

YOUR GUIDE TO UNDERSTANDING
PERSONNEL POLICIES & PRACTICES

EMPLOYEE HANDBOOK

RELEASE DATE: OCTOBER 2024

STONE
CREEK
COFFEE

LET'S BREW THIS

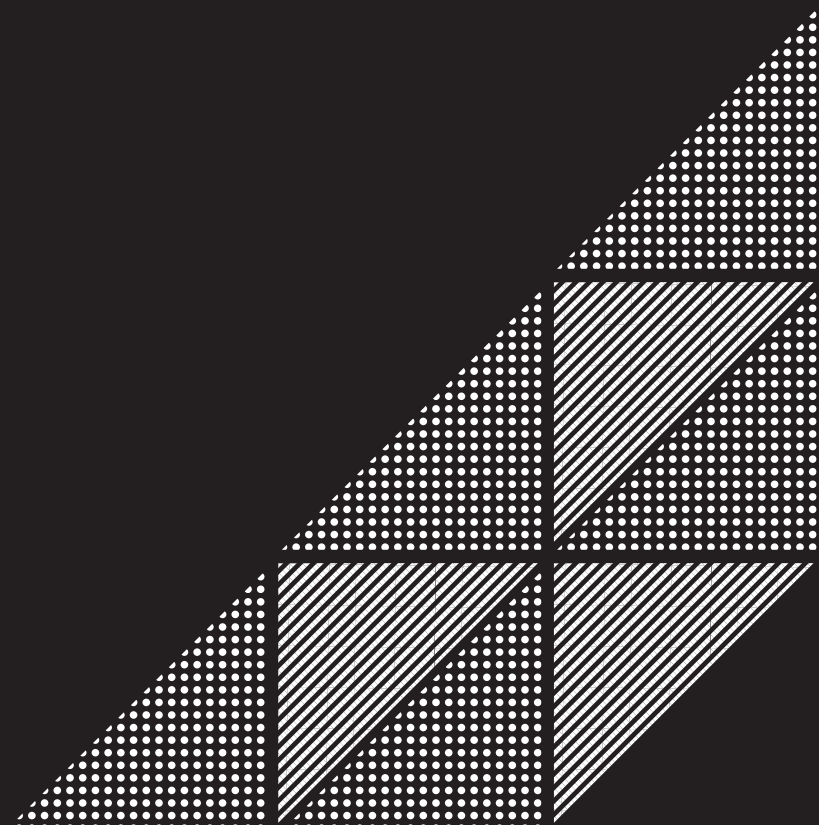


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STONE CREEK COFFEE

1. OUR COMPANY

INTRO & HISTORY

Stone Creek Coffee is a specialty coffee roaster founded in 1993 in Milwaukee, Wisconsin that employs a large group of Coffee Geeks. We know the best coffees are cultivated and developed through direct relationships with farmers at origin. We are committed to building lasting relationships with our producer-partners around the world. We summarize this ambition with our shorthand: "**Farm to Cup.**"

Our corporate and founding name is GIRI Corporation. The word "GIRI" comes from the samurai code of honor, Bushido. The word "GIRI" means social obligation, or to live with a sense of those around you. We have built our company around this simple, yet powerful idea. In 2021 we completed our certification as a B Corp. Certified B Corporations™ (B Corps™) are for-profit companies that use the power of business to build a more inclusive and sustainable economy. They meet the highest verified standards of social and environmental performance, transparency, and accountability. Certified B Corporations amend their governance so that, by law, they make decisions and implement practices that consider not just shareholder value, but the impact on all stakeholders — employees, customers, society, and the environment.

In addition to the uniqueness of our founding name and our status as a B Corp, Stone Creek Coffee has built its company culture around thirteen Core Commitments. These commitments govern the behavior of all the teams and team members at Stone Creek Coffee. Some of the Core Commitments include: Create Remarkable Care, Think Hard, Prepare for Your Work, Speak Up, Be a Hero, Find a Hero, and Never Stop Learning. Our Core Commitments are built upon our history and will carry us into the future.

Stone Creek Coffee operates 9 retail cafes in the greater Milwaukee area, serving a mix of coffee beverages, bagged coffee, house-made bakery items, coffee geek merch, and brewing equipment in all of our cafes. We opened our Downer Cafe & Kitchen in 2018 with our first-ever hot breakfast menu and launched our Whitefish Bay Cafe & Kitchen in 2023 with the same breakfast menu along with an all-new PM menu. Our Downer and Whitefish Bay Kitchen menus exemplify SCC's Project EAT: Elegant, Accessible, and Transparent.

In addition to our cafes, Stone Creek Coffee also operates a wholesale business that sells coffee to restaurants, other cafes, universities, and hospital systems in the greater Milwaukee and Madison areas.

Stone Creek Coffee operates several digital media properties including our e-commerce web business and multiple social media platforms.

When a person walks into Stone Creek Coffee, it is not just about a cup of coffee. Our hope is their visit is about experiencing the passion and craft behind each cup. We endeavor to create an environment of accessibility and teaching regardless of their prior coffee education.

We summarize our company's purpose with the following statement: **We are Coffee Geeks who Never Stop Learning and who provide Remarkable Care to our customers and to each other.**

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The journey continues.

COMMITMENT TO SERVING OUR LOCAL COMMUNITY

As a mission-driven company, we at Stone Creek Coffee believe in serving and enhancing the local communities in which we live and work.

We believe that the socially responsible practices we apply daily in our internal operations can proliferate with the involvement of our stakeholders, customers, and our communities. In each community where our employees work and live, we — as Stone Creek Coffee and individual members of the community — actively create opportunities to play a positive role through various initiatives. This includes the support of important charitable organizations through monetary and/or material donations, promoting volunteerism, and more. The name that we've given this initiative is Brewing Change. Brewing Change is managed 100% by Stone Creek Coffee employees and provides a platform for our team members to fulfill their social, environmental, and cultural change initiatives. Stone Creek Coffee supports each project by providing a project coach along with company resources such as matching funds, free use of company spaces, and marketing support. If you are interested in learning more about our Brewing Change initiative or have an idea for your own project, head on over to stonecreekcoffee.com/brewing-change or reach out to Teams & People: teams@stonecreekcoffee.com.

In line with our mission to be socially responsible, we also commit to the following:

SERVING LOCAL CUSTOMERS

We commit to serving at least 75% of local and independent clients or customers.

LOCAL HIRING

As a company that is committed to its local community, at Stone Creek Coffee we are also committed to local hiring for over 90% of our staff.

LOCAL SUPPLIERS

We are committed to using local suppliers for 80% of non-coffee purchases.

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STONE CREEK COFFEE CORE COMMITMENTS

The Stone Creek Coffee Core Commitments are a shared set of values that we use to guide our actions at Stone Creek Coffee. We believe in these values and expect everyone who works here to adhere to them.

1. **KEEP YOUR COMMITMENTS:** Every good commitment has a due date, a clearly defined deliverable, and one person responsible. A good commitment maker will not over-commit and will deliver as committed or will notify their team well in advance if unable to do so.
2. **THINK HARD:** We must be people who do the thinking necessary to improve our work and our environment. “Better” doesn’t come by doing more of the same things. “Better” comes through the invention of new concepts based on wise interpretation of facts. The pursuit of “remarkable” requires us to think, and to think hard. Lastly, our thinking is always better when we do it with smart, capable peers who we trust and who can bring their unique thinking to the table. Our thinking is better when we do it together.
3. **CLEAN THE CORNERS:** Literally, we clean the corners. Details matter. The same attention to detail and care we bring to our coffee is reflected in all of our work. When we are great at the details, the big picture will be something extraordinary.
4. **CREATE REMARKABLE CARE:** The final cup we serve to the customer is our proxy for the entire customer experience we want to provide. As we endeavor to provide the absolute best tasting and looking beverages available, we also strive to provide the best interactions (through conversation, name use, commitment, smiles, and urgency), the cleanest cafes, the best bean offerings, etc. We will work to continue building “Remarkable Care” into something greater and more unique.
5. **TAKE CARE OF YOUR COWORKERS:** All of us need help at times. Our company will be best when we go out of our way to take care of each other and ensure a productive, safe, and healthy work environment.
6. **BE HERE, PHYSICALLY AND MENTALLY:** Customers, fellow employees, and the company at large rely on each individual who works here to come to work on time and be prepared mentally and physically to execute. When you’re on, you’re all in. If we fail here, our team will be soft and incapable of accomplishing its goals.
7. **PREPARE FOR YOUR WORK:** We work with care and thoughtfulness to put ourselves in the best situation to bring success. As much as possible we anticipate barriers to success and work to tear them down.
8. **SPEAK UP:** Every individual brings a unique perspective to the table. We rely on those perspectives to keep our company as sharp as it needs to be. If employees are unwilling to speak up about problems they see in a constructive manner or be bold about ideas they have, then we will be unable to get better and grow.
9. **SPEAK TO THE FUTURE, NOT TO THE PAST:** We drop the ball on occasion. Everyone messes up. Everyone fails. The important thing in these situations is the response. When we fail, we will speak to what will be done differently in the future. We will not merely recap and make excuses for what happened. We will not make a mistake twice.

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10. **BE A HERO, FIND A HERO:** We don't want to be merely "ok" or "better than the next company." We want to be extraordinary, and we want to celebrate people doing extraordinary things. We go the extra mile, and we take time to recognize when we see a hero in others.
11. **TAKE RISKS:** Nothing truly amazing has ever been done without some degree of risk. With risk-taking comes learning. We will constantly try new things in an effort to get better. If those things don't work, then we'll try something else.
12. **BE URGENT TO THE CUSTOMER:** Without the customer, there is no company, no coffee, and no jobs. Therefore, we will drop whatever we are doing to ensure the customer experiences true quality and comes back tomorrow.
13. **NEVER STOP LEARNING:** If you're not growing, then you're dying. If we stop learning, then we will stagnate while the rest of the coffee world passes us by. Learning is very important for the development of each person in our company, and collective learning is what will bring great value and the development of "Remarkable Care."

COMMITMENT CULTURE

All employees of Stone Creek Coffee are expected to work within the context of the commitment culture we have built at our company. This culture forms the backbone of how we work together at Stone Creek Coffee.

A commitment is anything a Stone Creek Coffee employee agrees to do as part of their job. There are two distinct types of commitments at Stone Creek Coffee: Standing and Specific.

