



Employee Handbook 2022

Mercurys Madness Inc. dba Mercurys Coffee Co.

2021 130th Ave NE Suite A, Bellevue 98005

WELCOME TO MERCURYS COFFEE CO.

Welcome and thank you for choosing Mercurys Madness Inc./ dba Mercurys Coffee Co. as part of your employment and career growth. We understand there are many great opportunities to choose from, and we are excited to have you as a new member of our team.

We want to take this opportunity and personally welcome you as a member of Mercurys Coffee Co. and hope that you will find your employment with us to be engaging, challenging, and rewarding. Each member plays a critical role in contributing to the success of our company. Therefore, we take pride in recruiting friendly and helpful staff to provide the best services and coffee to our community. Welcome and thank you again.

We look forward to seeing what you accomplish while being a valuable member.

Our goal at Mercurys Coffee Co. is to outperform the competition in the areas of employment, service, and safety. We strive to provide high-quality products and services to our clients and customers according to this goal. The work and attitude of our employees are essential to the success of our company.

OPERATING PHILOSOPHY

Total guest satisfaction inspired baristas, Outrageously Good Coffee®, delicious food offerings, fun ambiance, and value is our goal. Mercurys Coffee Co. exists to serve every guest the best variety of drinks, fresh pastries, and food options, at a reasonable price, in an easy, attractive and clean environment. Our talented baristas use only fresh, top-quality ingredients while being skillful and striving to deliver energetic, knowledgeable and efficient service consistently.

MERCURYS MISSION

To Embrace People,

Foster Relationships,

and Spread Love -

One Greeting, One Connection,

One Relationship at a Time.

PURPOSE OF HANDBOOK

This handbook is only a summary of current personnel policies of Mercurys Coffee Co. compiled for convenient reference. Neither the handbook nor any policy set forth herein is a contract of employment, is an offer to enter into a contract of employment, or provides employees any contract rights. No contract of employment is being offered or implied. No contract of employment is valid and binding on the Company unless it is in writing and signed by the Owner. Mercurys Coffee Co. reserves the right to at any time supplement, revise, revoke, or rescind any part or all of this handbook or any or all of the benefits or policies set forth herein.

Employees for Mercurys Coffee Co. are “at-will” employees. This means that the Company may terminate a person’s employment at any time for any reason, or no reason at all, and an employee may terminate the employment relationship at any time for any reason, or no reason at all. Employment is for an indefinite period and is subject to change in conditions, benefits, and operating policies.

TABLE OF CONTENTS

Section 1 - INTRODUCTION	Page 6
1.1 Background	
1.2 Core Principles	
1.4 Milestones	
1.5 Handbook disclaimer	
Section 2 - WORK ENVIRONMENT	Page 7
2.1 At-will employment	
2.2 Equal employment opportunity	
2.3 Reasonable Accommodation	
2.4 No Discrimination & No Harassment Policy	
2.5 Violence-free workplace	
2.6 Drug-free workplace	
Section 3 - STANDARDS OF CONDUCT POLICY	Page 12
3.1 Open Door Policy and Complaint Procedure	
3.2 Ethics policy and guiding principles	
3.3 Company Property and No Expectation of Privacy	
3.4 Right to Observe	
3.5 Dating & Fraternalization Policy	
3.6 Personal Telephone Calls and Cell Phone Use	
3.7 Employee Expectations	
3.8 Performance Management and Evaluation	
3.9 Confidentiality and Trade Secrets	
3.10 Social Media Policy	
3.11 Media Contact	
3.12 No-Solicitation and No Distribution	
3.13 Attendance	
3.14 Dress Code	
3.15 Meeting Etiquettes	
Section 4 - GENERAL EMPLOYMENT	Page 23
4.1 Employment classifications and relations	
4.2 Meals/Breaks	
4.3 Clocking in and out	
4.4 Scheduling	
4.5 Personal Files	
4.6 Overtime	
4.7 Re-hire policy	
4.8 Pay inquires and direct deposit	

Section 5 – EMPLOYEE PERKS AND BENEFITS

Page 28

- 5.1 Benefit overview
- 5.2 Medical and Vision
- 5.3 Supplemental insurance (Dental, Accident etc.)
- 5.4 COBRA
- 5.5 Employee Food and Beverages
- 5.6 Paid Sick Leave
- 5.7 Paid Time Off
- 5.8 Holiday/Blackout Period
- 5.9 Internal Training/Development/Advancement
- 5.10 Employee engagement programs

Section 6 - LEAVE OF ABSENCE

Page 33

- 6.1 FMLA
- 6.2 Washington Paid Family & Medical Leave
- 6.3 Unpaid and Other Leave of Absence

Section 7 - SAFETY & SECURITY

Page 37

- 7.1 Accident Prevention Plan & OSHA Compliance
- 7.2 Safety Orientation
- 7.3 Safety Job Specification Orientation
- 7.4 Smoking

Section 8 - SEPARATION OF EMPLOYMENT

Page 39

- 8.1 Separation of Employment
- 8.2 Return of company property
- 8.3 Final Pay
- 8.4 Termination of Benefits

Handbook Acknowledgment

Section 1 - INTRODUCTION

1.1 Background

We are a local company founded in Woodinville, Washington, by Morgan Harris in 1998. Over the years, we have grown to 11 Eastside locations and 225(or so) wonderful people making the magic happen.

We have won several awards over the years for our commitment to excellence. In Evening Magazine's "Best of Western Washington" competition, we were voted #1 six times in a row in 2012, 2013, 2014, 2015, 2016, and 2017 out of between 372-426 nominees each year. In 2015 and 2016, we received the "Best of Kirkland" award, and most recently, in 2015, 2016, 2017, 2018, 2019, 2020, and 2021 we won the "Best of 425 Magazine".

To maintain our award-winning blend, we're continually sourcing superior quality organic coffees from around the globe. We also strive to provide all-natural, minimally processed, and certified organic ingredients.

All our milk is certified rBST/hormone-free with the option to go 100% organic if you choose. We carry five dairy alternatives (Oat, Coconut, Almond, Soy, and Hemp), six certified organic flavors, 30 regular flavors, and ten sugar-free flavors, including sugar-free white and dark chocolates.

Whatever your drink choice may be, you can not only expect to find it at Mercurys but also enjoy it with the peace of mind that you've received the highest quality ingredients and service found anywhere in the industry. We combine this with our personal experience, which continues to set us apart from the rest.

1.2 Core Principles

#1 Customer Service- We pride ourselves on having the best customer service in the industry! We always greet customers within 10 seconds of arrival. We address them by using their first name (hint: you can see this on their Platinum account). We always make eye contact. We always show them how important they are to us.

#2 Quality- The coffee we serve is always 100% Organic Arabica Coffee and directly sourced with farmer partners. We are continually sourcing the highest quality coffee, ingredients, and products anywhere in the industry, and our customers have come to expect the best.

#3 Consistency- We are masters at following our recipes, processes, and procedures. We don't take shortcuts. We craft our beverages with integrity! We constantly repeat orders back to our customers to ensure accuracy. We also have industry-leading technology that drastically improves the quality and consistency of our beverages and substantially reduces unnecessary repetition and strain on our teams.

#4 Cleanliness- Keeping a location clean must be a team effort. From daily dusting to cleaning under and around surfaces and weekly deep cleanings. We owe it to our customers and co-workers to maintain the cleanest possible work environment.

#5 Speed- We never compromise quality or speed, but speed is always essential to every transaction. Our goal is to serve each customer within 1 minute. Memorizing recipes and learning customers' drinks will improve our ticket/transaction times. Multi-tasking has always been essential but more than ever with our new automated machines.

1.3 Milestones

1998 - Mercurys Coffee Co. was founded in Woodinville, WA

2005 - Redmond Way location opens

2005 - Fall City locations open

2008 - Redmond-Fall City Rd location opens

2009 - Woodinville-Duvall Rd location opens

2013 - Kirkland location opens

The iconic and visually-stimulating design makes it a beacon among drive-thru coffee bars as well as a local landmark.

2014 - Woodinville location inside of Haggen Grocery opens

2012-2016 - Won "Best Coffee" in King 5 Evening Magazine's "Best of Western WA"

2015 - Won "Best of Kirkland"

2015-2020 - Won "The Best of 425 Magazine"

2016 - Sammamish location opens

2018 - Bellevue Roastery Experience & Bakery opens

2020 - Redmond (Union Hill Rd.) location opens

2021 - Bothell location opens

2021 - Original Woodinville location re-opens

1.4 Disclaimer

Mercurys Coffee Co. provides every employee with this set of general guidelines to better understand what Mercurys Coffee expects from its employees and what employees can expect from Mercurys Coffee Co. The manual contains general statements of the Company's policies and procedures and is not intended to limit the Company's discretion in any way. The Company reserves the right to depart from these general statements when, in its sole discretion, such departure is warranted. In addition, the Company has the right to revise, amend, add/or delete any statements at any time with or without prior warning.

Every employee will be required to read the Handbook and sign a document indicating that the employee has read the materials contained in this Handbook.

Importantly, the policies explained in this manual or in any other document provided by the Company do not promise specific treatment in specific situations. Additionally, this manual or any language contained in it does not create an employment contract between the Company and you. Whenever an employee has a question about policies and procedures, the employee may refer to this Handbook for guidance, but if the employee still has questions, the employee's supervisor will answer any questions. The following policies are meant for general information and represent policies effective 2022.

Section 2 - WORK ENVIRONMENT

2.1 Employment-At-Will

Employees of Mercurys Coffee Co. are "at-will" employees. "At-will" means that Mercurys Coffee Co. may terminate the employment of any employee at any time for any reason or no reason at all, and the employee may terminate their employment at any time for any reason or no reason at all. Employment is for an indefinite period and is subject to changes in conditions, benefits, and operating policies. Mercurys Coffee Co.

retains the right to demote, promote, hire and terminate any of its employees as it sees fit to adapt to the changes of the economy and business needs.

2.2 Equal Opportunity Employer

Mercurys Coffee Co. is an equal opportunity employer and makes employment decisions on many factors, including the basis of merit and Company needs. Creating an inclusive and professional environment where employees feel comfortable, safe, and free from inappropriate and disrespectful conduct is one of the Company's core values. For this reason, Mercurys Coffee Co. prohibits employment actions based on age, marital status, sex, pregnancy, sexual orientation, gender identity, race, creed (religion), color, national origin, military status, disability, genetic information, or any other status protected by applicable law. Mercurys Coffee Co. does not discriminate against (in any aspect of employment, including recruiting and hiring, job assignment, compensation, opportunities for advancement, promotion, transfers, evaluation, benefits, training, discipline, and termination), nor does it tolerate harassment by any person, including, co-workers, supervisors, and third parties.

