



**As a Company, we must work together to create a pleasant and desirable environment for all our Team Members and Guests. Please remember that the rules we have exist to protect your rights and the rights of others, and the interests and safety of all Team Members and Guests. We expect our Team Members to follow these rules of conduct in order to promote a positive and productive workplace environment and provide our Guests with amazing and remarkable experiences.**

**It is not possible to list all the forms of behavior that are considered unacceptable in the workplace, but those listed below are examples of conduct that may result in disciplinary action, up to and including termination of employment. This Code of Conduct is meant to provide our Team Members with a quick reference of the policies and procedures outlined in the Mission Yogurt, Inc. Team Member Handbook. For a full explanation of any of the following rules of conduct, please reference your Team Member Handbook.**

### **GROSS MISCONDUCT**

**The Company considered the following violations Gross Misconduct, and due to their severity, the employee may be subject to dismissal.**

1. Discrimination or harassment against a guest or fellow employee because of race, color, creed, sex, national origin, or handicap.
2. Falsifying company records or information.
3. Gossiping/harmful rumors which may cause embarrassment, humiliation or is considered slanderous to a person's reputation.
4. Falsely "clocking in" or "out" on the time system or allowing another employee to clock you "in" or "out."
5. Not reporting to work as scheduled and failing to notify the Manager on duty prior to your shift.
6. Theft or Dishonesty.
7. Walking off the job or job abandonment (no call/unexcused absence).
8. Fighting, intimidating, or threatening customers or co-workers.
9. Immoral and/or illegal conduct on the job.
10. Use, possession, solicitation or distribution of illegal drugs, drug paraphernalia or alcoholic beverages on Company property.
11. Coming to work or working under the influence of an illegal drug, alcoholic beverage or in an intoxicated condition.
12. Arrest and conviction of a felony offense.
13. Disclosing or careless handling of confidential Company information and/or client's assets.
14. Possession of firearms, knives, or other weapons on Company property.
15. Reporting absent in order to work another job or giving false reason for absence.
16. Removal of Company property from the premises without prior authorization.
17. Deliberately abusing, damaging, or defacing Company property.
18. Refusal to follow instructions.
19. Not qualified for current position within the orientation period.
20. Inability to perform job duties.
21. Unexcused absence.
22. Delivering of food and/or drinks to guests without ringing in the order prior to delivery or immediately after delivery.
23. Work Authorization invalid (I-9).
24. Excessive warnings-written (three infractions in six months).
25. Using another employee or manager code on the register to make an un-authorized transaction.
26. Profanity or unprofessional language or complaining in earshot of guests including discussion of gratuity.
27. Falsifying accident reports or workman's compensation claims.

## **OTHER OFFENSES**

**These violations are considered cause for a corrective interview, whereby the employee will receive a form of written, verbal or suspension notice to correct such conduct. The Company will consider severity and frequency before dismissal.**

1. Excessive unexcused tardiness (more than three times in two months).
2. Failure to meet job description requirements and deadlines.
3. Failure to report defective equipment or safety hazards.
4. Parking in unauthorized areas.
5. Failure to meet the Company dress code policies and/or personal appearance/hygiene standards.
6. Use of unauthorized store exits and entrances.
7. Causing bodily injury to another employee or yourself, resulting in lost time, due to a violation of Company safety rule or normal safety procedures.
8. Failure to report an injury or accident immediately.
9. Loafing.
10. Sleeping on the job.
11. Excessive unexcused absenteeism (more than three times in two months).
12. Violations of Company policies and procedures as outlined in the Team Member Handbook or by note or memo.
13. Smoking or eating while on the clock without Management's permission.
14. Using a cell phone or Company phone while on shift.
15. Leaving the property while clocked in for a shift without Management's permission.
16. Walking into "Employee Only" areas while not scheduled or after clocking out.
17. Removal or altering Company notes or schedules or altering of aforementioned.
18. Violation of the Company social media policy.

## **THEFT**

**Theft in any form will not be tolerated.**

## **RUDE & OFFENSIVE BEHAVIOR**

**We expect all our Team Members to treat guests and fellow Team Members with courtesy and respect. We can justifiably expect the same in return. However, if a situation occurs whereby you are having a problem with a disorderly or rude guest, report it at once to a Manager. Similarly, if you are having a problem with rudeness or discourtesy from another Team Member, immediately walk away from any possible confrontation and find a Manager.**

## **DRUGS AND ALCOHOL**

**Drinking any alcoholic beverage while on duty is forbidden, and along with reporting for work intoxicated, will result in your immediate dismissal. You should also not drink any beverage, alcoholic or not, while in view of the guest. In addition, the use of drugs, in any form, are forbidden in the workplace. Reporting for work under the influence of drugs or alcohol will result in dismissal and possible prosecution.**

## **TARDINESS**

**It is the responsibility of the employee to be at work according to his/her assigned work schedule. If you find you are going to be late for your scheduled shift, you must immediately take the time to call the Manager on Duty. However, this will not automatically excuse your tardiness.**



## CODE OF CONDUCT

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**I have read the Mission Yogurt, Inc. Code Of Conduct and fully understand and consent to the policy.**

Team Member Name \_\_\_\_\_ Date Accepted \_\_\_\_\_

Signature Of Team Member \_\_\_\_\_

Hiring Manager Name \_\_\_\_\_ Date Witnessed \_\_\_\_\_

Signature Of Hiring Manager \_\_\_\_\_