Standing Commitments

A Standing Commitment is something that is part of your role. It is typically something that recurs on a regular schedule. A few examples of this type of commitment include completing a checklist, emailing a weekly report, cleaning work areas daily, completing payroll bi-weekly, filing taxes monthly, or emailing a customer within 3 hours.

Specific Commitments

A Specific Commitment is something that a Stone Creek Coffee employee agrees to do as a one-time task. A good commitment will have the following three characteristics:

1. Date – when will the commitment be completed?
2. Deliverable – what will be completed or delivered at the agreed-upon time?
3. Responsible Person – a single person will be accountable for the commitment.

Here are a few rules that will facilitate the successful creation and completion of Specific Commitments.

Rule 1: Specific Commitments should be written down. If a verbal commitment is made, one of the two parties should agree to write it down at the earliest possible moment.

Rule 2: Words like "I will make a commitment..." or "Can you please make a commitment about..." should be used in our work together.

Rule 3: Do not over-commit. If you commit you must believe with 90% assurance you will be able to get it done.

Rule 4: At times your Team Leader will ask you to make a commitment on a topic. If you cannot accept the commitment you must explain what other commitments are a higher priority for you. Your Team Leader will then have the opportunity to re-set the priorities when needed.

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How do I know all the Specific Commitments I have as an employee?

You will always agree to all Specific Commitments so you should know when you make those agreements. It is advisable to write down your own commitments using your organizational tools. Specific Commitments made in a meeting of three or more people must always be tracked via Asana.

Additionally, all one-on-one meetings should have written commitments via Asana, or that meeting's chosen method of tracking commitments, that are shared and agreed upon at the meeting.

What do I do if my Standing or Specific Commitment is in jeopardy of not being completed on time?

Recognizing that things can change from the date you make a Specific Commitment to the date it is due; we realize we must also have a process for "in jeopardy" commitments. If you have a commitment that is in jeopardy of not being completed, you must notify your Team Leader of the causes of the possible missed commitment and your recommendation for completing the commitment in light of the changes. A recommendation from you will allow your Team Leader to work with you to get the commitment back on track or to adjust priorities for the future.

If you have made a commitment in a meeting of three or more people, you must work with your Team Leader to keep on track. You must also notify the leader of the team to whom you made the commitment if the commitment is likely to not be done as originally committed.

The key to making, keeping, and completing our commitments is open communication and a spirit of cooperation to complete them. It is expected that you will approach your Standing and Specific Commitments with a positive attitude and give your best effort to complete them on time.

It is never acceptable to miss a commitment and not inform your Team Leader and/or the person to whom you made the commitment. In the event you expect to miss a commitment, please provide a recommendation for how you plan to accomplish the commitment in the future.

We believe that a strong commitment culture is a prerequisite to working together and building a vibrant, successful company.

INDUSTRY VISION

Stone Creek Coffee has gained a reputation as a company that delivers Remarkable Care. We have customers who drive past other coffee companies to come to our cafes. They do this not only to get our wonderful coffee but more importantly because they enjoy interacting with our staff and the remarkable service we provide.

Success in your role and as a Stone Creek Coffee Geek can be measured using the Core Commitments as a guide. Frequent, even daily, evaluation of your performance against the Core Commitments is valuable and reflects a willingness to #NeverStopLearning.

The effort you put forth to execute the Core Commitments in your role will be evaluated by your peers and Team Leader formally, during formal performance reviews, and daily as you work together.

The coffee professionals at Stone Creek Coffee are working to create a coffee world where all coffee

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farmers receive a fair price, where all coffee professionals are continually growing, and where our customers love to sip specialty coffee.

OUR BUSINESSES

Retail

To date, our cafes have formed the backbone of our company. We plan to work hard to grow and nourish our existing cafes while developing new products and concepts by which we advance “Remarkable Care.”

Wholesale

In 2005, we started our wholesale business. If you see Stone Creek Coffee being served anywhere outside of one of our 9 retail locations, that location purchased beans through our wholesale business.

E-Commerce // www.stonecreekcoffee.com

At the start of the COVID-19 pandemic, and throughout the years that followed, we worked hard to build up our web-based business as a way of supplementing the sales we lost in our Retail and Wholesale groups. Through this process, we identified the ECOM platform as a crucial area of focus for our business to be successful in the long term. Moving forward, our ECOM business will remain a key strategic focus. We will also continue to build our website into a profitable, direct-order business for customers near and far. Check it out at www.stonecreekcoffee.com, where we offer free carbon-neutral shipping on all orders via UPS Ground.

Stone Creek Coffee Factory

We moved to the Factory in the summer of 1999. In 2001, we opened the Stone Creek Coffee Training Center more commonly known as the Learning Lab. We use the Learning Lab to teach employee & public classes and to host latte art throwdowns. In 2012, we opened our retail cafe on the first floor of the Factory. The Factory also serves as a home base for many of the teams at Stone Creek Coffee.

Stone Creek Coffee Bakery

In 2012, we started our own bakery. We wanted to be able to create our own food and do so in a way that is congruent with the hard work and care we put into each one of our coffees. The Stone Creek Coffee Bakery supplies all of our retail cafes as well as some of our wholesale partners.

Stone Creek Coffee Kitchen

In 2018, we opened our first cafe with a hot kitchen at our Downer location. And in 2023, we opened a second cafe and hot kitchen that is located in Whitefish Bay. As we continue to build our “Farm to Cup” coffee program that welcomes every kind of #CoffeeGeek, we want our food program to mirror that spirit. Our Project EAT menu will always strive to include coffee-centric comfort food that is Elegant, Accessible, and Transparent: EAT.

LEGAL STUFF

This guide is designed to acquaint you with Stone Creek Coffee and provide you with information about the company’s working conditions, benefits, and policies affecting your employment.

You should read, understand, and comply with all provisions of this guide. It describes many of your responsibilities as an employee and outlines the programs developed by Stone Creek Coffee to benefit

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employees.

No employee guide can anticipate every circumstance or question about the policy, and therefore the policies are set forth only as a guideline. Over time, a need may arise to change the policies described in this guide. Stone Creek Coffee, therefore, reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, at its sole and absolute discretion. An attempt will be made to notify employees of such changes.

Policies outlined in this guide are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Stone Creek Coffee and any of its employees. The provisions of the guide have been developed at the discretion of management and may be amended or canceled at any time at Stone Creek Coffee's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of Stone Creek Coffee management.

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2. COMMUNICATIONS

OUR GOAL

We believe that clear communication is essential to the successful operation of our business. We are committed to keeping you informed on matters that concern you and your employment at Stone Creek Coffee.

We ask that you keep us informed of your expectations of us, any problems you may be having, and your ideas on improving our overall operation.

OPEN DOOR POLICY

Communication is a joint responsibility shared by every member of the Stone Creek Coffee team. Your opinions, suggestions, and questions are important to us! Feel free to talk to your coworkers, Team Leader or any member of the Teams & People Team about any issues that concern you. Any time a team member reaches out to a Team or Company leader with a question or concern, you can expect timely, caring and clear responses with the most accurate information available.

Generally, if you have a problem with an individual, we encourage you to approach that person and attempt to resolve the conflict. If that approach is unsuccessful, please connect with your Team Leader for additional support addressing and resolving the problem.

If a situation arises that would require additional support from someone outside your department, you may reach out to the Team Leader in that area or request support from the Teams & People Team via email: teams@stonecreekcoffee.com. Please include a brief description of the scenario and several suggested times you would be available to meet.

Additionally, any team member may request to review the company financials or charitable contributions at any time. All requests to do so should be submitted to the Accounting Team via email: accounting@stonecreekcoffee.com.

At Stone Creek Coffee, all team members are encouraged to Speak Up with ideas, questions, feedback and concerns to each other as well as team and company leaders. We recognize that sometimes speaking up can feel challenging, so in addition to encouraging team members to interact with and speak up directly to each other, we've created more channels which include but are not limited to:

- Triannual NSL Workshops, when we gather with coworkers to discuss what's "Hot" and what's "Not Hot" about our work experiences
- Periodic company surveys throughout the year inviting feedback on various topics,
- [Anonymous Speak Up Link \(QR found in workspaces, the Employee Newsletter and our Employee Blog\)](#)
- Voicing concerns to your Team Leader,
- Sharing with any member of the Teams & People Team, or emailing teams@stonecreekcoffee.com, and
- Reaching out directly to the owners:

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- Drew Pond at (940) 733-1414/dpond@stonecreekcoffee.com or
- Eric Resch at (414) 550-5096/eresch@stonecreekcoffee.com.

We're excited to learn and grow together. Your feedback makes our company better!

YOUR TEAM LEADER

Each of us are invited to discuss any questions you may have regarding your work or company policies with our Team Leader(s). At SCC, Team Leaders are responsible for efficiently carrying out the functions of the department and are interested in our ideas, suggestions, and constructive criticism. If you have an idea for a better, safer, or more productive way to approach your work, please let your Team Leader know about it! In the event you aren't getting the support you need from your Team Leader, particularly related to a concern or idea you've shared with them, please don't hesitate to reach out to any member of the Teams & People Team to enlist additional support for you and your team leader.

HERO CARDS

Hero cards are completed when any Stone Creek Coffee employee sees any other Stone Creek Coffee employee doing something heroic. During training, you'll be shown where Hero Cards are in your work area. They are available to complete electronically via Paycor for Team Leaders. Otherwise, they are available as hard copies in your location if you would like to fill one out for any other team member. Make sure to tell your "Hero" that you have completed a Hero Card for them and why! If you receive a Hero Card from a co-worker, take a moment to pat yourself on the back for a job well done and return the card to your Team Leader. Team Leaders will upload your Hero Card to be attached to your online HR Profile. Hero Cards, whether virtually or physically received, will be inserted into your online personnel file. When your Team Leader completes your performance reviews, these will also be taken into consideration.

KEEPING UP TO DATE

There are several different ways Stone Creek Coffee will communicate with you to keep you up to date. You will get acquainted with all of these avenues during training at your location, but some methods are universal across all teams.

Paycor

The Stone Creek Coffee Employee Database Management System is found in Paycor. You can directly access this database to manage your personal information and view available jobs. In Paycor, you will also be able to review your training classes, performance management documents, and compensation information online and from an app on your phone.

Upon employment offer acceptance, Stone Creek Coffee employees receive an email with their Paycor login information. Employees are responsible for completing their onboarding documents and keeping their personal information up to date in Paycor.

Employees are responsible for ensuring they are familiar with and appropriately tracking their performance goals and objectives.