2.3 Reasonable Accommodation

Whenever possible, Mercurys Coffee Co. makes reasonable accommodations to comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability or sincerely held religious beliefs. The Company also makes accommodations for pregnant employees and employees impacted by domestic violence. Any applicant or employee who requires an accommodation to perform the essential functions of the job should contact a Company representative with day-to-day personnel responsibilities (Store Manager, Human Resources, President of Operations) and request an accommodation.

2.4 No Discrimination & No Harassment Policy

Mercurys Coffee Co. expects all employees to perform work in a professional and businesslike manner, promoting an environment of mutual trust and respect that is free of intimidation, oppression, and exploitation. Discrimination and harassment are against the law and will not be tolerated by any employee. Mercurys Coffee Co. prohibits employees from engaging in any act that discriminates or creates an intimidating, hostile, or offensive work environment against another employee, customers, vendor, or visitors because of a person's protective status. Protected status is defined as a person's race, color, national origin, sex, sexual orientation, gender identity, religion/creed, disability, marital status, age, military status, and any other status protected by law. Mercurys Coffee Co. will comply with all state, federal, and local laws regarding discrimination and will not tolerate any form of harassment, including sexual harassment by or against any employee, including other employees, visitors, customers, vendors or contractors or customers and/or any persons an employee comes in contact with during their employment. Any act of discrimination, harassment and/or retaliation is a violation of this policy and, will result in appropriate corrective actions up to and including termination of employment.

No Discrimination

It is a violation of this policy to discriminate in the process of employment opportunities, benefits, or privileges, to create discriminatory working conditions, or to use discriminatory evaluative standards if it is based on a person's protected status. Mercurys Coffee Co. will comply with all state, federal, and local laws regarding

discrimination. If an employee feels like they have been discriminated against on the basis of their protected status, they should immediately proceed to the Complaint Procedures set forth in the following section.

No Harassment

Harassment, including sexual harassment, is prohibited by federal and state laws. Mercurys Coffee Co. is committed to maintaining a workplace free from sexual harassment and maintaining a discrimination-free work environment. This policy is one component of the Company's overall policy on equal employment opportunity and prohibition of harassment, discrimination, and retaliation. Any questions about this policy can be directed to Human Resources Department at HR@Mercurys.com.

While it is not possible to identify each and every act that constitutes or may constitute harassment, the following are some examples of prohibited conduct:

- **Verbal:** Comments or statements (written or verbal) that denigrate a person's protected status, including epithets, slurs, threats, and negative stereotyping.
- **Non-verbal:** Distribution, display, gesture, or discussion of any written or seen graphic material that ridicules, denigrates, insults, belittles, or shows hostility or aversion towards and individual or group-protected status.
- **Physical:** Unwelcome/unwanted touching, assault, sexual assault, hugging, kissing, grabbing or caressing.

Sexual harassment is defined as unwelcome conduct of a sexual nature or behavior that is because of sex, when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment (this can happen even if the complaining party is not the intended target of the sexual harassment).
- Such conduct is made either explicitly or implicitly a term or condition of employment; or,
- Submission to or rejection of such conduct is used as the basis for employment decisions.

Sexual harassment can include derogatory comments, jokes, or statements; sexual advances; sexually explicit language or stories, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior. It includes gender-based harassment of a person even when the harassment is not sexual in nature, but rather is because of the person's gender. Sexual harassment can consist of conduct against a person of the same sex as the harasser. Any sexually harassing behavior will be addressed under this policy.

Each employee has the responsibility to refrain from sexual harassment in the workplace. The harassing employee will be subject to disciplinary action up to and including termination under the company's disciplinary policy. Any employee who believes they have been the target of sexual harassment or witnesses sexual harassment shall follow the Complaint Procedure to report the sexual harassment.

An employee who believes that they have been the target of sexual harassment is encouraged to inform the harassing person that such conduct is unwelcome and offensive and must stop if they can safely do so.

However, this step is not necessary for an investigation and corrective action. Employees shall familiarize themselves with this Policy and the Complaint Procedure.

It is the responsibility of all management personnel, including temporary managers, to enforce this policy and refrain from engaging in any conduct that would violate this policy. This includes reporting incidents or alleged incidents or complaints of harassment, discrimination, and or retaliation to human resources. Management personnel who fail to enforce this policy may also be subject or disciplinary action up to and including termination.

Complaint Procedure

Any employee who is aggrieved by any form of discrimination or harassment (sexual or other) is encouraged to directly inform the offending person that the conduct is offensive and must stop if the aggrieved employee feels comfortable doing so. The employee should also immediately contact Human Resources or their direct management. If the allegations involve an immediate supervisor, the employee should contact Human Resources. This should be done as soon as possible after the incident and can be made in person or in writing. Include facts and supporting witnesses if known and all relevant information to assist Mercurys Coffee Co. in adequately resolving the matter.

Any employee who knows of or has witnessed behavior that may violate this policy is obligated to report the situation to their management or Human Resources. Any employee who receives a report needs to inform Human Resources immediately. This must be done the same business day or immediately on the next business day.

Mercurys Coffee Co. will promptly investigate all claims, complaints, or reports of discrimination, harassment, or retaliation. All complaints will be promptly investigated in a discreet and as much as possible, confidential manner. The company will take prompt and effective action when this policy is violated to correct and prevent discriminatory and harassing behavior. The discipline administered will depend on the seriousness of the violation, but discipline may include termination of employment.

No Retaliation

Retaliation of any kind will not be tolerated. No hardship, no loss of benefit, no penalty, or any action that would dissuade a reasonable person from engaging in a protected activity may be imposed on an employee as punishment or deterrence for:

- Filing a good faith complaint of discrimination or harassment.
- Participating as a witness in the investigation of a complaint.
- Serving as an investigator; or opposing discrimination

Even if the alleged harassment does not rise to the level of a violation of law or of this Policy, the individual is protected from retaliation if the person engaged in protected activity believed in good faith that the practices were unlawful or a violation of policy. However, those who knowingly make a false complaint of harassment are not protected.

2.5 Violence-Free Workplace

Mercurys Coffee Co. has no tolerance for acts and threats of violence among employees or on the Company premises. All such acts and threats, even those made in jest, will be taken seriously and will lead to appropriate discipline, including termination of employment. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Employees are expected to report to a supervisor all actual or perceived threatening and/or violent incidents involving employees or occurring on the Company premises. Mercurys Coffee Co. is committed to reviewing all reports of workplace violence and conducting any investigation as appropriate. Mercurys Coffee Co. will take appropriate remedial action to redress any violations of this policy or any reports of employee workplace violence.



DRUG-FREE WORKPLACE

2.6 Drug-Free / Alcohol-Free Workplace

Mercurys Coffee Co. desires to provide a healthy and safe workplace. It is the policy of this Company to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having business with the company. Employees are accordingly required to report to work in an appropriate mental and physical condition that allows them to perform their jobs in a satisfactory manner. Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances, such as drugs or alcohol while working. In addition, employees may not be under the influence of any controlled substance while at work, on company premises or engaged in company business.

“Controlled substances” include all substances scheduled under the federal Controlled Substances Act, including marijuana, and also includes prescription drugs taken without or contrary to a prescription. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

To ensure compliance with this policy, drug and alcohol testing may be conducted in the following situations:

- Pre-employment: As required by the company for all prospective employees who receive a conditional offer of employment
- For Cause: Upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance.
- Random: As authorized or required by federal or state law.

Compliance with this policy is a condition of employment, and it is a violation of this policy to test positive or refuse to submit to testing. Employees violating this policy are subject to disciplinary action, up to and including termination.

Section 3 - STANDARDS OF CONDUCT

3.1 Open Door Policy and Complaint Procedure

We recognize that employees may have suggestions for improving our workplace and complaints about the workplace. We feel that the most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with an employee's supervisor. Employees should feel free to contact their supervisors with any suggestions and/or complaints. If employees do not feel comfortable contacting their supervisor or are not satisfied with their supervisor's response, they should contact Human Resources using HR@mercurys.com.

3.2 Ethics Policy and Guiding Principles

The Guiding Principles form the core of the culture for Mercurys Coffee Co. and its commitment to ethical practices in all aspects of the business. It is an expectation that all employees will conduct themselves with honesty and integrity under the long-standing core values of Mercurys Coffee Co. This commitment is demonstrated in day-to-day actions and confirmed with annual training and new hire onboarding processes. No single statement on ethics can anticipate all of an employee's ethical situations. A key to the successful achievement of our ethical ideals is the willingness to communicate openly with management and request guidance in situations that may be encountered, or that are unclear. Other Mercurys Coffee Co.'s statements of policy and procedure are valuable sources of guidance and should be referenced in addition to this policy. These include the Standard Operating Procedures, Employee Handbook, Monthly Newsletter, Safety, and Security Standards. Examples of certain ethical expectations include, but are not limited to:

- **Bribery:** Employees may not give anything of value to customers, vendors, contractors as an inducement for an award of business. This prohibition includes payments in any form, favors, or gifts to employees or representatives in exchange for favorable treatment. Similarly, employees may not accept anything of value in return for favorable treatment from existing or potential customers, vendors, contractors.
- **Gifts and Favors:** Employees shall not accept gifts or other “perks” from vendors or guests. This includes dinners, guest accommodations, athletic event or concert tickets or comparable items. Our policy is to purchase goods and services from vendors based on their quality, service, and value. Contact the Owners if such perks/favors are offered.
- **Lost and Found:** Although we are not responsible for lost or stolen articles, it is natural to expect guests to leave behind items. When a guest leaves any personal article behind in the business when found, it must be turned into management immediately. This includes credit cards, cell phones, clothing, paperwork, etc. Any employee caught stealing items will be terminated. If a guest calls about a lost item, turn the call over to management. If the item owner cannot be found and no one claims it within 30 days, the item will be disposed of.
- **Conflicts of Interest:** Employees should avoid situations that present, or appear to present, a conflict of interest. These occur when an employee's interest appears to or does, conflict with the interests of Mercurys Coffee Co. Such disputes could arise when an employee or a family member encounters situations that could include but are not limited to the following events:
 - Gains a substantial personal financial interest in Mercurys Coffee Co. vendors/contractors/competitors.
 - Engages in a significant personal business transaction directly with Mercurys Coffee Co. or discloses business opportunities to a third party.

- Engages in significant outside employment such that it interferes with the employee’s common law duty of loyalty or the reasonable and normal scheduling expectations for Mercurys Coffee Co., or alternatively, raises safety issues for the employee, coworkers, or the public. This would include the use of Mercurys Coffee Co. time or resources to solicit for or otherwise further another business or employment activity. As a condition of employment, MERCURY reserves the right to be informed of an employee’s other job or activities that may interfere with your job performance. If such activities interfere with work scheduling or cause a conflict of interest with MERCURY, we reserve the right to insist that those outside activities be discontinued or that any employee involved resign.
- Participates in civic, charitable, or other non-business activities at work to the degree that they interfere with the employee’s job duties.

