques and ergonomic guidelines
 - Take scheduled breaks to prevent fatigue
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10. BENEFITS OVERVIEW

Health Insurance

- Medical, dental, and vision coverage available after 60 days
- Company pays 80% of premium for full-time employees
- Coverage options for individuals and families
- Open enrollment period each November

Retirement Benefits

- 401(k) plan with up to 4% company match
- Eligibility begins after 3 months of employment
- Automatic enrollment at 3% contribution
- Financial planning resources available

Additional Benefits

- Life insurance (company-paid base policy)
- Short-term disability insurance
- Employee assistance program
- Commuter benefits program
- Wellness program with gym discounts
- Education assistance for job-related courses

Employee Discounts

- 40% discount on all products
- Free donuts and coffee during shifts
- Special discounts with partner businesses

- Employee appreciation events and giveaways
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11. PROFESSIONAL DEVELOPMENT

Training Programs

- Comprehensive role-specific training
- Cross-training opportunities
- Leadership development program
- Food safety and handling certifications
- Sustainability and ethical sourcing education

Performance Reviews

- 90-day initial performance review
- Annual comprehensive performance evaluations
- Regular one-on-one meetings with managers
- Goal-setting and development planning

Career Advancement

- Internal job posting program
- Mentorship opportunities
- Skill development workshops
- Tuition assistance for relevant education

Feedback Channels

- Regular team meetings
 - Suggestion box program
 - Annual employee engagement survey
 - Open-door policy with management
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12. IMPORTANT CONTACTS

Human Resources

- Maria Chen, HR Director
 - Email: m.chen@donutnaturales.com

- Phone: (503) 555-0123

IT Support

- Tech Help Desk
 - Email: help@donutnaturales.com
 - Phone: (503) 555-0145

Payroll

- Finance Department
 - Email: payroll@donutnaturales.com
 - Phone: (503) 555-0189

Facilities

- Jamal Washington, Facilities Manager
 - Email: j.washington@donutnaturales.com
 - Phone: (503) 555-0167

Security

- Emergency Line: (503) 555-0911

This onboarding guide is designed to provide you with essential information about Donut Naturales policies and procedures. For more detailed information, please refer to the complete Employee Handbook available on the company intranet or through Human Resources.

We're excited to have you join our team and look forward to your contributions to Donut Naturales!

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