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Employees also have access to their Documents folder, where they can find their signed documents and performance documents such as Hero Cards, Late/Attendance Cards, and other performance management documents.

The Employee Blog

Regular company updates, the Employee Newsletter, New to Brew Update, Coffee and Bakery Notification sheets, Employee Handbook, Weekly Ops Recap, and Barista Training Manual are posted on our employee blog. This is the place to go to get all of the latest information about what's happening at Stone Creek Coffee. This is where we celebrate company wins, post hiring needs, new products, and promotions, as well as a list of upcoming education classes and events.

<https://www.stonecreekcoffee.com/category/employee-blog-2023/employee-blog/>

Paycor Scheduling

On or before your first day, your Team Leader will set you up in our scheduling system where they will enter your availability, preferred days and times, etc. This is where you will request days off, pick up open shifts at other cafes, or swap shifts.

Weekly Operational Recap

This is a weekly document that is added to the Employee Blog and emailed every Thursday. This document exists primarily for Team Leaders and Cafe Coaches, but each employee is welcome to review it. Cafes also will receive a printed copy.

Stone Creek Coffee Website - www.stonecreekcoffee.com

This is a resource for product offerings, product descriptions, cafe locations and hours, current job postings, teams, and all things Coffee Geek.

Instagram - @stonecreekcoffee

Twitter - @StoneCreekCoffe

Facebook - Stone Creek Coffee

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3. YOU AND YOUR ROLE

WHAT YOU CAN EXPECT FROM SCC

Policies at Stone Creek Coffee are based on the belief that the success of our company depends upon the success of our employees. Therefore, we want you to be successful and satisfied with your position. We believe that work can be a source of joy and a place of community. It is our sincere hope that we might cultivate a work environment where we can each be our authentic selves, gather around coffee, and celebrate our differences together.

Stone Creek Coffee is committed to learning, collaborating, and iterating to build a team with diverse backgrounds and perspectives. We believe that sharing unique and diverse perspectives makes us both better and stronger. We advocate for an inclusive environment that welcomes, respects, and celebrates differences while serving the unique needs of each employee.

Therefore, you can expect Stone Creek Coffee to:

- Recognize you as an integral part of our team
- Periodically review your performance and give you feedback
- Provide a safe, efficient, and remarkable workplace
- Encourage you to Never Stop Learning
- Encourage high-quality, remarkable customer service

WHAT SCC EXPECTS FROM YOU

To be successful, Stone Creek Coffee expects you to:

- Be available for work and report to work as scheduled
- Perform your duties and responsibilities in accordance with Stone Creek Coffee Core Commitments
- Comply with the policies and procedures of Stone Creek Coffee
- Work safely
- Cooperate with and respect co-workers and customers
- Treat company property with proper care and respect
- Use good judgment
- Endeavor to provide Remarkable Care to co-workers and customers

NON COMPETE

Upon hire and throughout their time with Stone Creek Coffee, it is expected that no employee works for another coffee company. This policy includes any coffee-related company that produces coffee beverages or coffee beverage training. Prior to being hired by Stone Creek Coffee any employment by a company of this nature will have to end if the employee wishes to begin work at Stone Creek Coffee. If a team member is found to be working for another coffee company while working for Stone Creek Coffee, they may be subject to performance documentation up to and including termination.

Furthermore, any employee of Stone Creek Coffee who is working for another coffee company must disclose this information immediately to the Teams & People Team.

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When an employee leaves Stone Creek Coffee they are free to work wherever they choose.

ROLE DESCRIPTIONS

In any job, people are paid to perform a certain task. Unfortunately, from time to time an employee experiences a lack of total clarity around the roles and expectations. An individual might go home and wonder whether or not they are successful in their role. We want to avoid this at Stone Creek and bring total clarity to our employees.

To accomplish this, every role at Stone Creek Coffee will have role descriptions that include their **metric of focus**. Every person has one metric for which they are responsible. It's the metric always on their mind at work. For instance, if you're a barista, your primary focus is "Fans Won." Your #1 goal is to deliver such a high-quality customer experience that people can't wait to come back to Stone Creek Coffee again. We measure the amount of "fans won" by looking at each cafe's transaction count compared to the year prior determining whether we gained or lost fans.

In addition to the metric of focus, each role will be articulated by the role aspects that summarize what is expected of the individual occupying a role. The role aspects are meant to summarize (not exhaustively) the activities that will positively impact the metric of focus. To be clear, if you crush your role aspects, you should be having a positive impact on your metric.

Stone Creek Coffee Coaching Philosophy

In service to #NeverStopLearning and #SpeakUp, Stone Creek Coffee encourages in-the-moment coaching and formal performance review meetings between Team Leaders and team members.

In performance review meetings, the two will discuss the team member's metric and role aspects. This provides a framework to identify areas of improvement, create actionable steps for development, and remove ambiguity around an employee's engagement, satisfaction, and performance.

The following are Stone Creek Coffee One-on-One Conversation Guidelines

One-on-one conversations should be private:

- Performance discussions should be held in the open. That is to say, performance discussions should be private but within the eyesight of other team members.
- If you or your Team Leader have a conversation that requires more privacy, please use one of the conference rooms at the Factory or arrange to meet virtually if necessary.
- If you or your Team Leader need to have a conversation that requires more support, use the Teams & People Team as a resource.

One-on-one conversations have 3 purposes:

- Relationship building
- Offering support
- Goal realignment

Keep these purposes in mind when preparing for your one-on-one conversations with your Team Leader.

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One-on-one conversation agendas will include a combination of the following themes that encourage engagement and productivity:

- Work habits
- Individual and team performance
- Short-term/long-term goal check-in
- Personal development plan
- Ways the team or Team Leader can improve
- Compensation concerns or requests

NOTE: One-on-ones need to be collaborative sessions with bi-directional input and outcomes.

Commitments made from one-on-one meetings need to be recorded in Asana or recapped in an email. All commitments need to be kept. In the event a commitment is not kept, please escalate the issue.

TEAM LEADERS & GUIDES

At Stone Creek Coffee, we utilize two roles to clarify who owns the direction of our teams and our company.

Briefly, you can sum up the essence of the roles as follows:

1. Team Leaders: Support the team members and ensure the teams execute.
2. Guides: Guide the strategic development of the teams.

Team Leaders

The role of the Team Leader is to lead and coach team members through their journey at Stone Creek Coffee through performance coaching, role aspect equipping, and skill development.

Team Leaders empower team members to fulfill their roles at the highest levels of accuracy and efficiency. They also direct team members to other resources for support in their skill development and path advancement as needed. Leaders are ultimately responsible for the success of their teams. They facilitate and follow up to ensure strategic and operational projects are executed within budgeted parameters. It is their responsibility to ensure everyone on the team is fulfilling their commitments.

A high-performing Team Leader:

1. Must be able to help work through problems and difficulties by:
 - a. Challenging norms
 - b. Offering viable counsel
2. Should know where to direct you to get the support you need.
3. Should work closely enough with you to have up-to-date knowledge of your well-being.
4. Is responsible for the team's products.
5. Should be able to identify team gaps and be able to guide the filling of those gaps and the restoration of team efficiency.
6. Should be able to coach the team to achieve their goals within budgeted parameters.
7. Will work with the Teams & People Team to address significant performance & personnel issues.

STONE CREEK COFFEE

Guides

Guides are Direction Team members who are assigned to a particular team within Stone Creek Coffee as they build out and execute their strategic projects.

A helpful Guide will:

1. Help channel team efforts to accomplish the company's strategic priorities.
2. Help teams articulate their priorities, as derived from those of the company.
3. Challenge the team to be forward-looking for the support of infrastructure, the expansion of capacity, and the growth of value.
4. Clarify expectations of the Direction Team as regards financial performance, operational capacity, and communication level.

PERFORMANCE COACHING & DOCUMENTATION

Performance coaching and documentation should not be delayed until the next performance review meeting. Feedback should be given regularly and be as closely tied to the notable performance event as possible.

Corrective Coaching due to missed performance expectations and gaps will follow the outline below unless there is an exceptional event that causes Stone Creek Coffee to move to immediate termination or skip steps in the progressive corrective coaching process.

Some examples of qualifying performance events that may warrant immediate termination include: no-call-no-show to shift, harassment, discrimination, defiance of a Team Leader, intoxication in the workplace, destruction of company property, theft, etc.

All supporting documentation must be dated (month/day/year) and uploaded to the employee's profile in Paycor after completing, reviewing, and signing with the staff member.

Team Leaders and team members can request that a member of the Teams & People Team be present for corrective coaching discussions.

1. **In-the-Moment Coaching Communication:**
This step represents a conversation between the Team Leader and team member regarding performance and expectations. This conversation will typically occur "on the floor" during shifts, and will include the identification of a performance gap, corrective coaching, and the commitments to ensure the gap does not persist.
2. **Coaching Conversation:**
If performance gaps continue following the In-the-Moment Coaching, the Team Leader will reach out to schedule a time to sit down together, likely in a private but not enclosed area within their shared workspace. During their scheduled meeting time, the team member and Team Leader will complete a Coaching Conversation guide, wherein a team member and their Team Leader will outline gaps in expectations and supportive commitments with the goal of the team member's success. Please follow the process as outlined in the Performance Coaching document, which is

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available for all leaders in Google Drive and can be found within their Leadership Toolkit under their team's Performance Coaching Folder.

As a part of the Coaching Conversation with the employee, the Team Leader and team member should be discussing any additional support or resources required to perform per expectations. They should work together to then outline steps to help the team member progress. In this conversation, they need to document:

- a. The time/date and details of incidents that occurred.
- b. Articulate the expectations that were missed or performance gaps.
- c. Make sure to refer to any significant document or resource where the performance/behavioral expectations are explained/outlined, such as Manuals, Handbooks, Employee Acknowledgements, etc.
- d. The reason (root cause) for the performance gap.
- e. The plan to fix the gap.
- f. Next date for follow-up.
- g. What to expect if the gap isn't fixed by the next check-in.
- h. Additional Team Leader/member comments.

3. Performance Plan: The final corrective step.

If a Coaching Conversation and next steps do not result in a change in behavior and/or performance improvement, the Team Leader will schedule a time to sit down together with their team member, likely to occur at the Factory Office, to review gaps in performance to expectations and collaborate to build a Performance Plan including clear commitments and outcomes.