There are many different ways that an employee could find him or herself in a situation that could become a conflict of interest. The employee should discuss any concerns or questions with his or her manager or another appropriate company leader for guidance.

- **Fraud, Embezzlement, or Misappropriate use of Funds:** Mercurys Coffee Co. prohibits all acts of fraud, including but not limited to dishonesty, embezzlement, forgery, theft, falsification of company financial statements or records and the like, and behavior that violates applicable laws. Mercurys Coffee Co. has fiduciary responsibilities to our customers. All employees must understand that any instance of employee theft, misappropriation, or other similar irregularities will subject an employee to disciplinary action and may result in IMMEDIATE TERMINATION. Examples of employee dishonest, theft, misappropriation, or other similarities include, but are not limited to:

- Any dishonest or fraudulent act.
- Employees found to have punched in and left or punching in or out for another employee.
- Any misappropriation of funds, supplies, or any other asset.
- Any irregularity in the handling or reporting of money transactions.
- The disappearance of or intentional damage caused to any furniture, fixtures and/or equipment.

Any employee who suspects that there may be any instances of employee fraud, theft, misappropriation or other irregularities should contact their supervisor and Human Resources immediately.

Reporting Violations

If you have any questions or wish to report a violation of this policy (including violations related to accounting, internal control, operations, or other matters), you may notify any supervisor or manager with whom you feel comfortable discussing the problem or Human Resources. All reports will be promptly investigated, and there will be no retaliation for making a report or cooperating with an investigation. Failure regarding ethical behavior is subject to disciplinary action up to and including separation of employment.

3.3 Company Property and No Expectation of Privacy

Any items provided by Mercurys Coffee Co. for business purposes are considered company property, including but not limited to storage facilities, vehicles, offices, workspaces, desks, chairs, lockers, computers, laptops, tablets, telephones, cell phones, smart phones, scanners, servers, emails, voicemails, electronic documents and paper documents. Upon separation, employees are required to surrender any company property they possess.

Employees do not have a reasonable expectation of privacy when using company property. The company retains the right to access all company property, including vehicles, phones, computers, desks, file cabinets, storage facilities, and files and folders (electronic or otherwise) at any time.

Company property includes company computers and voicemail systems maintained by Mercurys Coffee Co. to facilitate company business, including all messages or content sent, received, composed and/or stored. Computer use is limited to managers and administrative staff only for legitimate business purposes. There is no expectation of privacy. Mercurys Coffee Co. reserves the right to access an employee's e-mail or voicemail message or other computer activity, such as Internet use, at any time. Offensive, harassing, discriminating, or otherwise inappropriate use of the content will not be tolerated.

3.4 Right to Observe

In our ongoing effort to achieve the highest level of business efficiency and customer service, as well as employee security, Mercurys Coffee Co. reserves the right to observe employees throughout all company premises and/or at worksites, either by way of direct observation or through the use of electronic devices. Mercurys Coffee Co. may install video cameras to monitor POS areas, workstations, and/or other general open areas where employees may be seen by others. Therefore, employees should have no expectation of privacy in the workplace, with the exception of restrooms.

3.5 Dating & Fraternization Policy

An employee who becomes romantically involved with someone that he/she works, or with someone whose terms and conditions of employment he/she has the ability to influence exposes himself/herself and Mercurys Coffee Co. to charges of favoritism, improper use of authority, and possibly sexual harassment. Even when no inappropriate conduct is involved, an employee's fraternization with a subordinate, peer, customer, or vendor may appear to others to involve the improper use of authority. It is Mercurys Coffee Co.'s policy that employees who have the authority to directly or indirectly affect the terms and conditions of another's employment or work conditions of shall not fraternize with those employees. The fraternization prohibited by this policy includes dating, romantic involvement, sexual relations, or the exchange of affections. The Company does not intend this fraternization policy otherwise to discourage friendship or social activities among employees. This policy applies to all employees. Should a personal relationship prohibited by this policy be contemplated, the employees involved are required to notify their manager immediately to see what changes, if any, can be made to the working relationship between the affected employees.

3.6 Personal Telephone Calls and Cell Phone Use

Employees are not to make or receive personal calls while on duty, except in an emergency and with their supervisors' permission. If you are permitted to use the business phone, keep the conversation brief; remember, we have limited business lines. Employees are responsible for notifying friends and family of this policy. Personal calls may be made on cell phones while on break. Cell phone use is restricted to outside the business. Cell phones should be turned to "silent" mode while on duty and used only during an approved break.

3.7 Employee Expectations

For the comfort and safety of our employees and guests and to enable us to run the business in an efficient, profitable manner, certain standards of conduct are expected. Failure to meet these expectations may result in disciplinary action, up to and including termination. Although it is impossible to provide an exhaustive list of all expected conduct and performance types, the following list provides some examples. This list is not

comprehensive; rather, it is merely an example of types of conduct expected by Mercurys Coffee Co., including but not limited to:

- Clock in ready to perform the job duties at your scheduled start time.
- Follow all personal appearance, dress code and grooming standards.
- Notify the supervisor in advance if unable to report to work due to illness or other reasons in a manner consistent with the company's call-in procedure.
- Perform the work responsibilities during the shift and remain in the workplace until the Manager on Duty authorizes you to clock out.
- Follow all health and safety, food safety, and personal hygiene rules and procedures at all times. Do not come to work with a communicable illness/disease.
- Be a responsible user of company equipment and supplies assigned to you.
- Use the designated employee entrance when reporting to or leaving work.
- Attend scheduled staff meetings.
- Treat all guests, co-workers, management, and vendors with respect, cooperation, and politeness.
- Project a positive, friendly attitude while working (guests don't come to MERCURYS to be "bummed out").
- Report work-related injuries or illnesses to a supervisor as soon as possible.
- Refrain from using profanity or abusive language while on duty.
- Do not chew gum or tobacco or eat while on duty.
- Do not steal from MERCURYS. Report any pilferage you see or hear about.
- Do not neglect job duties or responsibilities or interfere with fellow employees or supervisors in the performance of their job duties.
- Do not falsify or omit information from any documents related to MERCURYS or your employment.
- Do not falsely report or falsify claims of accidents, injury, or illness.
- No employee may orally order food or beverages. All food and drink orders must be rung through the POS system.
- Do not use the cash drawer or remove contents from the cash drawer if you are not the cashier on duty.
- Do not remove any records, recipes, reports, training materials, or any other Company property from the premises without authorization from a manager.
- Do not use any of the business phones for personal calls without the permission of management—set cell phones on "silent" mode.
- Do not knowingly cause waste or conceal any defective product.
- Do not sleep on duty or "loiter" around the shop or coworking area at any time when off duty.
- Smoke only where specified by management and only after receiving permission from a supervisor to take a smoking break.
- Do not refuse to follow a supervisor's orders. Failure to follow reasonable orders or rudeness toward your supervisor constitutes insubordination.
- Do not report to work under the influence of alcohol and/or drugs nor become under the influence while on duty.
- Do not violate any federal, state, or local law while on the premises, including but not limited to gambling, possession or sales of illegal substances, contributing to the delinquency of a minor, or possession of an illegal weapon.
- Do not inappropriately use MERCURYS' computers, Email, Internet or telephone/voice mail system.
- Do not get involved in fraudulent practices with gift cards, donation letters, dozen cards, or

employee discounts.

- Do not go behind the bar or enter the kitchen if not working in those areas.
- **Do not utilize Toast, 7Shifts, Paychex, and other software of Mercurys Coffee Co. as a social media platform, including self-images which must be professional and only of an employee.**

It should be remembered that employment is for an unspecified term and is at the mutual consent of the employee and MERCURYS. Consequently, either the employee or the company may terminate the employment relationship at will, at any time, with or without cause or advance notice. MERCURYS reserves the right to discipline and/or terminate, in the company's discretion, any employee who violates company policies, practices, or rules of conduct. Poor performance and misconduct are also subject to discipline and/or termination.

3.8 Performance Management and Evaluation

Performance review is the process of evaluating and documenting an employee's performance to enhance work quality, output and efficiency. Performance reviews perform three essential functions within organizations.

- 1) **Provides** feedback to a person on their overall contribution
- 2) **Identifies** development needs, opportunities for improvement and success plan
- 3) **Helps** to review incentive earnings and other compensation Mercurys Coffee Co. offers

Mercurys Coffee Co. gives each employee a performance evaluation at the completion of their 90 days. Prior to an employee completing the 90-day (3) month probationary period (introductory period), a determination of whether the employee is fit for our organization will be determined. Thereafter, employees will receive an annual performance evaluation on the anniversary of their hire date, which will include both metrics and competency-based evaluation.

3.9 Confidentiality and Trade Secrets

The protection of confidential business information and trade secrets is vital to the interests and success of Mercurys Coffee Co. Employees may have access to certain trade secrets and confidential information during their employment. Employees may not improperly use or disclose trade secrets or confidential business information even if he or she does not actually benefit from the disclosed information. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment and legal action.

"Confidential Information" is information about Mercurys Coffee Co.'s business that is not generally known to people outside the company. Confidential information includes, but is not limited to, data of any kind concerning the business or operations of Mercurys Coffee Co. and/or the products such as marketing materials, strategy, financial information, the development or implementation of systems/processes/products, recipes, know-how, proprietary technology, or other data that are not generally known or available outside of the company.

This policy is not intended to, and should not be interpreted to, prohibit employees from discussing their own wages and other terms and conditions of employment if they so choose.

When employees are separated from employment for any reason, employees must return any and all written or recorded confidential information (including any copies and reproductions thereof) in the employee's possession or control to Mercurys Coffee Co.

3.10 Social Media Policy

Mercurys Coffee Co. reserves the right to monitor all of its social media channels and ensure the use of its channels are consistent with company guidelines. Violations of this policy may result in disciplinary action, up to and including termination. Violations of this policy, or allegations of inappropriate blogging/social networking, should be immediately reported to a supervisor or Human Resources.

Policy Statement

Social networking using Internet-based and other electronic social media tools is integrated into everyday life. Even when using personal social media networks, Mercurys Coffee Co. expects all employees to act responsibly, exercise good judgment, and respect confidentiality when communicating information identifying Mercurys Coffee Co.

Social media channels are **not permitted** at work unless it is required for your job. This includes all social media platforms including, but not limited to:

- Social Networking Sites (i.e., Facebook, Foursquare, LinkedIn, Instagram)
- Micro-blogging sites (i.e., Twitter)
- Blogs (including Company and personal blogs as well as comments)
- Video and Photo Sharing Websites (i.e., Flickr, YouTube)
- Forums and Discussion Boards (i.e., Google Groups, Yahoo! Groups)
- Online Encyclopedias (i.e., Wikipedia)

Employees participating in social media on their own time must observe these guidelines:

- Confirm that they are not a representative of the company or authorized to speak on behalf of the company.
- Represent only your views.
- Make no untrue, harmful, or disparaging remarks (i.e., do not post content that could be considered malicious, obscene, threatening or intimidating or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.) and
- Protect confidential information and relationships.

