

SCHEDULING

Managers are required to prepare the weekly work schedules for their store employees.

When managers prepare the store's schedule they must:

- 1) Ensure the store has adequate coverage during all open hours and a minimum of one lead/keyholder in the store throughout the entire day.
- 2) Ensure the manager or a lead/keyholder is always in the store.
- 3) Stay within the store's payroll budget.
- 4) Schedule appropriately for promotions, special events, meetings/training sessions and associate's vacations.
- 5) **SCHEDULE RESPONSIBLY AND INTELLIGENTLY.**
 - *When preparing a schedule, managers should review the volume numbers from the same week last year and schedule accordingly to ensure that adequate staff is scheduled when a higher volume needs to be done.*
 - *New associates should be scheduled when the manager will be available to conduct training.*
 - *Consider scheduling extra associate(s) for A-Box day, or other time-consuming projects.*
- 6) Manager must write and fax a copy of the schedule for approval to RDM (Regional Director or Regional/District Manager) so it can be posted by the Thursday that is 10 days before the work week starts. No associate should be scheduled to miss a Meal Period. RDM must be notified about any schedule revisions.
- 7) Requested days off by store associates must be approved by the manager and are not necessarily granted.

Requested days off by store managers must be approved by the Regional Director/Regional/District manager and are not necessarily granted.
- 8) A Schedule cannot be changed without prior authorization from the Store Manager or Regional Director or Regional/District Manager.

MEAL AND REST PERIOD POLICY REMINDERS

1. **A legal Meal Period** is a minimum of 30 uninterrupted minutes off the clock (29 minutes is not legally enough time) during which no work occurs.
2. **The time each associate should start their first or second meal period** must be written on the posted Work Schedule.

IMPORTANT

- a. The first Meal Period must be scheduled to start before the 5th hour of work (4 hours and 59 minutes) and the second before the 10th hour of work (9 hours and 59 minutes).
 - b. The first Meal Period is not required if an associate works less than 6 hours. The second Meal Period is not required if an associate works less than 12 hours, and the associate agrees to waive the Meal Period. NOTE: The second meal period cannot be waived unless the associate took their first Meal Period that day.
 - i. Schedule associates for 5 ½ instead of 6 hours or 11 ½ instead of 12 to ensure they don't work more than 6 or 12 hours without their Meal Period.
 - ii. Never force an associate to not take a Meal Period.
3. Non-exempt associates are authorized and permitted to take a paid ten-minute rest period for each four-hour work shift or major portion of four hours (i.e., more than two hours). Those associates whose work shift will end in 3.5 hours or less are not entitled to a rest period.

Rest periods are authorized and permitted as follows:

- Associates working between 3.5 hours to six hours are authorized and permitted to take one rest period of ten minutes.
- Associates working shifts from six hours to ten hours are authorized and permitted to take two rest periods of ten minutes each.
- Associates working shifts of more than ten hours to fourteen hours are authorized and permitted to take three rest periods of ten minutes each, and so on.

BUDGETED HOURS

Each store has a budgeted number of payroll hours allowed for any given week.

- On TRUNK SALE weeks, stores are allowed an additional 10% of their weekly allowed hours, not to exceed an additional 24 hours.
- When stores with less than 464 allowed hours (per two-week pay period, including the manager) have someone on VACATION, additional allowed hours are provided as follows:

ORIGINAL ALLOWED HOURS, INCLUDING MANAGER

-minus-

TOTAL VACATION HOURS FOR THE PAY PERIOD, INCLUDING MGR.

-equals-

VACATION ADJUSTED ALLOWED HOURS*

- * If vacation adjusted allowed hours equal less than 384 hours, allowed hours are increased so that the store allowed hours for the pay period are never less than 400. The difference is then added to the original allowed hours.

Example:

Allowed hours, including manager = 420

Total vacation hours during pay period (including manager) = 40

Vacation adjusted allowed hours = 380 (420 minus 40)

Difference from minimum of 400 allowed hours = 20 (400 minus 380)

Total, adjusted allowed hours for the pay period, including manager = 440

When stores with 464 or more allowed hours (per two-week pay period, including the manager) have someone on VACATION, they are entitled to no (zero) additional hours.

- Extra hours for other special events, etc. are announced on an individual basis.
- Overtime
Hourly associates will be paid for overtime hours worked as required by applicable state law. Generally, overtime pay is calculated at the rate of time-and-a-half of your usual rate. Only hours actually worked are counted as overtime.

Example

Below is a weekly schedule that is posted in advance at the store.

[illegible]

- 1) *Store number and location.*
- 2) *Period covered for the week being schedule (always begins with a Monday).*
- 3) *Daily volume goals for each day of the week.*
- 4) *Last year's actual sales volume for that date.*
- 5) *The manager's schedule is always listed on the top line.*
- 6) *The sales associates' employee number and name.*
- 7) *The scheduled shift and total number of payroll hours for the day.*
- 8) *The scheduled meal break for the day.*
- 9) *Total number of payroll hours each associate is scheduled during the week (not including overtime premium).*
- 9) *Quotes from the "Hours of Work" chapter in the Daniel's employee handbook.*
- 10) *The budgeted store hours for the payroll week.*
- 11) *Total number of payroll hours scheduled for the week including overtime premium (overtime calculation - O.T. hours x 1.5).*
- 12) *The scheduled payroll difference (+/-) from the weekly budgeted hours.*
- 13) *Manager's hand written motivational message for the week.*

NOTE: Each associate is responsible for knowing his/her schedule before the week begins and should check it throughout the week for any changes

MANAGER'S SCHEDULE

Managers are scheduled to work those hours that best meet the needs of the business. Schedules which accurately anticipate staffing needs will maximize productivity and ensure the appropriate coverage. Managers are allowed to schedule themselves up to 48 hours per week. Any overtime in excess of 8.0 hours per week must be approved by the District Manager. Depending on the business conditions, there may be times during peak seasons where a special manager's schedule is published, with the requirement that the manager works more than hours than 48 hours a week during that time. Manager schedules and days off are reviewed and approved by the District Manager.

TIME KEEPING

All hourly associates must use the time clock to record their daily hours worked. You must record the time you began your workday, the time you left for a meal period, the time you returned from a meal period, the time you stopped work at the end of the day, and whenever you leave the premises for any reason other than rest breaks or Company business.

If you forget to record your time or if there are errors on your time sheet, report it to your supervisor immediately so that the time record can be corrected. Corrections must be completed by your supervisor.

Working off-the-clock is strictly prohibited. Any associate who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

Unauthorized use of or tampering with the timekeeping system, marking another associate's time record (even with that associate's permission), allowing another associate to mark your time record is prohibited.

You will be paid only for time recorded, and for other authorized time off.