The Team Leader should begin drafting the Performance Plan, which can be found in Google Drive within their Leadership Folder and found in their team's Performance Coaching Folder, with initial performance details and observations. Failure to execute the plan will likely result in the termination of the team member's employment relationship with Stone Creek Coffee, or a role adjustment. Solid execution of the plan will result in employment retention, contingent upon sustained performance improvement. The following should be addressed and clearly outlined in the Performance Plan:

- a. List the time/date and details of incidents that occurred, calling out those that occurred after the Coaching Conversation.
- b. Name the expectations that were missed or performance gaps.
- c. Make sure to refer to any significant document where the performance/behavioral expectations are explained/outlined, such as Manuals, Handbooks, Employee Acknowledgements, etc.
- d. The reason for or root cause of the performance gap.
- e. The plan to fix the gap.
- f. What will happen if the gap isn't fixed or if it's repeated.
- g. Next date for follow-up.
- h. Additional Team Leader/member comments.

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ATTENDANCE

Stone Creek Coffee's successful operation depends on the regular attendance of each employee. Each employee has an important job and is expected to be reliable and punctual in reporting for scheduled work. Unscheduled absenteeism and tardiness, whatever the cause, are disruptive and place a burden on leaders, fellow employees, and customers.

Since satisfied customers provide Stone Creek Coffee with profits and jobs, regular attendance and being ready to work at scheduled starting times are simple ways to help maintain Stone Creek Coffee's commitment to #RemarkableCare and service.

Failure to notify your Team Leader and/or team of any instance of an unexpected absence or tardiness may lead to performance management up to and including termination. Any instance of tardiness or unplanned absence will be documented via an Attendance Card or Performance Documentation (see the Corrective Coaching & Documentation section above).

UNFORESEEN ABSENCES

Most roles within the company require highly dependable attendance for the health of the team and to maintain a high level of urgency to the customer. Such roles include any role for which clocking-in is necessary for timeliness tracking e.g. Baker, Bakery Steward, Line Cook, Coach/Manager Trainees, Barista, Service Tech, Delivery Driver, and Fulfillment Specialist.

In such roles, four or more unexcused unforeseen absences, or 10 total absences, in six months or six unexcused unforeseen absences a year will result in the termination of the employment relationship. An unexcused unforeseen absence is any time a team member is unable to present to a shift on time, so long as the shift was scheduled within their availability. The only exception would be if a team member was able to provide ample notice for medical reasons, in which case the absence would be considered excused. A doctor's note is required to excuse absences beyond two consecutive days and may be requested otherwise at the discretion of the team member's team leader and/or Teams & People.

Absences that occur on consecutive days for the same reason will be counted as only one instance of unforeseen absence, whether excused or unexcused.

For Cafe team members & PM Drivers, ample notice is defined as at least six hours of notice before an absence occurs. For Bakery, Kitchen, and Production team members, ample notice is defined as notifying one's team leader by 5:00 PM the day before an absence occurs. When ample notice is given, the team member's absence will not be counted as an unforeseen absence and therefore will not count against their attendance record. A medical excuse may be requested in the event of a team member's absence.

Any clock-in that is later than 15 minutes after a scheduled clock-in time would be considered an unforeseen absence and will be counted against their attendance record. In the same way, if a team member needs to leave early from their shift, without arranging coverage or being excused by their Team Leader, their absence will also qualify as an unforeseen absence.

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If a team member is subject to a disability that may bring about frequent call-ins to work, for example, migraine headaches, anxiety, vertigo, or chronic pain, Stone Creek Coffee will work with them to provide reasonable accommodations related to their role, with guidance from the team member's healthcare provider as necessary. See more details in the Accommodation Policy listed on the next page.

Team Leaders will track any absence using an Attendance Card. These cards can be found in Paycor or in paper form and will be used to monitor your attendance.

All hourly employees are subject to the SCC Call Out Process and all salaried team members must notify their Team Leader of any unforeseen absence and find coverage for their commitments. For more information about these processes, please refer to the Sick Time Section of the Employee Handbook.

NO-CALL - NO-SHOW

No Call, No Show refers to any situation, except for documented emergencies, where an employee does not present to work or does not notify of their intended absence for a published scheduled shift before the shift in question as per the process laid out below.

One or more instances of "No Call, No Show" is considered grounds for performance management up to and including termination. In the event an employee no-call-no-show to their scheduled shift and their Team Leader and/or a representative of the Teams & People Team is unable to reach them for at least 24 hours, the employee's emergency contact(s) may be called to ensure the safety of the employee.

In instances of three No Call, No Shows to published/scheduled shifts, the employee will be considered to have voluntarily terminated their employment with Stone Creek Coffee effective immediately. All future shifts will be removed from their schedule, and employee offboarding will begin. All future communication between Stone Creek Coffee and the employee will be handled via the Stone Creek Coffee Teams & People Team.

Time off requests (paid or unpaid) need to be submitted and approved with 21 days advance notice and as per the team-specific process. See our Sick Time Policy for call-out procedures related to illness.

ACCOMMODATION POLICY

At Stone Creek Coffee, we celebrate diversity and are committed to creating an inclusive environment for all employees. It is Stone Creek Coffee's policy to comply with all federal and state laws concerning the employment of persons with disabilities and to act per regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, Stone Creek Coffee will not discriminate against qualified individuals with disabilities or due to pregnancy regarding application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

Stone Creek Coffee will also review requests for and provide reasonable accommodations regarding pregnancy, childbirth, or related medical conditions in compliance with the Pregnant Workers Fairness Act (PWFA) enacted on June 27, 2023.

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On receipt of an accommodation request, the Teams & People Team will promptly arrange a time to speak with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that Stone Creek Coffee might make to help overcome those limitations.

Stone Creek Coffee will determine the feasibility of any requested accommodation(s) considering various factors, including, but not limited to the nature and cost of the accommodation, Stone Creek Coffee's overall financial resources and organization, and the accommodation's impact on the operation of Stone Creek Coffee, including its impact on the ability of other employees to perform their duties and on the company's ability to conduct business.

The Americans with Disabilities Act (ADA) does not require Stone Creek Coffee to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs, etc.). Please reach out to the Teams & People Team if you have any questions related to this policy.

DRUG AND ALCOHOL POLICY

It is the policy of Stone Creek Coffee that all employees are prohibited from using and possessing illegal substances on or off Stone Creek Coffee's property. If warranted, we reserve the right to implement drug testing among our employees. Drug testing may occur if an employee is suspected of being under the influence of drugs while on Stone Creek Coffee premises or is involved in a work-related accident. Team Leaders are required to report breaches of this policy to the Teams & People Team. Employees found in possession of illegal substances while on Stone Creek Coffee property risk immediate termination. Employees under the influence of drugs or alcohol while on the clock, serving customers, or while behind the counter will be subject to performance management up to and including termination.

In addition, employees under the influence of excessive alcohol in attendance at any company event will be subject to performance management up to and including termination of employment. Underage drinking at company events is not allowed and may lead to immediate termination of employment.

SEARCH POLICY

To ensure the safety of our customers and coworkers, Stone Creek Coffee reserves the right, both upon reasonable cause and when deemed necessary for the safety & health of our teams, to search any employee's workspace, desk, locker, storage area, or any other common area or location on company premises. In any case, reasonable cause will be verified by at least two members of the Teams & People Team. In the event the concern does not involve the safety and security of customers, coworkers, or property, the reasonable cause will be verified by an additional employee (three parties total). Employees will generally have a reasonable expectation of privacy in the workplace, provided there is no cause for concern as it relates to the safety & health of our shared spaces and teams. Reasonable cause may include suspicion of safety issues (eg. possession of a weapon, etc.) or information leading to a reasonable belief that a search would result in discovering evidence of the violation of one or more of Stone Creek Coffee's policies and/or workplace misconduct. Stone Creek Coffee does not take the need to search lightly and is committed to only doing so on the hopefully rare occasion that it is deemed necessary. In this case, employees are expected to cooperate fully if asked to participate. A witness will always be present if a search is conducted and the employee will be notified of findings as soon as

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possible following the conclusion of the search.

SOFTWARE CODE OF ETHICS

Unauthorized duplication of copyrighted computer software violates the law and is contrary to our organization's standards of conduct. We disapprove of such copying and recognize the following principles as a basis for preventing its occurrences:

1. We will neither engage in nor tolerate the making or using of unauthorized software copies under any circumstances.
2. We will provide legally acquired software to meet legitimate software needs in a timely fashion and in sufficient quantities for all our computers.
3. We will comply with all license or purchase terms regulating the use of any software we acquire or use.
4. We will enforce strong internal controls to prevent the making or using of unauthorized software copies, including effective measures to verify compliance with these standards and appropriate disciplinary measures for violation of these standards.

Failure to adhere to Stone Creek Coffee's Software of Code Ethics will result in performance management up to and including immediate termination.

EMPLOYEE CLASSIFICATION

Employees will be offered employment as Salaried, Full-Time Hourly, or Part-Time Hourly. Designation details are as follows:

Salaried

This classification refers to Stone Creek Coffee employees who receive a fixed compensation amount and are exempt; not eligible for overtime pay for working more than 40 hours, with expected per week hours to be between 40-45. Salaried employees are exempt, not eligible for overtime pay for hours worked over 40, unless otherwise noted as non-exempt, eligible to receive overtime for hours worked over 40.

Salaried employees are eligible for Stone Creek Coffee's benefits package subject to the terms, conditions, and limitations of each benefit program.

Full-Time Hourly

This classification refers to Stone Creek Coffee employees consistently scheduled to work at any Stone Creek Coffee location at least 35 hours per week, with a weekly hour range of 35-40 hours.

Full-time hourly employees are non-exempt and eligible to receive overtime pay for hours worked over 40 in a week unless otherwise communicated as exempt.

Full-time hourly employees are eligible for Stone Creek Coffee's benefits package, subject to the terms, conditions, and limitations of each benefit program.

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Part-Time Hourly

This classification refers to Stone Creek Coffee employees who consistently work an average of fewer than 35 hours a week. Part-time hourly employees must be on a standing schedule and work a minimum of 12 hours weekly. The highest hourly range available for a part-time employee is 26-34 hours weekly.

Part-time hourly employees are non-exempt and eligible to receive overtime pay for hours worked over 40 in a week unless otherwise communicated as exempt.

Part-time hourly employees averaging 30 hours per week, for 2 consecutive months, are eligible for the company health insurance plan. The Employee Care Team will communicate with eligible employees. To maintain health insurance eligibility, employees must maintain an average of 30 hours worked per week. If a part-time hourly employee enrolled in Health Insurance Benefits falls below 30 hours per week average, they will be contacted by the Employee Care Team and are responsible to discuss scheduling the next steps with their Team Leader.