Employees will be held accountable for engaging in Social Media Activity that violates this policy. Failure to comply with this policy may result in disciplinary action, including termination of employment. The Company may report suspected unlawful conduct to appropriate law enforcement authorities.

Ultimately, each employee is solely responsible for what he or she posts online. Keep in mind that any conduct that adversely affects an employee's job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of the company or the company's legitimate business interests may result in disciplinary action up to and including termination. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject employees to disciplinary action up to and including termination.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit any employees' rights under any applicable federal, state, or local laws, including the right to engage in protected concerted activities with

other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits.

3.11 Media Contact

Only designated employees are authorized to speak on behalf of Mercurys Coffee Co. If non-designated employees are contacted by media members either in person, on the phone, or via email, please refer them to the corporate office.

3.12 No-Solicitation and No Distribution

Because Mercurys Coffee Co. has an interest in providing orderly working conditions, protecting employees from interruptions at their work, and providing general security on company premises and worksites, Mercurys Coffee Co. prohibits the solicitation, distribution, and posting of materials by any employee or non-employee, except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by Mercurys Coffee Co. management and Company-sponsored programs. Any solicitations for donations made to the store, either written or verbal, must be directed to marketing@mercurys.com Mercurys Coffee Co. to determine the donation's scope.

Persons not employed by the Company (and who are not customers) must obtain prior authorization to remain on company premises from a person specifically authorized by the Company to grant access. This restriction includes access to employees on company premises for any purpose. Non-employees may not solicit employees or distribute literature of any kind in company work areas at any time. Employees may only admit non-employees to work areas with management approval or as part of a Company-sponsored program. These visits should not disrupt workflow. A designated Mercurys Coffee Co. employee must accompany the non-employee at all times. Former employees are not permitted onto Company property except when authorized.

Employee Attendance Policy

3.13 Attendance

Absenteeism and tardiness in the workplace can harm Mercurys' culture and customer service. It can also impact job performance and morale of team members.

Each employee of Mercurys Coffee Co. is hired to fulfill a specific role and need of service within the Company. When an employee is not at work, this role and needs are not being met for whatever reason. Therefore, adequate attendance is essential for overall company performance and the individual's success.

Any instances of unexcused tardiness and unscheduled absences will apply to the point system and lead to disciplinary action up to termination of employment.

Implementation of attendance infractions is effective from the first day of hire. All employees must use the time and attendance of Mercurys Coffee Co. (currently 7shifts) to clock in and out accurately for their shift at each of their designated store locations. Additionally, all employees must follow company policy for time off requests, including paid time off, holiday, and pre-scheduled needs. Continuous, unexcused absenteeism will result in disciplinary action.

Calculation of Attendance Infraction:

- Absent with a phone call: 2 points.
- Absent without a phone call: 3 points.

- Tardy: 5 minutes 1/2 point.
- Tardy: 15 minutes 1 point.
- Early departure: 15 minutes 1 point.
- Late return from lunch or break: 1 point (over 5 minutes).

Disciplinary Action for Attendance Infractions

Attendance issues will generally result in progressive disciplinary action in which the Company attempts to provide employees with notice of deficiencies and an opportunity to improve based on the following point system:

- 2 points: Verbal warning.
- 3 points: Written warning.
- 4 points: Final written warning (Meeting with manager/HR for further discipline).
- 5 points: Employee is subject to termination.

As with all employee performance issues, the Company reserves the right to bypass any of these progressive discipline steps and impose discipline as the Company sees fit. This policy does not modify the status of employees as at-will or in any way restrict the company's right to bypass the disciplinary procedures suggested.

Points are assessed in a 12-month cycle, so a prior absence will fall off an employee's total point count after 12 months have passed.

Example of Attendance Record:

July 1st, 2019, call in (unexcused) 2 points (the infraction falls off July 1st, 2020)

July 5th, 2019, call in (unexcused) 2 points (the infraction falls off July 5th, 2020)

August 1st, 2019, call in (unexcused) 2 points (the infraction falls off August 1st, 2020)

Absence

"Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. An employee who misses more than 2 (two) hours of work without prior approval is considered to be absent. The two types of absences are explained below:

Excused absences without disciplinary action include:

- The absence is approved in advance by the employee's supervisor.
- The absence is covered by accrued paid sick leave.
- The absence falls within a leave of absence category such as FMLA, PFML, ADA-related absences, etc. or any other leave permitted under Mercurys Coffee Co. policies or pursuant to applicable law. In most cases, employees must provide documentation related to the reason for the absence.

Employees must follow the established procedure for notifying and requesting the type of leave covering an employee's excused absence. If an employee is absent for more than 3 (three) consecutive workdays related to illness, Mercurys Coffee Co. may request medical verification and/or documentation.

Unless excused, all other absences will be considered unexcused.

Call-In Notification Procedure

In cases of unforeseeable leave (i.e., illness, emergency, etc.), the employee must notify their supervisor no later than 4 (four) hours before the employee's scheduled starting time on that same day.

All notifications must be with a phone call to the direct supervisor. A voice message must be left on the voicemail if the employee is unable to reach the supervisor directly (more than one attempt should be made to contact the supervisor by phone) and an email to the supervisor if the employee has access to a computer. If the employee cannot call, they must have someone make the phone call. If circumstances prevent the employee or someone else from calling in the time required, the employee must notify his/her supervisor as soon as reasonably practical. If an employee cannot appear for work, the employee must inform the supervisor of how long the employee will need to take off and/or of any developing needs that will have to be addressed in the employee's absence.

Absent Without Notification

Employees who are absent for work without notifying their supervisor will violate company policy and may be subject to disciplinary action, up to and including termination of employment.

Tardiness & Early Departure

Lateness may be expected in the event of flood conditions or some other inclement weather which would affect an entire area or city. An employee's supervisor may also grant an excused lateness for personal emergencies beyond the employee's control, provided the employee contacts their supervisor as soon as possible, but no later than 15 minutes after the beginning of their work shift. Employees who leave work before the end of the regularly scheduled workday will be considered to have left early. Employees must have approval from their supervisor to leave work early. Employees who display a pattern of excessive tardiness or early departure will be subject to disciplinary actions up to and including termination.

Job Abandonment

Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have abandoned the job effective at the end of their normal shift on the third day. Employees who are separated due to job abandonment are ineligible for rehire.

Employees Responsibilities

- Notify supervisor by a phone call
- Notify 4 (four) hours before the scheduled time
- Unless using paid sick leave or other protected leave, find shift coverage through a co-worker or from any of the retail locations; if unsuccessful, notify supervisor immediately
- Do clock in on time

Inclement Weather

During inclement and unpredictable weather, Mercurys Coffee Co. will make necessary adjustments and keep in mind the safety and well-being of its employees. During such times, making reasonable efforts to get to work is encouraged. Non-exempt employees unable to arrive for work due to inclement weather will or may choose to be deducted one (1) day of PTO (if available) or they will not be paid for the day. Exempt employees will be paid for a normal full day but are expected to complete their work at another time. All employees who are unable to report to work should follow the company Employee Attendance Policy.

If inclement weather occurs on a holiday not generally observed by Mercurys Coffee Co, the Executive Team will decide and communicate to all employees. When weather conditions worsen as the day progresses, Mercurys Coffee Co. may choose to close its locations. Time absent from work due to inclement weather is not counted as hours worked when computing weekly overtime.

Emergencies can include:

- Impending harsh conditions such as an earthquake or wildfire
- Over a foot of snow falls in a short period
- Electricity is out
- Heating or cooling is not available
- Flooding affects roads or other transportation
- The Governor declares an emergency, asking people to stay home

Dress Code

3.14 Dress Code

At Mercurys Coffee Co., we value individuality and the ability to express oneself. Due to the nature of our business within the food industry, the following dress code is enforced within our locations. Generally speaking, dress code is business casual with the following restrictions. All new hire employees are provided with a set of Mercurys uniform and name badge that must be worn at all times when reporting to work. When reporting to work, personal appearance must be well-fitted, clean, ironed, and in good condition. Torn, ripped, soiled, paint-covered, or stained clothing is not acceptable. Four shirts and name badges are distributed first day of employment. Any additional branded items can be purchased by employees at their own discretion.

Hygiene: Mercurys Coffee Co. is a food service establishment, and the health department requires that all employees maintain a neat and clean appearance at all times. This includes clean hair and skin. Nails must be clean, trimmed, and maintained—no chipping nail polish, etc. MERCURYS is a fragrance-free establishment; no scented lotions or perfumes are allowed in the location.

Accessories: Hats are allowed to be worn in colder temperatures. However, they cannot cover the eyes and must be neat in appearance. Mercurys has logo hats and beanies for purchase.

Body Piercings: Employees are allowed to have one facial piercing other than the ears. If more than one piercing exists, Mercurys requires it to be removed or replaced with clear jewelry. Tongue rings must be replaced with a clear stud. Management has the discretion to ask for jewelry to be removed if they deem it necessary.

Tattoos: Mercurys understands tattoos are a form of artistic self-expression and allows tattoos to be uncovered at work as long as they are non-offensive with no vulgar language. It is at Management's discretion if tattoos must be covered while on shift.

Hair: Should always look presentable, clean, dry, and properly maintained. Wet hair, messy buns, or morning ponytails are not acceptable. All bakery staff must have hair net or hat at all times.

Dresses and skirts: Dress and skirt length should be at a length where you can sit comfortably in public. Shorts and tight skirts that ride halfway up the thigh are inappropriate for work. Skirts and dresses should be no shorter than 2 inches above the knee. Mini-skirts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the workplace.

Slacks and pants: Slacks and pants should be neat with no visible holes or stains. Sweat pants, yoga pants, workout gear, and shorts are inappropriate in the workplace. Leggings must be worn with appropriate garments.

Shoes: No open-toe shoes, flip flops, slippers, and heels must not exceed 3-inches. Safety is our main concern. Must be scuff-free, clean, and in good condition.

Name Tags: Name Tags are required daily. Employees will be subject to discipline, up to and including termination, for ruined or lost name tags.

Perfume/Cologne: Strongly scented fragrances (perfume, cologne, aftershave, body oils & lotions) are not to be used when working, out of respect for the aroma from the coffee and sensitivity to guest and coworker fragrance allergies.

Masks: Mercurys Coffee Co. compliance with all CDC and State guidance and orders related to COVID-19. The Company will issue specific guidance as necessary.