Changing Employment Status

Part-time hourly employees averaging more than 35 hours per week for three months, who are in good standing (not on a performance improvement plan), and who are willing to commit to working 35 hours consistently are eligible to be converted to full-time hourly status and corresponding benefits.

Employees who believe they are eligible should contact their Team Leader to discuss this option as it would require a commitment from both the employee and the business to consistently schedule the employee for more than 35 hours.

If after speaking with your Team Leader you have questions regarding employment status or how to obtain the necessary hours to become eligible for full-time hourly status, please contact teams@stonecreekcoffee.com, and a member of the Teams & People Team will reach out to schedule a discussion.

Seasonal

This classification refers to those employees hired for a predetermined and specified “season” with an agreed-upon end date. The end date will be discussed at hiring and specified in the offer letter.

NOTE: If a seasonal employee converts to a full-time or part-time position, benefits accrue from the date of the position change.

EMPLOYEE RECORDS

We rely on the information in Paycor to ensure the accuracy of things such as your paycheck, beneficiaries, medical insurance coverage, direct deposit, etc. Be sure to keep your information current in Paycor. If you need assistance in updating your information, please inform your Team Leader promptly.

If you need to update any of the following information, please contact the Teams & People Team for assistance:

- Number of “allowances” you wish to claim for income tax withholding

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- Payroll deductions
- Direct Deposit information

YOUR PRIVACY

Employees have the right to discuss their gender identity or expression openly or keep that information private. The employee gets to decide when, with whom, and how much to share their private information. The Teams & People Team does not disclose information that may reveal sensitive topics to others. That kind of personal information may only be shared with the employee's consent and potentially the employee's Team Leader if the Team Leader truly needs to know to do their work.

An employee has the right to be addressed by the name and pronoun that corresponds to the employee's gender identity. The intentional or persistent refusal to respect an employee's gender identity can constitute harassment and would be a violation of our workplace harassment policy. If you are unsure what pronoun a transitioning coworker may use, politely ask your co-worker how they would like to be addressed.

Stone Creek Coffee will change an employee's official record to reflect a change in name or gender upon request from the employee with supporting legal documentation. This matter is also applicable to those who go through marriage or divorce.

Legal name changes will need to be completed through the Teams & People Team. If you do go through a legal name change during your time at Stone Creek Coffee, please email teams@stonecreekcoffee.com.

FAMILY MEDICAL LEAVE

An employee is eligible by law for up to 12 weeks of unpaid leave during a rolling 12-month period under this policy if the employee has been employed for the last 12 months and has worked at least 1,250 hours during the previous 12-month period.

Leave may be requested for any of the following reasons:

- The birth of a child and to care for that child.
- The placement of a child for adoption or foster care and to care for the newly placed child.
- To care for a spouse, child, or parent (covered family member) with a serious health condition.
- Because of your own serious health condition.

Employees requesting leave because of the birth or adoption of a child are eligible to receive the "Welcome Home" benefit offered by Stone Creek Coffee, allowing 8 weeks (up to 320 hours) of paid leave at their average weekly hours under the employee's regular wage. If you are eligible for this benefit, please reach out to the Teams & People Team at teams@stonecreekcoffee.com as soon as possible to learn more. All other employees requesting FMLA leave may use any accrued vacation leave and/or sick leave.

Notice of Leave

Employees are expected to provide the Teams & People Team and their Team Leader a written or verbal

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notice in advance of taking leave as soon as practical to ensure operations will not be unduly disrupted by the employee's absence. If the employee's absence is foreseeable, the employee must give the Teams & People Team and their Team Leader at least 30 days' written notice. If the employee's absence is not foreseeable, the employee is expected to notify the Teams & People Team and their Team Leader as soon as practical, within one to two days of learning their need for leave. Employees should provide sufficient information for the Teams & People Team to reasonably determine whether FMLA may apply.

When receiving the need for leave, the employee and healthcare provider must complete a medical certification requested by the Teams & People Team. The medical certification must be given within 15 days after it is requested, or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification promptly may result in denial of leave until it is provided.

Benefits

Stone Creek Coffee will maintain the employee's health benefits the same as if the individual was working. When paid leave is substituted for unpaid FMLA leave, Stone Creek Coffee will deduct the employee portion of the health plan premium as a regular payroll deduction. When the leave is unpaid, the Teams & People Team will make arrangements with the employee to pay their portion of the monthly premium.

Under certain circumstances, employees may be eligible for intermittent leave or to reschedule their scheduled leave. For more information regarding your rights under FMLA, please reach out to the Teams & People Team at teams@stonecreekcoffee.com

Pregnant Workers Fairness Act (PWFA) Rights

Under the Pregnant Workers Fairness Act (PWFA), passed in June of 2023, an employee may request an accommodation due to pregnancy, childbirth, or a related medical condition by submitting the request in writing to Teams & People at teams@stonecreekcoffee.com.

The accommodation request should include an explanation of the pregnancy-related limitations, the accommodation requested, and any alternative accommodation(s) that might be reasonable in place of the initial request. Depending on the nature of the accommodation, the individual may be requested to submit a statement from a healthcare provider substantiating the need for the accommodation.

Upon receipt of an accommodation request, the Teams & People Team will contact the employee to discuss the request and determine if an accommodation is reasonable and can be provided without undue hardship to the Company.

While the reasonableness of each accommodation request will be individually assessed, possible accommodations include allowing the individual to:

- Sit while working.
- Have flexible hours.
- Receive appropriately sized uniforms and safety apparel.
- Receive additional break time to use the bathroom, eat, and rest.
- Be excused from strenuous activities and/or activities that involve exposure to compounds deemed unsafe during pregnancy.

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An employee may request paid or unpaid leave as a reasonable accommodation under this policy; however, Stone Creek Coffee will not require an employee to take time off if another reasonable accommodation can be provided that will allow the employee to continue to work.

Stone Creek Coffee has a No-Tolerance Policy for harassment and prohibits any retaliation, harassment, or adverse action due to an individual's request for accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS



Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within 1 year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may 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.

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

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.

For additional information or to file a complaint:



1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627



WWW.WAGEHOUR.DOL.GOV

U.S. Department of Labor | Wage and Hour Division

WH1400a (REV. 04/18)

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BEREAVEMENT LEAVE

When a death occurs in an employee's immediate family, Stone Creek Coffee will give regular full-time employees 3 days of paid time off. This may only be taken to grieve the loss of a close family member, prepare for and attend a funeral, and/or attend to any other immediate post-death matters.

The employee should contact their Team Leader and the Teams & People Team with information about the days that they will need to be off of work. Granted paid time off will expire 30 days after an employee's verbal or written awareness to the employer. Stone Creek Coffee reserves the right to request documentation, such as an obituary or funeral program, as proof of death. The company intends to support employees during their times of grief and bereavement.

Immediate Family Defined for Bereavement Leave

Immediate family members are defined as an employee's spouse, parents, stepparents, sisters, brothers, children, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

If additional time off is required for the employee to address matters such as grief counseling or health-related issues following the death of an immediate family member, the employee may be eligible to apply for leave under the Family and Medical Leave Act (FMLA). In this case, the FMLA guidelines apply and the employee may take up to 12 weeks of unpaid, job-protected leave. The company is obligated to maintain the employee's group health coverage benefits during approved FMLA leave.

LEAVE OF ABSENCE

Hourly employees who need to be absent from their work schedule for 10+ days due to seasonal breaks from their schooling or otherwise must submit a request for leave, including their anticipated dates of absence, in writing to the Teams & People Team (teams@stonecreekcoffee.com) and their Team Leader a minimum of 8 weeks in advance. Teams & People and the employee's team leader will review the request to assess feasibility as it relates to schedule and operational health.

Leave of absences that exceed 21 days in duration may result in employee offboarding beginning the first day of the employee's planned leave. The employee is invited to reach out to the Teams & People Team (teams@stonecreekcoffee.com) with their interest in returning, including their available start date, availability, and desired hour range at which time the Teams & People Team will review the request and details therein to determine associated next steps. Employees are not guaranteed placement at the time of their return request.

JURY DUTY

Employees who are summoned for jury duty are expected to immediately notify their Team Leader and submit a copy of the summons, or other documentation indicating the date(s) and time of service, to teams@stonecreekcoffee.com. If a trial prevents a team member from presenting to a scheduled shift, to fulfill the obligation, Stone Creek Coffee will grant Paid Time Off for hours of work that are missed provided the proper documentation is submitted. If jury duty does not require the entire day, employees are required to work any remaining hours of their normal shift when applicable.

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Employees are encouraged to stop by their cafe or the Factory on their way to Jury Duty to have a free pastry and coffee beverage to take with them.

MILITARY SERVICE

Non-seasonal employees who are members of the Reserves, including FEMA, or National Guard, and are ordered to initial active training or inactive training (such as weekend drills and summer encampments) will be granted leave without pay. Following inactive training, employees must report to their supervisor. Stone Creek Coffee complies with the Veterans' Reemployment Rights Act, the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), and applicable Wisconsin laws regarding this issue.

SICK TIME

Accrual & Renewal

Although Wisconsin Labor Laws do not require Wisconsin employers to provide team members with paid sick time, Stone Creek Coffee does provide all team members 64 hours of paid sick time, and 16 hours of paid mental-health leave annually. The first paid sick time and paid mental-health leave time accrual will be deposited upon hire and will renew annually on the employee's anniversary of hire.

If a team member is required to miss work due to COVID-19, their sick pay will come from their bank of Sick Time (not Mental Health Time). Furthermore, unless a team member is asked to quarantine for a COVID-19-related purpose, or if a team member must use more than two consecutive days of sick pay, a doctor's note will be required to be submitted to the Teams & People Team or emailed to teams@stonecreekcoffee.com.

Paid sick time benefits do not roll over and are not paid out upon termination.

PTO balances, including sick time, can be viewed on your Homepage in Paycor. Available sick time should be requested for any scheduled work hours that will be missed due to illness, not to exceed total scheduled work hours for the week. If no paid sick time is available for use and an employee is sick and wishes to be compensated for their sick time, then vacation PTO hours can be used, provided those hours are available (see Section 5).

Call Out Process

Hourly Employees

If an employee is sick and has paid sick time available to cover their published scheduled shift, they will need to text and/or call their Team Leader at the number they provided during onboarding to inform them that they are sick and will be using paid sick time to cover their scheduled shift. If no one answers when calling, leave a voicemail and make sure to leave the following information: your name, date, and time of your published/scheduled missed shift, and follow up via text. Stone Creek Coffee requests that team members provide a minimum of 6 hours' notice before the scheduled shift start time so that teams can prepare to have someone fill in. The call must be placed before your shift start time, otherwise, it will be considered a missed shift, subject to performance management. The same process applies to the use of paid mental health leave.

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If an employee does not have sick time available but is sick or has an emergency come up, they should attempt to cover their published scheduled shift and text and/or call their Team Leader, at the number provided during onboarding. If no one answers when you call, leave a voicemail and the following information: your name, date, and time of your published/scheduled shift, and who will be covering your shift. If you did not find coverage for your shift, make sure to include that information as well. If you cannot reach your team leader by phone, follow up by text. In general, Stone Creek Coffee requests that team members provide a minimum of 6 hours notice before the scheduled shift start time so that the team can prepare to have someone fill in. For Bakery, Kitchen, and Production team members, ample notice is defined as notifying one's team leader by 5:00 PM the day before an absence occurs. The call must be placed before your shift start time, otherwise it will be considered a missed shift and subject to performance management.

The call-out process laid out above also applies to the usage of Mental Health time.

Salaried Employees

If a salaried Stone Creek Coffee employee is sick and will miss their scheduled shift, commitment, or meetings, they must notify their Team Leader of their absence and find coverage for their commitments. If a salaried employee misses work, they may use paid sick time to cover their time off. If all sick days have been previously used, PTO hours must be used (see Section 5).

EXPENSE REPORTS & REIMBURSEMENTS

Reimbursements

Reimbursements will be provided quarterly unless other arrangements are made and approved by your Team Leader and the Director of Finance. Reimbursements should be submitted to your Team Leader at quarter-end. Your Team Leader will approve and submit to the Director of Finance to pay.

Reimbursements must be submitted on the below schedule to be paid on time:

Expense Overview

<u>Quarter 2024</u>	<u>Submit to Accounting By</u>	<u>Check Cut</u>
1st: January - March	March 31	April 12
2nd: April - June	June 30	July 12
3rd: July - September	September 29	October 11
4th: Oct - December	December 29	January 10

This money will not be added to your bi-weekly paycheck. This money is not considered salary or pay for work therefore you do not have to report this money on your income taxes.

Mileage Reimbursement

Any employee who uses their personal vehicle for company purposes will be paid for the miles they have driven if approved by their Team Leader. The current rate for reimbursement for mileage accrued in 2024 is \$0.67/mile. This number is set by the federal government each year. Stone Creek Coffee will make mid-year adjustments if the IRS makes any special adjustments before the end of the calendar year.

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You must track your mileage in the Reimbursement Tracker provided by the Accounting Team. If you are in need of this document, please reach out to accounting@stonecreekcoffee.com.

Miles will not be paid unless you submit your breakdown for that quarter.

Miles will not be paid unless you have your Team Leader's approval.

Miles submitted past the due date may not be paid for 3 weeks.

Mileage Reimbursement Protocol

Mileage reimbursement for use of an employee's personal vehicle to perform tasks for Stone Creek Coffee applies to the following roles and situations:

Cafe Technicians

- Mileage will be reimbursed for use of personal vehicles to respond to maintenance requests, equipment installs, and emergency on-call requests from both Stone Creek Coffee cafes and Wholesale accounts. Mileage starts from the point of departure for said work.
 - Example: If a Tech is on call and receives a request from the Glendale cafe and the Tech needs to come to the Factory first to retrieve parts/tools needed, mileage for the personal vehicle does not start until the employee leaves the Factory to drive to the Glendale cafe. The trip would be mileage logged from the Factory to Glendale and back to the Factory.
- If performing maintenance for Stone Creek Coffee that requires a Tech to start their trip from the Factory, the Tech must use a company-owned vehicle if available.
- If your workday ends after a maintenance call, meaning you are done for the day after this call and you are heading home, the mileage after that call to home (or whatever your destination is), only the miles above the normal daily commute can be claimed as an expense.

Account Managers

- Mileage will be reimbursed for the round-trip distance between the employee's home cafe and the location of the business function being attended. Mileage will also be reimbursed for the distance of travel from one account directly to another when conducting multiple site visits in the same workday. If employees depart from or return to their home instead of their work site, only the miles above the normal daily commute can be claimed as an expense.

Director of Retail

- Mileage will be reimbursed for travel to and from meetings with Cafe Coaches or to conduct cafe assessments. If your workday ends after a meeting with an employee, mileage after that meeting is not reimbursable.

Employee Care Team

- Mileage will be reimbursed for travel to cafes for check-ins and/or meetings with Cafe Coaches and/or team members. If your workday ends after a cafe visit or meeting with a Cafe Coach and/or team member it is not reimbursable. Travel to the Factory for regularly scheduled work time and meetings are not reimbursable.

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Cafe Coach and Cafe Coach Trainees

- Mileage or travel expenses will be reimbursed for travel to the monthly Cafe Coach meeting at the Factory. If your workday ends after that meeting, mileage after that meeting is not reimbursable. Traveling to the Factory or another cafe to source a product due to misordering is not reimbursable. Master Cafe Coaches, who as a function of their certification level must necessarily travel to other cafes, are eligible for mileage reimbursement for travel to provide coach/team support in the cafes they are responsible for supporting.

Educators and Traveling Heroes

- Mileage will be reimbursed for travel to and from one class/cafe shift to another. If your workday ends after that shift, mileage after that shift is not reimbursable. Traveling Heroes will be reimbursed for travel between their home and destination cafe when covering a Hero Shift before being present for an assigned Cover Shift.

Limiting Corporate Travel

To reduce the environmental footprint caused by corporate travel, all unnecessary travel on Stone Creek Coffee Company time is prohibited. Unnecessary travel includes but is not limited to making unnecessary stops, not taking the fastest route to your destination, and traveling for unsanctioned or unnecessary reasons. If you must travel to multiple cafes in one day, pick the shortest route. If a stop can wait until the next time you go, don't make an extra trip. When possible, lower footprint options are preferred. Lower footprint options include, but are not limited to carpooling and biking. All travel must be approved by your Team Leader.

Transportation Reimbursement Grant

In striving to be equitable and inclusive, Stone Creek Coffee offers 10 Transportation Reimbursement Grants that are available to team members to apply for on a quarterly basis. The goal of this opportunity is to increase access to employment opportunities at Stone Creek Coffee, while also promoting environmentally conscious transportation methods. The application window is open during the first week of each quarter. Please see the schedule below.

Q1: Tuesday, January 2 - Tuesday, January 9, 2024

Q2: Monday, April 1 - Monday, April 8, 2024

Q3: Monday, July 1 - Monday, July 8, 2024

Q4: Monday, October 1 - Monday, October 8, 2024

Following the application window, the Teams & People Team will review all submissions and award grants based on need. All candidates will receive a follow-up within one week of the application window closure.

Teams will determine need based upon the following criteria:

- Applicant lives 3+ miles from their primary work location
- Employed at SCC for at least 3 months
- Minimum weekly range of 12-20 hours

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- Primary method of transportation is environmentally conscious, eg. public transportation, walking, or biking.

In the event a grant is awarded, the team member will receive the following monthly reimbursements, based on committed hour ranges, on their paychecks for the duration of a quarter, as will be noted in the approved application.

- 30+ hours weekly - \$72 per month
- <30 hours weekly - \$40 per month

In the event a team member is selected and leaves SCC before their final reimbursement date, all reimbursements will cease upon termination of employment.

All team members are eligible to reapply each quarter, regardless of whether or not they were selected the previous quarter.

Device Reimbursement

Any Team Leader or administrative role reviewed and approved by the Teams & People Team who is expected to use their personal device (this applies to only one device) for Stone Creek Coffee business operations will be paid for part of the device upkeep. Stone Creek Coffee will currently reimburse:

- \$25/Month - Device reimbursement for all employees who are not supplied a Stone Creek Coffee Device per the guidelines above and need to use a personal device for their work.

Cafe Coaches, Design Director, Director of Finance, and Accounting Assistant will be supplied with a computer to perform their work and are not eligible for device reimbursement. (Please see the device distribution policy for more information).

Employees who use non-company-issued devices are responsible for the upkeep and any repairs needing to be made on that device.

There will only be reimbursement for one device per employee.

How to submit your device reimbursements for payment?

Submit your monthly device reimbursements following the same protocol for other reimbursements (see the beginning of this Section).

- Q1 (January, February, and March) should be submitted by March 31
- Q2 (April, May, and June) should be submitted by June 30
- Q3 (July, August, and September) should be submitted by September 29
- Q4 (October, November, and December) should be submitted by December 29

Device reimbursements will not be paid unless they are requested through your Team Leader.

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SCC Device Distribution Policy

Roles listed below will be eligible for a Stone Creek Coffee-issued device. These may be refurbished or new depending on your role and the inventory available.

- Cafe Coach
- Director of Roasting
- Production General Manager (Desktop Computer)
- Bakery Coach (Desktop Computer)
- Design Director
- Director of Finance
- Accounting Assistant
- Inventory Manager

Devices provided to each employee are owned by Stone Creek Coffee and are the responsibility of the employee who receives them. If another staff member uses the computer for ordering or other Stone Creek Coffee-related business, it is expected that the employee who originally received the device assumes responsibility if the device gets damaged. Devices are only to be used for Stone Creek Coffee work and are not for personal use. Programs necessary for SCC work will be provided on each device upon delivery from the Stone Creek Coffee Tech Services Department. Downloading of any additional programs is prohibited unless approved by the Teams & People Team. Devices will be equipped with an administrator password for these purposes. If laptops are carried outside of the work environment, it is expected that the employee uses care in transporting the equipment, including providing their own laptop carrying bag. If the employee takes the laptop outside of the work environment, said employee assumes financial responsibility if damaged or stolen. Failure to abide by this policy will result in a written Plan of Action. If you have any questions about this policy, please contact the Teams & People Team at teams@stonecreekcoffee.com.

Meal Reimbursement

Stone Creek Coffee will reimburse the cost of meals for employees required to travel out of town (a distance of 40 miles or greater from the Factory Cafe) for work. The maximum reimbursement per meal is \$15.00 and all meal receipts must be submitted to the Director of Finance within 30 days of accruing cost. Receipts are required to fulfill reimbursement requests.

NOTE: Meal reimbursements require Team Leader pre-approval.