For employees not required to wear uniform shirts, dress code is business casual. Inappropriate attire for work includes tank tops, midriff tops, shirts, or clothing with potentially offensive words, terms, pictures, cartoons, or slogans, halter-tops, tops with bare shoulders, sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress. Clothing and accessories must not have any words or logos other than the company logo. Clothing that reveals too much cleavage, your back, chest, feet, stomach, or underwear is not appropriate for a place of business. This policy will be strictly enforced. Disciplinary action will be imposed on employees who do not follow the dress code up to and including termination.

Mercurys reserves the right to monitor anything deemed offensive or inappropriate to its family atmosphere.



3.15 Meeting Etiquette

Business meeting etiquette refers to a standard of behavior expected by Mercurys Coffee Co. during all set meetings (in-person and virtual). All employees need to demonstrate professionalism and respectable behaviors at all times. Etiquettes are essential to improve communication, increase productivity, improve relationships, and gain the necessary knowledge set as part of the agenda. Though we cannot address all etiquettes, below are the most common behaviors to keep in mind:

- Be punctual
- Come prepared
- Dress professionally
- Speak loud enough
- Actively listen and participate
- Follow the agenda
- Ask questions at the appropriate time
- Be attentive to your body language
- Put away technology
- Eat and drink appropriately
- Take notes and mute the microphone unless it is your turn to speak

For virtual meetings, it is recommended to test hardware prior, take the necessary training to understand the platform used, such as TEAMS, Zoom, WebEx, etc. Backgrounds must be business professional, company dress code, attendance policy applies at all times. For all in-person meetings/trainings, give enough travel time to assigned locations. Be prepared, display exemplary behavior at all times, take notes, ask questions, participate and collaborate with team members, eliminate side conversations, and use technical devices. It is desirable to give undivided attention at all times to gain the necessary training and knowledge that is allocated for the meetings.

Section 4 - GENERAL EMPLOYMENT

4.1 Employment Classification and Relations Principles

All new employees are hired subject to a 90-day introductory period. The Introductory period should be regarded as a positive means of establishing a mutually “good fit” and for correcting potential problems before they become habitual. However, an employee whose work performance or personal conduct is unsatisfactory may be released from employment anytime during or after the introductory period. Completion of the introductory period does not imply a written or verbal employment contract or conflict with “at-will” employment. Mercurys Coffee Co. and the employee both still have the right to terminate employment at any time, with or without cause.

Existing employees, who are promoted or transferred within Mercurys Coffee Co., do so with the understanding that they are subject to a new 90-day introductory period. During this period, management will decide whether the employee will continue in the new position based on job performance. Again, changes to employment may occur at any time during the introductory period.

A brief list of definitions is provided to help employees understand what is meant by specific terms found in this Handbook. These terms may be used individually or in combination with each other. If employees have any questions about the meaning of any of these terms, the supervisor or Human Resources will be more than happy to answer any questions.

Full-Time/Part-Time

A full-time employee is any employee who is regularly scheduled to work more than 30 hours per week. Overtime is for any hours beyond 40 physical hours worked within a week, excluding holidays. A part-time is any employee who is regularly scheduled to work 32 hours or fewer per week.

Non-Exempt

Non-exempt employees are those eligible for overtime pay for all hours worked over 40 per work week. All overtime must be approved in advance. Employees should consult with Human Resources if they have questions regarding their classification as a non-exempt employee.

Exempt

Any employee who is exempt from the provisions of the Fair Labor Standards Act is considered to be an “exempt employee” and not eligible for overtime compensation. Exempt employees are generally salaried employees whose positions are executive, managerial, or administrative in nature. All exempt employees are required to work company standard business hours and at least 40 hours per week. If an exempt employee seeks a schedule adjustment to the standard business hours, they must notify and obtain approval from their direct manager.

Exempt employees generally receive their full salary for any workweek in which they perform work, and Mercurys Coffee Co. prohibits any improper deduction from an exempt employee’s salary. However, an exempt employee’s salary is still subject to certain deductions under federal and state law. For example, an exempt employee’s salary can be reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation (before an employee is eligible for leave or when leave has been exhausted).
- Full day absences for sickness or disability (before an employee is eligible for leave or when leave has been exhausted) since the company has a paid sick day plan.
- Full day disciplinary suspensions for infractions of safety rules of major significance (only violations that could cause serious harm to others).
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a whole week.

Exempt salaries may also be reduced for certain types of deductions such as an employee’s portion of health, dental, or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k) or pension plan if applicable.

If an exempt employee believes that an improper deduction has been taken from their pay, they should immediately report the deduction to the Human Resources Department. The report will be promptly investigated, and if it is found that an improper deduction has been made, Mercurys Coffee Co. will reimburse the employee for the improper deduction. Mercurys Coffee Co. will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company’s investigation of such.

Relations Principle

Mercurys Coffee Co. believes that the interests of both employer and our employees can best be served by adhering to the following employee relations principles:

- Mercurys Coffee Co. recognizes that the success of our company is dependent upon the quality and dedication of our people.
- Because of Mercurys Coffee Co. belief that our employees are our most valuable asset, we will strive to treat each employee with dignity and respect.

- Mercurys Coffee Co. believes that our employees are intelligent adults and will be treated as such.
- Mercurys Coffee Co. values the opinions of our employees and will encourage their comments and suggestions about ways that our work can be completed in a more efficient and/or effective manner.
- Mercurys Coffee Co. will select, train and promote employees based on their performance and abilities and will not discriminate on the basis of race, national origin, color, religion, age, sex, sexual orientation, gender identity, marital status, Veteran's status, the presence of any sensory, mental or physical disability, or any other characteristic protected by law.
- Mercurys Coffee Co. will strive to enforce its personnel policies and procedures fairly and consistently to reduce any perceptions of favoritism.
- Mercurys Coffee Co. will maintain competitive wages, good working conditions, and reasonable hours of work; and
- Mercurys Coffee Co. will strive to provide opportunities for each employee's personal and professional development by providing training, guidance, and careful evaluations of each employee's performance.

4.2 Meals and Breaks

All employees are required to take paid daily breaks and, if applicable, meal periods. Breaks consist of 10 minutes for every 4 hours worked and may not be combined with or added to meal periods. Nor may they be used to allow an employee to come in 10 minutes late or leave 10 minutes early. Meal periods are 30 minutes of unpaid time. The times for break and meal periods are set by management.

Shifts of 4 hours and under receive one 10-minute paid break. Shifts less than 8 hours but over 5 hours are entitled to one 10-minute paid break and one 30-minute unpaid meal period. Shifts of 8 hours or more receive two 10-minute breaks and one 30-minute unpaid meal period. Break and meal time can be split based on business needs, at the discretion of management.

If you take several shorter rest breaks equivalent to one 10-minute break (such as two 5-minute rest periods, or two 3-minute breaks and one 4-minute break), those count as one 10-minute break. These shorter rest breaks must be long enough that you can relax and rest. For example, ten 1-minute breaks do not count as one 10-minute break. If you have questions about your rest breaks, you should ask your manager.

At an employee's option, employees are not required to take a meal period and an employee may work through this time. Please talk to your supervisor about Mercury Coffee Co.'s Meal Period waiver for more information.

Because we do not have break rooms in our retail locations, the acceptable place to sit down and eat will always be in an available seating area or offsite. Always check with your manager on duty if it is unclear where to sit, or if you need to leave the building during a break.

4.3 Clocking In and Out

All employees are required to maintain a record of the total hours worked, and any absences claimed during the week. These hours must be accurately recorded by clocking themselves in/out through the company provided timekeeping platform. Employees are assigned a number to clock in and out for accurate timekeeping. Clocking in or out for another employee or having them clock in for you is strictly prohibited and will result in disciplinary action up to termination of employment.

It is an employee's responsibility to remember to clock out or let management know when you have forgotten so that it can be corrected immediately.

Every employee is responsible for clocking in and out throughout the entire pay period. This is the employees' record of work. These become important if there is ever a computer failure or the employee disputes the hours paid on their paycheck.

All employees are expected to be on time and ready to work at their station 5 minutes before the scheduled time. Do not clock in more than five minutes early unless you are requested to do so by the manager on duty. Expect to stay until a manager has phased you off and approves leaving. Employees will be paid for all hours worked, so it is a violation of company policy to work "off the clock" by working before clocking in or after clocking out.

Disciplinary Action

Disciplinary action ranging from a verbal warning to possible termination if any of the following occur:

- Someone other than the employee clocks in or out for the employee.
- Failure to review time record to identify known errors.
- Failure to report to supervisor any missed work shift, missed rest break, or time worked off the clock.
- Not using the designated device.
- Use of the mobile App is not permitted for any employee.

4.4 Scheduling

The standard workweek begins on Monday and ends on the following Sunday. Management posts the schedule each week for the next week. It is the responsibility of the employee to read and understand the schedule. An employee who does not show up for a shift because they did not know they were scheduled is treated as a "no-call, no-show" and will be subject to disciplinary action up to and including termination.

Once the schedule is posted, any changes must be made by the procedures set up by management. Schedule changes must always be made through Mercury Coffee Co.'s scheduling application and approved by Management. It is never acceptable for employees to trade shifts without management knowledge.

An employee shall work the hours posted on the schedule except for that management reserves the right to phase or ask employees to leave before one's scheduled "out time." If there is no posted out-time, then management reserves the right to determine that time on a day-to-day basis. For example, your schedule may say, "3:00 p.m. to close". The time could vary based on business and staffing levels.

Mercurys Coffee Co. strictly adhere to the posted schedule "in time" for all employees. Every employee is expected to be on the floor, in uniform and ready to begin working at the scheduled "in time." Employees who clock in and then go to the restroom to fix their hair, put on their work attire, etc., will be subject to employee discipline, generally starting with an oral warning and possibly termination for future offenses.

4.5 Personnel Files

Mercurys Coffee Co. maintains personnel files for more than one reason.

- Mercurys Coffee Co. wants to have accurate information handy and organized when you need access to the information for any reason. Changes in emergency contacts, employee addresses, keeping track of performance evaluations, disciplinary letters, employee recognition, and employment application materials.
- Employees are allowed annual access to review their employee personnel files under the guidance and supervision of Human Resources. Employee personnel files are considered the property of Mercurys Coffee Co. who has the responsibility to maintain them and safeguard them. No employee may alter or

remove any documents from her or her personnel file, which must be accessed in the presence of Human Resources.

4.6 Overtime

Non-exempt employees are eligible for overtime pay after 40 hours worked in one week. All overtime pay must be authorized by management. Overtime pay is paid at the rate of one and one-half times the regular rate of pay for hours more than 40 hours per week. Exempt employees are ineligible for overtime pay. Management reserves the right to make reasonable demands for overtime as business conditions necessitate.