CELL PHONE USE WHILE DRIVING

Stone Creek Coffee is aware that employees currently use their cell phones for business and personal purposes while driving in their personal vehicles and/or company vehicles. Due to research that indicates that cell phone use while driving is dangerous, Stone Creek Coffee prohibits employee use of hands-on personal cellular phone use for business or personal purposes while driving for Stone Creek Coffee or while working.

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This prohibition of a cell phone or similar device use while driving includes receiving or placing hands-on calls, text messaging, surfing the internet, receiving or responding to email, or checking for phone messages.

Stone Creek Coffee recognizes that other distractions occur during driving. However, curbing the use of cell phones while driving is one way to minimize the risk for our employees. Therefore, you are required to stop your vehicle in a safe location so that you can safely use your cell phone or similar device.

Employees who violate this policy will be subject to performance management, up to and including employment termination.

SAFE TRAVEL

Your job with Stone Creek Coffee may require travel using your own mode of transportation or a company-owned vehicle. Should you need to use a motor vehicle as part of your job duties, a seat belt must be worn at all times. While on official Stone Creek Coffee property, employees are required to wear a helmet if riding a bicycle, moped, or motorcycle.

SERVSAFE MANAGER CERTIFICATION

All those who hold a management position such as Cafe Coach or Cafe Coach Trainee at our retail cafes must obtain a ServSafe Manager Certification.

Cafe Coaches, Kitchen Managers, Cafe Coach Trainees, and Kitchen Manager Trainees will be expected to take the ServSafe Manager Course provided by Stone Creek Coffee, which includes two classes and a final test in the second class. Cafe Coaches and Cafe Coach Trainees will be paid for their time in class and for taking the test, however, they will not be paid study time outside of the Stone Creek Coffee courses and test. If a Cafe Coach or Cafe Coach Trainee does not pass their first test, they will be charged \$38 per each test taken until they pass. ServSafe Manager Certification training is also available to Line Cooks pursuing Master-level certification pending the recommendation of the Directors of Kitchen and Retail.

If you have already fulfilled your ServSafe Manager Certification, you do not need to complete the courses and test through Stone Creek Coffee and will instead need to upload proof of completion via our online HR database. The ServSafe Manager Certification must have been completed within the last 5 years/must not have expired.

BARTENDER LICENSE POLICY

All those who hold Barista or Team Leadership roles at Whitefish Bay Cafe & Kitchen are required to obtain a bartender's license through the Village of Whitefish Bay. Licenses must be obtained within 60 days of hire. All documents must be emailed to teams@stonecreekcoffee.com within 60 days of hire for submission to the Village of Whitefish Bay.

Stone Creek Coffee will reimburse team members for the entire course and licensing fee. A receipt and a copy of the course and license must be submitted to Employee Care in order to be reimbursed for the

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fee: teams@stonecreekcoffee.com. Once license applications are approved, they will be uploaded to the employee's file in Paycor.

All WFB Cafe Team Members must be at least 21 years of age, in accordance with Village of Whitefish Bay bartender licensing requirements. Each employee must:

- Complete a State of WI-approved online responsible beverage server training course (LiquorExam.com). Receipts and certificates of completion must be emailed to teams@stonecreekcoffee.com
- Complete the Village of Whitefish Bay [Operator's License Application](#).
- Submit a copy of your driver's license or ID (if not already in Paycor) to teams@stonecreekcoffee.com
- Follow the step-by-step instructions included in onboarding and found in the employee's documents section in Paycor to complete these requirements

ATTIRE

Mask Requirements

Until further notice, all Stone Creek Coffee Employees, while working in an SCC building, may choose to optionally wear a well-fitting, properly worn face mask. Should an employee choose to wear a mask it can be any color or pattern, and any graphics or text contained on masks should communicate care and respect for others. If the mask you've chosen to wear to work is not caring and/or respectful, Stone Creek Coffee reserves the right to ask you to wear a different mask.

Retail Dress Code

Our Retail Dress Code intends to allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional in all aspects of our company.

Those members of the Stone Creek Coffee Team who daily serve customers face to face should strive to present themselves in such a way as to positively represent themselves and the entire company. Baristas are expected to be intentional with their dress and self-preparation before coming to work.

Please operate creatively within the guidelines stated below, always seeking to provide the best possible customer experience and exemplify what it means to be a coffee professional. Baristas showing a flippant attitude toward personal appearance and wearing items outside of the Stone Creek Coffee dress code may be asked to change at the discretion of their Cafe Coach or any member of the Factory Team.

Acceptable Apparel (SCC Apparel is highly encouraged)

1. Tops

- Absolutely no graphics or text (brand names, graphic or screen printed tees) except well-fitting SCC tops.
- Only well-fitting SCC t-shirts or plain, unfaded, nice-fitting solid-colored t-shirts (white undershirts are not permitted).

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- Collared shirts are encouraged (any solid color or pattern).
- Button-ups are encouraged (must be at least partially buttoned (any solid color or pattern)).
- Henleys (any solid color or pattern).
- Well-fitting collarless tops or blouses (any solid color or pattern).
- Well-fitting sweaters (any solid color or pattern). Sweaters with excessively long or baggy arms pose safety risks and are not permitted.
- Well-fitting solid color zip-up cardigans and jackets (blazers, track-style jackets, etc.) are permitted (No hoods. Must be at least partially zipped, absolutely no graphics, text, or branding unless SCC).
- No hoodies (except zipped-up SCC hoodies, any color, hoods may not be worn up).
- Tops must have sleeves covering underarms and must adequately cover cleavage and midriff.
- Dresses (any solid color or pattern, must reach 3" above the top of the knee).
- All tops should befit a Coffee Professional, be well-fitting, and contain no graphics, rips, holes, or tears.

2. Bottoms

- Well-fitting jeans (any color, no rips, holes, or tears).
- Well-fitting pants (any color, no rips, holes, or tears).
- Well-fitting overalls. (any color, no rips, holes, or tears. Overall shorts or "shorteralls" must reach no more than 5" above the top of the knee).
- Rompers or jumpsuits (any color, no rips, holes, or tears. Rompers must reach no more than 5" above the top of the knee).
- Skirts (any color, the length must reach 3" above the top of the knee).
- Solid color shorts (no rips, holes, or tears, the length must reach no more than 5" above the top of the knee).
 - i. Encouraged (denim, chino, linen, and canvas shorts with finished edges).
 - ii. No cargo shorts, cut-offs, or gym shorts (sweats, yoga, bicycle, etc).
- No sweat pants, yoga pants, or cargo pants (this includes SCC branded sweats and joggers).
- No leggings unless worn in tandem with pants, shorts, skirts, or dresses.
- All bottoms must be well-fitting and contain no graphics, rips, holes, or tears.
- Baristas should take care to wear clothing ensuring no socially unacceptable exposure, including such exposures as are commonly attributed to members of the plumbing occupation.

3. Accessories

- Ties (encouraged).
- Vests (any solid color or pattern).
- Jewelry.
- Hats (SCC hats encouraged) must be a solid color (stocking and baseball-style hats are acceptable).
- No graphics, text, or branding (unless SCC); no rips, holes, or tears.
- Hair should be handled intentionally, please avoid coming to work with "bed-head."
- Hair long enough to be tied back must be tied back.

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- Visible tattoos are permissible as long as they do not portray potentially offensive material.
- Piercings are permissible.
- Footwear must be closed-toed and socks must be worn at all times.
- Securely fastened Stone Creek-branded buttons or pins are welcome. Buttons or pins that express personal identity are welcome. Pins that advocate a political or religious issue, and/or communicate superiority or inferiority of any group or individual, are not permitted.
- Any type of fake nails or fake nail tips are not permitted, as these could fall off and into drinks, beans, or food. This is a requirement of the WI Department of Health Code Section 2-302.11. If a team member arrives to work with fake nails, they must wear intact gloves in good repair while they are working.
- Nail polish is permitted; however polished nails must be neat and well-maintained (no chips).
- Please refrain from wearing scented hand lotions and strong perfumes/colognes. Adding scents beyond the natural aromas of coffee will take away the coffee experience we want to provide to our customers.

Stone Creek Coffee branded aprons must be worn around the neck at all times when working behind the counter. Aprons must be kept clean and wrinkle-free.

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Example of “Acceptable” Apron Wear:



Example of “Not Acceptable” Tops:



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Example of “Acceptable” Tops:



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Office Team Dress Code

The Office Team should allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional including the following:

Stone Creek Coffee brand wear is encouraged. Any color clothing and accessories are fine although they should not have significant writing, images, or advertising. Small brand names are acceptable.

Tops: All tops need to be well-fitting, have sleeves, and cover underarms, cleavage, and midriff. Tops should not have rips/holes or tears. Tops may include a blouse, t-shirt, button-up shirt, sweater, or sweatshirt. Hats and scarves can be worn. If around production equipment, scarves need to be removed for safety.

Skirts: Any color may be worn. If shorter than 3” above the knee, tights or leggings must be worn underneath.

Pants: Jeans (any color), khaki (tan or green), or dress pants of any color.

Shorts: Solid color, any color. If the shorts are shorter than 3” above the knee, tights or leggings must be worn underneath.

Shoes: Any type of shoe may be worn, however, around cafe operation areas including the Learning Lab and around production equipment closed-toe shoes and socks must be worn.

Production Team Dress Code

The Stone Creek Coffee Production Team should follow all of the Basic Guidelines in the first section of “Attire” including the following:

Tops: Four Stone Creek Coffee shirts will be provided for each Fulfillment Specialist and Delivery Driver when hired. Delivery Drivers will also be provided a jacket and gloves. Production Team employees may also choose to purchase a Stone Creek Coffee branded sweatshirt. While working, Production Team members must wear the shirt, jacket, and/or sweatshirt that is provided. No other shirt, sweatshirt, or jacket is permitted. Production Team Members may choose to wear other gloves.

Bottoms: Must be well-fitting and cover all undergarments. Bottoms can be any color but may not have rips, holes, tears, or graphics. Shoes can be any color but must be closed-toe. Comfortable shoes are suggested.

Hair: When working in the production area, hair that can be tied back must be pulled back and secured by wearing a hat, bandana, or hairnet. A Stone Creek Coffee hat will be provided for Production Team employees when hired. Every hat after that is to be purchased by the employee. If an employee has long facial hair, they must also wear a beard net. These will be provided upon request.

Drivers should adhere to the Production Services code for pants, shorts, shoes, and hats.

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In addition, on days when Production Team members are delivering to wholesale customers, Delivery Drivers should look professional.