4.7 Re-Hire Policy

To be considered for rehire, a former employee must have left the company in good standing and for one of the following reasons:

- Voluntary Resignation (at least two weeks' notice given and worked)
- Company Lay-off; or
- Termination for a reason other than employee performance

Eligible former employees can apply to a position with the company after a minimum period of 30 days from separation. Former employees who were terminated for performance reasons or who abandoned their job are not eligible for rehiring.

Employees working for the company for less than six months will be considered 'new hires' if rehired. New hires are usually expected to undergo hiring and onboarding procedures, drug test, and background partly or entirely. **Compensation and Accruals** benefits will not be restored except as required by law.

4.8 Pay Inquiries and Direct Deposit

Paychecks are directly deposited into your bank account every two weeks on Friday. Direct deposit is a requirement. If physical checks are preferred, there is a \$45 per check processing fee. Employees may not have friends or family members pick up their paycheck unless management has made prior arrangements in writing.

It is the responsibility of the employee to check their pay stub for any errors. If an employee feels that a payroll error may have been made, they must notify Human Resources immediately.

Payday

All employees will receive payment on a bi-weekly basis. Payroll will end every other Sunday, be processed every other Tuesday, and paid out every other Friday. **Your paycheck will be directly deposited into your bank by the end of business or 5 pm on payday.** Managers authorized to submit payroll changes must submit before 1 pm on Mondays. Any other corrections will be done in the next pay period, and adjustments will be on the employee's next paycheck. Required deductions from paychecks may include State and Federal Income Tax, Social Security Tax (FICA), State Disability Taxes, and any other deductions mandatory by federal or state law.

Workweek and Hours

The supervisor will establish an employee's specific hours of work. Hours of work will be established based on Mercurys Coffee Co. needs to provide customers with the most convenient and efficient service possible. All retail location establishments are open 365 days a year. The headquarters normal office hours are between 8:00 A.M. to 4:30 P.M. Monday through Friday, but because of business demands, some positions may require work outside these hours. Corporate office operating hours are subject to change. From time to time, employees may also be required to work at odd hours due to emergencies and sporadic workloads. Failure to do so will be considered a serious matter and may result in disciplinary actions up to and including discharge. All changes need to be communicated by phone or in-person to a direct supervisor.

Section 5 - EMPLOYEE PERKS AND BENEFITS

5.1 Benefit Overview

Mercurys Coffee Co. has established a variety of employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness and disability and help you plan for retirement. Benefits include medical/dental/vision/paid sick time and supplemental insurance. According to federal law, employees working on average 30 hours per week per year have an opportunity to receive group medical benefits. This portion of the Employee Handbook contains a very general description of the benefits you may be entitled to as an employee. Therefore, this Handbook does not change or otherwise interpret the terms of the official plan documents. Your benefits can be determined only by referring to the full text of the official plan documents available for you from the Human Resources Department and by accessing Paychex for full benefit disclosure. Access to benefit information is available at: www.paychexflex.com > Documents

Consistent with applicable law, Mercurys Coffee Co. in its sole discretion, may terminate or change any of the benefit programs, in whole or in part at any time without advance notice.

Your Responsibilities During Open Enrollment

Benefits Guide will be available prior to open enrollment to help you navigate the process and make the best choices for you and your family. It's essential to take time to review your current benefits and determine whether they still meet the needs of you and your family or if you are interested in evaluating other options for next year.

NOTE: After Open Enrollment, you cannot make changes to your coverage during the year unless you experience a qualifying event.

5.2 Medical and Vision (provided by Regence BlueShield)

Full-time employees are eligible for these benefits on the first of the month following 90 days of service if they work an average of 30 hours in a week. Health benefits are paid in part by the company. The remainder of the costs is the employee's responsibility. Medical insurance is currently provided through Regence Medical. You can access the full benefit guide through the employee wellness portal at www.mercuryswellness.com.

Eligible Family Members

Employees may opt to pay for eligible family members to participate in these plans. Eligible family members include the following:

- Spouse
- Domestic partners
- Unmarried children under the age of 26
- Unmarried disabled children, regardless of age, who are financially dependent on the employee

5.3 Supplemental Benefits (Provided by Colonial Life)

Employees are eligible for supplemental benefits at the employee's expense after 90 days of employment for employees working 20 hours or more per week. For more information, contact

Liz.Bettridge@ColonialLifeSales.com 209-739-1192

- **Dental insurance** Mercurys Coffee Co. has partnered with Colonial Life for supplemental dental plans, you can select from two options. \$36.20 in network, \$50.74 open network. Works with your traditional dental PPO plan.
- **Disability insurance** can replace a portion of your income to help make ends meet if you become disabled from a covered accident or covered sickness.
- **Accident insurance** helps offset unexpected medical expenses resulting from a covered accidental injury. Price based on age, income.
- **Hospital confinement indemnity insurance** provides a lump-sum benefit for a covered hospital confinement or a covered outpatient surgery to help with co-payments and deductibles that most major medical plans do not cover.
- **Cancer insurance** helps offset covered out-of-pocket expenses related to cancer.
- **Critical illness insurance** can supplement your primary medical coverage by providing a lump-sum benefit that you can use to pay costs related to a covered critical illness.
- **Term life insurance** offers a predictable way to provide more coverage at more affordable prices during high-need years.
- **Whole life insurance** provides long-term protection that can build cash value. Guaranteed Issue options are available up to \$50,000 (*based on age*)

Please refer to www.mercuryswellness.com for a complete benefit guide and contact information.

Note: For Colonial Life, Pre-Tax Policies can only be changed during open enrollment

Post- Tax Policies – can be canceled only at the end of a month

Colonial Life Benefit Changes-must connect with the payroll department for all questions and changes

Colonial Life Perks *Complimentary Benefits*

These BRAND-NEW benefits are offered exclusively for Mercurys Coffee employees and their families. These benefits include the following:



Financial education and awareness, both online and face-to-face coaching and instructions! Call at 866-932-4185 or visit www.coloniallife.com/KOFE



Have fun with discounts on movie and concert tickets, car rentals, hotels, and family attractions. Discounts on theme parks, daily living products, cash awards when you shop at your favorite retail stores. Offered at 90 days of employment and when you speak with a Colonial rep. (no obligations) connect with HR for more information.



Preparation assistance for legal documents, such as drafting a will, preparing a trust, Power of Attorney, divorce paperwork and other legal services. [Home | LawAssure \(clientsecured.com\)](http://Home | LawAssure (clientsecured.com))



Health related services online. MDLIVE allows patients long distance clinical contact, care, advice and prescription 1-888-674-2490 or visit www.247mdaccess.com

5.4 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides continuing group health insurance coverage for some employees and their family after a job loss or other qualifying events, such as termination, death, reduction in work hours, divorce, retirement, or loss of eligibility by a dependent child. If such an event occurs, the individual employee must notify HR immediately. The length of COBRA coverage may vary depending on the reason for eligibility. The individual is responsible for the full cost of coverage at the employer's group rate plus an administrative fee. Mercurys Coffee Co. does not administer COBRA, nor does it determine eligibility. All questions about COBRA coverage should be directed to the plan's administrator.

5.5 Employee Food and Beverages

Employee Platinum Rewards

Upon hire, Mercurys Coffee Co. creates a Platinum Rewards Account for employees. Our goal is to reward our team for the dedication to Customer Service, Quality, Consistent, Cleanliness and Speed. We want you to have a passion for excellence and a desire to create the best experience in the industry. As an active Mercurys Coffee Co. employee, you will be rewarded with 4 Platinum Points for every hour worked on each payroll period. The points are placed on your personal Platinum Account by our payroll department at the end of each pay period. Platinum points can be used to access anything Mercurys Coffee Co. sells: beverages, bakery, food, whole bean coffee, travel mugs, Mercurys swag and more. You are now able to save your points and take your family to lunch at the roastery or buy a gift for a friend or loved one or simply use them for your daily on shift drink.

Mercurys Coffee Co. has given you the power to use your Platinum Rewards toward anything and everything we sell. Please do not forget to ring in your items. We must have impeccable honest from everyone for this system to work. The data and inventory tracking must be in the POS system for this to be a successful Mercurys Coffee Co. employee benefit program. Please help us ensure its success by holding each other accountable in locations.

On Shift Food & Beverage / Waste / Mistakes

Never consume Food or Beverage in the guests' field of view regardless of the situation. Always wash your hands after eating or returning from a break or the rest room. In some cases, there will be leftover, mismatched, discarded or donated beverages, baked goods and food. These items are not to be consumed, donated, given away or removed from the premises under any circumstances or without prior consent from management. All items must be entered into the POS and accounted for properly.

5.6 Paid Sick Leave

Under state law, employees accrue paid sick and safe leave (or "paid sick leave") at a rate of one hour for every 40 hours worked. Exempt employees accrue paid sick and safe leave based on the employee's normal workweek regardless of hours worked (e.g., if an exempt employee's normal workweek is 40 hours, paid sick leave accrues based on a 40-hour workweek).

Paid sick leave can be used to care for an employee's own illness, injury, or health condition (including preventative appointments) or the illness, injury, or health condition of a family member (including preventative appointments); when a workplace, or child's school/place of care, has been closed by order of a public official for health reasons; or for absences that qualify for leave under Washington's Domestic Violence Leave Act. The company prohibits retaliation against any employee using paid sick leave for authorized purposes.

Paid sick leave is paid at an employee's normal hourly compensation (not including anticipated tips) and available to use 90 days after the start of employment. Any accrued, unused paid sick leave balance of 40 hours or less will be carried over to the following year. For purposes of this policy, the Company's accrual year runs from January 1 – December 31.

Consistent with the following requirements, employees must provide reasonable notice of an absence from work for the use of paid sick leave.

- Foreseeable absence: When an employee's absence can be predicted (foreseeable), like a doctor's appointment, the employee must provide notice to management at least 10 days, or as early as practicable, before the first day paid sick leave is used.
- Unforeseeable absence: When an employee's absence is unexpected (unforeseeable), like an unforeseen illness, the employee must follow the normal call-in notification procedure. If the circumstances make it impossible for the employee to make contact, a person on the employee's behalf may provide such notice.

Verification may be required if an employee uses paid sick leave for any reason that lasts more than three (3) consecutive workdays. Verification can include a doctor's note or a signed statement by a health care provider indicating that the use of paid sick leave is for care of the employee or their family member for an authorized purpose or other documentation demonstrating that the employee's use of paid sick leave is for an authorized purpose. Any information the employee provides will be kept confidential.

If an employee believes that obtaining verification for use of paid sick leave would result in an unreasonable burden or expense on the employee, the employee must contact management and management will identify an alternative for the employee to meet the verification requirement in a way that does not result in an unreasonable burden or expense. Payment for paid sick leave taken by the employee may be delayed until verification is provided.

Employees must indicate their desire to use paid sick leave by providing electronic notice to the employee's direct supervisor and submitting it to payroll with supervisor approval.

5.7 Paid Time Off

Mercurys Coffee Co. provides access to paid time off benefits for all employees according to the following schedule:

- *Barista PTO* - All Mercurys Baristas are allowed to use up to 50% of their accrued sick time to a maximum of 20 hours per calendar year for paid time off.
- *Lead Barista and Assistant Store Manager PTO* - All Mercurys Leads and ASM's are allowed to use up to 75% of their accrued sick time to a maximum of 30 hours per calendar year for paid time off.
- *Location Managers* - All Mercurys Location Managers are allowed to use up to 100% of their accrued sick time to a maximum of 40 hours per calendar year for paid time off.

PTO requests must be submitted to an employee's direct supervisor and Human Resources 30 days prior to taking any time off. Management will attempt to approve requests within reason. Mercurys Coffee Co. generally does not accept time off requests under two days. Do not assume that requesting time off automatically means that you will not be scheduled.

If an employee chooses to use their PTO for purposes other than those authorized under paid sick leave laws and a need for paid sick leave later arises, the Company is not required to provide additional paid sick leave. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves. Upon separation of employment for any reason, you will not be paid out any unused remaining PTO or Sick Leave.

Area Manager and Corporate staff should refer to individual offer letters for more details.

5.8 Holidays and Blackout Periods

Due to the nature of our business, Mercurys Coffee Co. is open every day of the year. Some employees will be required to work on significant holidays. Hourly employees will be paid time and a half for the following holidays: Thanksgiving and Christmas Day (all other holidays are considered regular working days). Corporate operations may vary based on business needs and the nature of the position.

There are specific times during the year in which MERCURY'S experiences a higher-than-normal amount of time off requests. Management reserves the right not to accept/approve time off requests during these times.

The blackout period is considered October 15th to January 6th.

5.9 Internal Training/Development/Advancement

All employees are expected to attend the two-day orientation/training facilitated by the Company trainer; in those two days a full company policy/procedures/expectations training is conducted with a full menu, hands on training. In addition, internal Training and Development will be scheduled by leadership staff. Training programs allow employees to advance in their careers, connect with peers and management, and develop needed skills. Guest speakers, webinars, and other off-site and on-site training allow employees to keep up with constant changes in the industry. Some trainings will be considered mandatory.

5.10 Employee Engagement Programs

Mercurys Coffee Co. has fostered employee engagement programs and acknowledges that its growth has contributed to its committed workforce over the years. Expanding to 11 locations across the Eastside connecting with employees, providing support and rewards recognition remains part of its core values.

- **Anniversaries and Birthdays** are recognized each month throughout the company.
- **Employee of the Month:** Employee of the month nominations, each employee of the month will receive a prize and recognition through social media and monthly newsletter.
- **Employee Referral:** Mercurys Coffee Co. offers an employee referral program. Some restrictions apply.
- **Employee Platinum Cards:** All employees of Mercurys Coffee Co. receive platinum cards with rewards points to continue the enjoyment of food and beverage selection.

Section 6 - LEAVE OF ABSENCE

6.1 Family and Medical Leave Act Policy

In accordance with the federal Family and Medical Leave Act (FMLA), Mercurys Coffee Co. provides eligible employees up to 12-weeks of unpaid, job-protected leave during a 12-month period to care for a newborn or newly-adopted/foster child; to bond with a child (if taken within one year of birth or placement); to care for a spouse or domestic partner, child or parent with a serious health condition; or for your own serious health condition when you are unable to perform the functions of your job. A “serious health condition” is an illness, injury or other physical or mental condition that involves an overnight stay in a medical care facility, or continuing treatment by a health care provider, e.g., more than 3-consecutive days absent, chronic conditions, etc.

Leave under this policy also may be taken for a “qualifying exigency” when your spouse, son, daughter, or parent is on or called to active duty in support of the U.S. Armed Forces from the Reserves, National Guard or from retirement, or for reasons relating to an active-duty service member. Leave may be used in a consecutive block, or intermittently or on a reduced leave schedule when medically necessary or otherwise approved by the Company.

The 12-month period for determining family or medical leave entitlement is calculated from any date leave is used rolling backward 12-months.

To be eligible for this leave benefit, you must be employed a minimum of 12 months and have worked at least 1,250 hours during the 12 months immediately preceding the requested leave and be located at a site with at least 50 employees, or collectively within a 75-mile radius.

You are required to give a minimum 30-day written notice requesting leave for reasons of a birth, adoption/foster placement, or planned medical treatment for a serious health condition. Whenever a 30-day notice is not possible, you are required to inform the Company as soon as practicable by notifying Human Resources.

Mercurys Coffee Co. requires employees, to the extent permitted by law, to use any accrued paid leave benefits during an otherwise unpaid FMLA leave. In order to use paid leave while on FMLA leave, the employee must comply with the employer’s normal paid leave policies. Your health insurance benefits will continue during your absence at the same level and conditions as if you were continuing to work, and until such time that your leave ends or you inform the Company that you will not return to work, whichever occurs first. You remain responsible for any premium amounts normally contributed toward your health care coverage, including dependent coverage.

Mercurys Coffee Co. may require certification of your need for leave, a fitness-for-duty certification prior to your return to work, and/or other medical re-verifications, where applicable.

Upon the completion of your leave under this policy, you will be restored to your former position or to an equivalent job with equivalent pay, benefits, and other conditions and privileges of employment. Different restoration procedures apply to those employees designated by Mercurys Coffee Co. as “key” individuals.

If you are the spouse, child, parent or next of kin of a military service member who has a serious illness or injury from active duty service, Mercurys Coffee Co. provides up to 26-weeks of leave under the federal FMLA while the service member is undergoing medical treatment, recuperation, therapy, or is otherwise in outpatient status, or on the temporary disability retired list. This form of leave also applies to eligible family members of veterans for up to five years after the veteran leaves service for a serious illness or injury incurred during active duty. This 26-week maximum is available only during a single 12-month period starting from the first day that such leave is taken and is combined with other FMLA leaves taken during the same period, i.e., not offered in addition to other FMLA leave periods.

The Company will notify you about your eligibility and designation of approved leave under this policy. Mercurys Coffee Co. will not interfere with an individual’s FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA. Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

6.2 Washington Paid Family & Medical Leave

Under Washington’s Paid Family and Medical Leave (PFML) law, eligible employees will be entitled to paid leave up to 12 weeks for their own serious health condition (medical leave) or for the serious health condition of a family member as defined by RCW50A.05.010(11) (family leave), up to 16 weeks combined family and medical leave, and up to 2 additional weeks for certain pregnancy complications. Washington employees are eligible for PFML leave if they have worked at least 820 hours in Washington.

To receive PFML benefits under the state program, an employee must file a claim with ESD, notify the employer of the request, and meet certain eligibility requirements. If ESD approves the application, ESD pays benefits for the duration of the leave of absence directly to the employee. The amount an employee receives is a percentage of the employee’s weekly wages up to a maximum amount determined by the state.

Employees are responsible to give at least 30 days’ notice of leave to Mercurys Coffee Co. and there is a 7-day waiting period per state requirement. An employee using PFML benefits can also use paid sick leave from Mercurys Coffee Co. as a “supplemental benefit” that is not reported as “wages” on the weekly application for PFML benefits.

For qualifying leave information visit www.paidleave.wa.gov/ all paperwork and submission are to be completed by the employees.

Employees who return from leave under this law will be restored to the same or comparable position at the end of the leave period if they have worked for the employer for at least 12 months and at least 1,250 hours in the preceding 12 months. The Company will maintain the employee’s health insurance while on PFML only if the employee takes FMLA leave (a separate leave entitlement) at the same time (overlapping at least one day).

If you contribute to the cost of your health insurance, you must continue to pay your portion of the premium cost while on leave. The employee should arrange to make these payments before leave begins.

Employees shall not retaliate against for taking paid family and medical leave benefits. If an employee believes that they have been subjected to relational for taking such leave, contact HR immediately.

6.3 Unpaid and Other Leave of Absence

Unpaid Time Off - Employees may request unpaid time off from their direct supervisor and Human Resources at least 30 days prior to taking any time off. Management will attempt to approve requests within reason. Mercurys Coffee Co. generally grants unpaid time off only in whole-day increments and may be grant unpaid time off for several consecutive workdays up to a maximum of five (5).

Jury Duty - a leave of absence to serve as a juror or witness. Employees will be granted a leave of absence, without pay, to serve on jury duty, as required by law. Upon receipt of the jury summons, notify your manager to schedule you out for jury duty service. Upon completion of jury duty, a Verification of Attendance Form must be presented to the Company. Employees who are excused from jury duty for the day, or are excused early, should report to work when practical to do so. If an employee is called to serve on jury duty at a time that would reasonably interfere with normal business operation, the Company may request that the required service be rescheduled for a later date that would be more convenient for the Company. Employees can use accrued PTO or paid sick time during their jury leave.

Pregnancy Disability Leave - Employees who become sick or temporary disabled as a result of pregnancy or childbirth will be entitled to an unpaid leave of absence for the period that they are sick or temporarily disabled because of pregnancy or childbirth for the period of their actual disability. For more information about pregnancy disability leave, please contact Human Resources.

Military Leave - Mercurys Coffee Co. will grant leave for military service including active duty; active duty for training; initial active duty for training; inactive duty training, full-time National Guard duty; and the time required for examination to determine the fitness of the person for such duty. You are entitled to reinstatement upon completion of military service, provided you return or apply for reinstatement within the time allowed by law.

Military Spousal Leave - For Washington employees who are married to uniformed service members and who work an average of 20 or more hours a week, the company grants up to 15 days of unpaid leave while (1) a military spouse is on leave from deployment, or (2) before and up to deployment, once the spouse receives official notification of an impending call or order to active duty. Employees wishing to take leave under this policy should notify the Human Resources department and management within five business days of receiving official notice that their spouse will be on leave or soon called or ordered to active duty.

Domestic Violence - An employee who is a victim or whose family member is a victim of domestic violence, sexual assault, or stalking may take reasonable leave from work as a block of days, intermittently, or through a reduced scheduled to:

- Seek legal or law enforcement assistance or remedies to ensure the health and safety of the employee or the employee's family member
- Seek treatment by a health care provider for physical or mental injuries or to attend treatment for a family member

- Obtain, or assist a family member in obtaining, services from a domestic violence shelter, rape crisis center, or other social services program
- Obtain, or assist a family member in obtaining, mental health counseling related to an incident in which the employee or the employee's family member was a victim
- Participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or family member

If the need for leave is anticipated (e.g., a scheduled court appearance), employees are required to give their supervisor at least five business days advance warning. In emergency situations or when the need for leave is unanticipated, employees or their designees must notify the employee's supervisor no later than the end of the first day that leave begins. In either situation, employees may be requested to provide written verification of the need for this leave. Any information submitted to support a request for leave will be kept confidential to the extent required by law.

Leave for these purposes is unpaid unless an employee is also eligible for and has accrued paid time off. An employee's health insurance plan will be maintained for the duration of leave at the level and under the condition's coverage would have been provided if the employee had not taken the leave.

Reasonable safety accommodations are also available unless it poses an undue hardship on the operation of the company's business. Reasonable safety accommodations could include transfer or reassignment; modified job schedule; change in work telephone number, e-mail address, or workstation; installed locks; implementing safety procedures, or other adjustment to a job structure, workplace facility, or work requirements.

Unpaid Leave of Absence - An unpaid leave of absence may be available to an employee for medical or personal reasons when all other leave has been exhausted or when no other leave is available to the employee. A leave of absence must be requested in writing and submitted to management as soon as the need for such a leave is known. No benefits, such as vacation or sick leave, are earned while on unpaid leave. Group insurance coverage may terminate at the end of the month in which the unpaid leave of absence begins. If you desire to continue your group coverage (and if policy provisions permit it), you must make arrangements to prepay your individual premium each month. Such arrangements should be taken care of before beginning an unpaid leave of absence. Failure to return from leave as agreed will be treated as a resignation of employment.

Section 7 - HEALTH and SAFETY

7.1 Accident Prevention Plan & OSHA Compliance

Each employee's responsibility is to conduct all tasks safely and efficiently, comply with all local, state, and federal safety and health regulations and program standards, and any special safety concerns for use in a particular area or with a client. Although most safety regulations are consistent throughout each location, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. It is the responsibility of the employee to complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.

Mercurys Coffee Co. is committed to providing and maintaining a safe work environment for all employees and guests. To accomplish this, all employees are expected to comply with all safety policies and procedures put in place by Mercurys Coffee Co. and all safety guidelines set by the Washington Industrial Safety and Health Act (WISHA) and Occupational Safety and Health Act (OSHA). To assist employees in finding and understanding safety rules relevant to their specific job, Mercurys Coffee Co. will provide every employee with specific training and information necessary to ensure safety in the workplace. (See complete Accident Prevention Program at each retail location.)

The prevention of occupational induced injuries and illness is of such consequence that it will be given precedence over operating productivity whenever necessary. To the greatest degree possible, management will provide all mechanical and physical facilities, supplies, guidance, training and record keeping required for personal safety and health in keeping with the highest standards. But it's up to you, personally, to be aware and careful. This cannot be emphasized enough: it is every employee's responsibility to learn, understand, and practice safety rules in the cafe environment at all times!

Our goal is to maintain a safety and health program that conforms to the best practices of this industry. To be successful, both managers and staff must be proactive about the prevention of injury and illness. This requires cooperation in all safety and health matters, not just between manager and staff but also between co-workers. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved. The objective is a safety and health program that will limit the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experience of other coffee shops. Our shared goal is zero accidents, injuries, or food-borne illnesses to employees or guests.

Workplace Injuries

Employees who sustain work-related injuries must notify their supervisor immediately and complete an Incident Form. If the doctor determines that you are disabled by the injury, you may be eligible for a leave of absence (see Leaves of Absence section of the handbook) or a modified duty assignment.

Personal Hygiene & Sanitary Procedures

Safety is the responsibility of Mercurys Coffee Co. and all its employees. Mercurys Coffee Co. provides sinks, hot water, soap, disinfectant, and ample clean paper and cloth towels. It's up to you to use them!

Hand Washing

All employees must properly wash their hands before beginning work and after using the restroom, handling money, touching hair, eyes, ears, or face, smoking, shaking hands, handling garbage or dirty dishes, working with any chemicals, sneezing or coughing, or after anything that might contaminate the hands. Proper handwashing means using soap and hot water, vigorously scrubbing under one's fingernails and up the wrists, then drying with a clean paper or cloth towel.

FACT: THE FRICTION FROM DRYING YOUR HANDS CAN REMOVE/KILL AS MANY IF NOT MORE GERMS AS SOAP AND WATER!

Food Safety

Two types of germs can be found on most people's hands; these are native bacteria and foreign bacteria. The most prevalent native bacteria are Staphylococci (usually referred to as "Staph"). Frequent hand washing will limit the number of bacteria. However, there is no possible way to eradicate this pathogen completely. It takes massive amounts of the bacterium to begin an infection. Salmonellae is one of the most prevalent foreign bacteria. Frequent, proper handwashing after contact with items possibly infected by Salmonellae will kill or remove most of this pathogen.

Every effort should be made to reduce hand contact with food at all times. Tongs, spatulas, and other utensils should handle food whenever possible. All surface areas, containers, and utensils used when handling or preparing "containable" foods must be appropriately washed before being reused. When hand contact is unavoidable, frequent hand washing becomes essential, especially handling raw and cooked foods. Fingernails should be kept short, unpainted, and clean at all times. Any cut or open sore should be cleaned with an antiseptic solution and kept bandaged at all times while at work. All employees should limit the amount of hand contact they have with tableware.

Disposable gloves can be useful, especially when one has a cut or sore. But gloves accumulate as many harmful bacteria as bare hands and offer no more contamination protection than working without gloves. They protect you - not the food or guests. If you wear gloves, change them frequently.

If an employee works at a location and is in a position where a food handler's permit is required, that employee must ensure they are in possession of an up-to-date permit.

Food Hazards

"At-risk" food is more susceptible to bacterial growth than others. Foods that are most at-risk are foods with high moisture content, high protein and/or low acidity (cream, milk, cheeses).

All food is contaminated with bacteria to a certain degree. If food becomes contaminated to a dangerous level, it is deemed "adulterated" and must be disposed of, as it is unfitted for human consumption. Adulterated food includes:

- "At-risk" food products held in the "Danger Zone" (45-145°F) for more than two hours
- Excessive contact during preparation or service
- Excessive rodent or insect contact or infestation
- Any contact with toxic substance or filth

Refrigeration

- Refrigeration slows the growth of bacteria but does not kill it. Where and how long items are stored are essential aspects of food safety. The cooler must be kept clean at all times.
- Store raw meats and fish away from and not above cooked food. This habit eliminates the possibility of cross-contamination due to dripping of spillage.
- Follow the First-In-First-Out (FIFO) rule when stocking and pulling products.
- Ample air circulation is critical to allow proper cooling of all items.
- Avoid stacking foods, hot foods that still need to cool.

Personal hygiene habits and inattention to proper safety procedures can cause sanitation problems or result in injury or foodborne illness. It is implausible for managers to supervise all employees' sanitation habits and safety practices 100% of the time. It is the responsibility of every employee to consider and act on behalf of the safety of co-workers our guests.

7.2 Safety Orientation

Mercurys Coffee Co. has established a safety program that includes new hire orientation. A safety committee has been formed. All employees shall be required to attend a general orientation where they will receive basic knowledge.

7.3 Safety Job Specification Orientation

In addition to general orientation, every employee will be required to accompany a trained department employee for at least two (2) days. During this period, the employee will receive general job and safety education that is more specific to the employee's employment.

7.4 Smoking

Those who choose to smoke/vapor are to confine their smoking to the periods before and after business hours and during lunch and rest breaks. All smoking during work is restricted to outside the building away from any guest entry areas and away from the guests' view. Obtain permission from a supervisor before exiting for a smoking break. Remember to wash your hands after smoking. Smokers are also reminded that the smell of smoke on one's clothing or breath can be offensive to guests.

Section 8 - SEPARATION OF EMPLOYMENT

8.1 Separation of Employment

Separation of employment can occur for several different reasons.

Resignation

Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to resign from employment voluntarily. Resigning employees are encouraged to provide two weeks' notice, preferably in writing, to facilitate a smooth transition. Management reserves the right to give an employee two weeks' pay instead of notice when a job or business need warrants

such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.

Job Abandonment

Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have abandoned the job effective at the end of their normal shift on the third day. The supervisor shall notify the Human Resource department at the expiration of the third workday and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible for rehire.

Termination

Employees of Mercurys Coffee Co. are employed on an at-will basis, and the Company retains the right to terminate an employee at any time.

8.2 Return of Company Property

The separating employee must return all company property at the time of separation, including name badges, uniforms, electronic devices, keys, PCs, and identification cards.

8.3 Final Paycheck

On the day of termination, final paychecks may be given to employees depending on the circumstances prior to ending the employment. If the check is not provided on the day of termination, the final check will be produced on the next normally scheduled payday.

8.4 Termination of Benefits

All rights and privileges of employment with the company terminate upon the date of separation. PTO, Sick Time, or any other discretionary monetary rewards are not paid out upon termination. Health insurance terminates the last day of the month of employment unless an employee requests immediate termination of benefits. Information for Consolidated Omnibus Budget Reconciliation (COBRA) continued health coverage will be provided. Employees will be required to pay their share of the dependent health and dental premiums through the end of the month. All supplemental benefits are the responsibility of the employee to transfer policy and make necessary adjustments.

2022 Payroll Calendar

JANUARY

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FEBRUARY

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JULY

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24	25	26	27	28	29	30
31						

AUGUST

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

SEPTEMBER

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

OCTOBER

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

NOVEMBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

DECEMBER

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

 Pay Day

EMPLOYEE HANDBOOK & AT WILL EMPLOYEE STATUS ACKNOWLEDGEMENT

The undersigned employee hereby acknowledges that he or she has received or has access to a copy of Mercurys Coffee Co.'s Employee Handbook. The employee is expected to read the Handbook Mercurys Coffee Co.'s policies and procedures. If the employee has any questions about any of the information that the Handbook contains, the employee is expected to ask the employee's supervisor or Human Resources.

The employee understands that this handbook contains important information, such as information about Mercurys Coffee Co.'s expectations for its employees and its policy against harassment and discrimination. The undersigned further understands that:

- The Employee Handbook is not a complete statement of the company's policies and procedures but represents only guidelines that Mercurys Coffee Co. may modify as it sees fit. Additional information, policies and changes may be implemented from time to time by Mercurys Coffee Co.
- The Employee Handbook is not an employment agreement nor is it a guarantee of employment.
- The employee is an "at will" employee, which means either the employee or Mercurys Coffee Co. may terminate the employment relationship at any time, for any reason or for no reason.
- The employee's status as an at-will employee can only be changed through a written agreement duly authorized and executed by the Owner(s) of Mercurys Coffee Co. and the employee.
- There have been no statements, agreements, promises, representations or understanding made by any officer, employee or agent of Mercurys Coffee Co. inconsistent with this Acknowledgement form.

Signature of Employee: _____

Printed Name of Employee: _____

Date: _____