We understand that it may not be possible to stay completely stain-free while working and handling coffee; however, the expectation is that Drivers will stay as clean as they can while on the clock, and refrain from wearing stained or 'dirty' clothing.

Tech Team Dress Code

Coffee Techs are expected to wear work boots and look professional at all times.

Tops: During the first month of hire on the Cafe Tech Team, employees will be provided with (3) short-sleeve, (1) long-sleeve Stone Creek Coffee Tech shirts, (1) jackets, and gloves.

Bottoms: Must be well-fitting and cover all undergarments. Bottoms can be any color but may not have rips, holes, tears, or graphics.

Shoes: Work boots are required. Stone Creek Coffee does provide a prorated reimbursement of up to \$75 every 2 years at the end of Quarter 2 for steel-toed work boots. Reimbursement requests should be submitted with Coffee Tech's Quarter 2 reimbursement request and are subject to manager approval. Reimbursements will not be granted without a copy of the original receipt used to purchase the work boots.

Additional uniform items can be requested as needed during consecutive years of employment.

Kitchen & Bakery Dress Code

Kitchen & Bakery Staff should allow for the expression of personal stylistic preferences while providing boundaries of exemplifying a coffee professional including the following:

Top: Well-fitting, solid black or gray, long-sleeved or short-sleeved Stone Creek Coffee Kitchen and Bakery issued shirt (no sleeveless or loose sleeves). Stone Creek Coffee shirts are permissible, in any color. No buttons, sequins, text, graphics, holes, rips, or stains on apparel.

Bottom: Solid black pants. No shorts. No buttons, sequins, text or graphics, holes or rips.

Shoes: Non-slip, closed-toe, cook shoes, or clogs. Socks required.

Apron: A Stone Creek Coffee-issued apron or plain black apron, which must be kept clean.

Hair: Must be pulled back and fully covered with a clean and tightly wrapped bandana, scarf, or hat. Hats must be unbranded or a Stone Creek Coffee branded hat. Scarves and hats must be simple, with no dangles, sequins, or buttons that could fall into food. Facial hair must be tightly trimmed to the face or a beard net must be worn.

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Examples of appropriate hair covering	Examples of inappropriate hair covering
  	   

All Staff Exceptions

The above dress guidelines are for everyone at Stone Creek Coffee. The exceptions to this code include:

- Stone Creek Coffee employees who do not work at the Factory and stop in to do work or an errand should adhere to their own staff guidelines for dress.
- On days that require one to do a messy job, please wear darker clothing to help mask being dirty.

Stone Creek Coffee Issued Apparel

If you are issued Stone Creek Coffee apparel, you will be asked to return any lightly worn tops to your team leader when you leave Stone Creek Coffee.

Items that are a part of your uniform, which you are asked to pay for such as barista aprons and Production Team sweatshirts are yours to keep. A certain amount will be deducted from your first few paychecks to cover the cost of the item. The cost of these items will be addressed in a form during your onboarding process. If you lose any of these items, you will need to purchase a replacement.

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Casual Fridays

On Fridays, our Retail, Kitchen, Bakery, and Production Team members are encouraged to celebrate their unique personal styles. The goal is to provide some flexibility and FUN for our team members during work hours, by relaxing dress code requirements for one day per week. Team members who work on Fridays can wear whatever they like, so long as their dress choices are within the following guidelines that must observe health code guidelines.

This includes:

- Aprons are still a required part of the everyday dress code (Retail and Bakery).
- Only closed-toed shoes.
- Socks must be worn at all times.
- Hair long enough to be tied back must be tied back.
- No exposed cleavage or low v-necks, exposed underarms, or midriff.
- No skirts or dresses (Food/Production Teams).
- No shorts (Food/Production Teams).
- Hats required (Food/Production Teams).
- No strings/sequins/anything that could get in food (Food/Production Teams).
- No leggings or yoga pants.
 - Retail Teams may wear leggings or yoga pants only if worn under shorts, skirts, or dresses.
- No rips, holes, or tears in clothing.
- Shorts, skirts, and dresses are still required to be a work-appropriate length (about the height of a 12oz cup above the knee) (Retail).

Additional considerations:

- We are professional Coffee Geeks.
- Self-expression & cause-related attire is encouraged.
- Please do not wear garments with offensive words or imagery including:
 - Curse words, sexual or sexist innuendo, racist or discriminatory slurs, symbols, or imagery.
- Please keep the Core Commitments of “Be Urgent to the Customer,” “Take Care of Your Coworkers,” and “Create Remarkable Care” in mind.

HOUSEKEEPING

Everyone is expected to maintain an organized and orderly work area. An organized and clean work area enhances efficiency and creates a good impression for customers and visitors.

At the Factory, employees are responsible for cleaning their own dishes. Dishes should be cleaned daily and never left in the sink for cleaning at a later time. If using drinkware or plates from the Factory cafe, please return them to the cafe immediately after you finish. When using the Learning Lab at the Factory, you must clean up after yourself. This includes the bar, brewers, dishware, grinders, taking out the trash, and cleaning any other equipment that gets used.

Each team is responsible for completing a Quarterly Deep Cleaning. See your Team Leader for details.

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LOST KEY

Stone Creek Coffee is committed to creating a work environment built on trust and responsibility. Should you be entrusted with a key to your cafe and/or the Factory location, you will be expected to not duplicate or transfer that key to anyone.

All keys are expected to be returned immediately upon termination of your employment. Should a Retail key be lost, your Team Leader must be notified immediately and a \$25 key replacement fee will be assessed. Likewise, if an employee does not turn in keys upon termination, a \$25 key replacement fee will be assessed.

ETIQUETTE

Social Media Accountability

When posting on behalf of Stone Creek Coffee, please be reflective of Stone Creek Coffee's Core Commitments. Be aware that if your personal social media account is public, Stone Creek Coffee and customers can see your posts. Stone Creek Coffee reserves the right to ask you to remove any posts, comments, etc. that inappropriately reflect Stone Creek Coffee's Core Commitments or brand. If using "Stone Creek Coffee" or "SCC" in your username or handle, upon termination from Stone Creek Coffee, you must cancel or remove any reference to Stone Creek Coffee from your username or handle.

Phone

The phone should be answered as follows, "Stone Creek Coffee (insert location), this is (name)." Be certain to include the word "coffee."

Email

Should you have your own unique email address assigned to you during your tenure at Stone Creek Coffee (i.e. have an @stonecreekcoffee.com email) it is expected that written correspondence communicates with both clarity and care. We understand that communication styles vary and maintaining clear and caring communication is a delicate balance. As such, please ensure all email correspondence begins and ends with a warm salutation, clearly and thoroughly articulates/responds to the intended message, and includes follow-up questions for clarity as needed. Punctuation should match the tone of the intended message. Remember that the use of names and expressions of gratitude by saying "thank you" goes a long way in creating remarkable care for our coworkers in both verbal and written communication. All team members with a unique Stone Creek Coffee email address are expected to adhere to these communication guidelines for internal and external communication.

Further, be sure to respond to all emails with "got it" or "ok" within 24 hours, or one business day, of receiving the email. If you are asked to complete a task, set a date when you will be able to have the task completed. If you are unsure of the priority, ask when it is needed by. These simple guidelines will help with open communication and keep the workflow moving.

STONE CREEK COFFEE

SCC Signature Template:

Name

Title

Phone Number, if applicable



stonecreekcoffee.com | [@stonecreekcoffee](https://www.instagram.com/stonecreekcoffee)

Check out our [wholesale catalog!](#)

If you would like, you may also choose to include your pronouns.

SCC Signature Template with Pronouns:

Name

Title

Phone Number, if applicable

Pronouns



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Check out our [wholesale catalog!](#)

SCC Out-of-Office Communication Expectations

When a team member with a Stone Creek Coffee email address anticipates time out of the office due to planned vacation or otherwise, it is expected that they will notify their coworkers via email in advance. This email should include the point(s) of contact for specified areas of their work in their absence and a deadline by which urgent needs before their time out of office should be submitted.

Team members are also expected to set up an out-of-office responder for the duration of their absence. Please see the below for more details.

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SCC Out-of-Office Template:

If you will be out of the office please use the out-of-office settings on Gmail and use the following email template as a guideline:

Hello!

Thank you for your correspondence, I will be out of the office beginning on November 21, 2024, and returning on November 26th.

For urgent inquiries requiring immediate attention please contact Rachel Perik at rperik@stonecreekcoffee.com. I will be replying to all other inquiries upon my return.

Thanks again!

SMOKING

All Stone Creek Coffee locations are non-smoking. Smoking is permitted outside each location at a minimum 20-foot distance from any entrance or customer seating area and only during breaks and/or lunch periods. Everyone is responsible for maintaining a clean area, free from cigarette butts and other miscellaneous paper and garbage.

WEAPONS

Stone Creek Coffee prohibits the possession or use of weapons on company property. All team members are subject to this provision including visitors and customers on company property. A license to carry a weapon does not supersede company policy. Any employee in violation of the policy will be subject to performance management, up to and including termination.

RESIGNATION

Employees who resign are requested to provide a written letter giving a minimum of two-weeks notice of their intention to leave. By providing a two-week working notice, Stone Creek Coffee can reduce the disruption that can result when an employee resigns from their position.

Advanced Notice Incentive

Stone Creek Coffee provides an Advanced Notice Incentive for team members who provide a minimum of 4 weeks' notice of their planned departure from SCC. Team members must notify both the Teams & People Team at teams@stonecreekcoffee and their Team Leader in writing of their planned last date at least 4 weeks in advance of departure to be eligible for this incentive.

Provided the team member submits their notice properly, completes their term of notice, and remains in good standing through their last date of employment, an Advanced Notice Incentive will be added to their

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final paycheck as follows:

- Team Members averaging 30+ hours/week for at least 6 weeks:
 - 4 Weeks Advanced Notice: \$100 added to final paycheck
 - 8 Weeks Advanced Notice: \$200 added to final paycheck
 - 12 Weeks Advanced Notice: \$300 added to final paycheck
- Team Members averaging fewer than 30 hours/week for at least 6 weeks:
 - 4 Weeks Advanced Notice: \$50 added to final paycheck
 - 8 Weeks Advanced Notice: \$100 added to final paycheck
 - 12 Weeks Advanced Notice: \$150 added to final paycheck
- Team Members averaging fewer than 10 hours per week over the last 60 days are not eligible for this benefit.
- Team Members who have worked at SCC for fewer than 6 months as of their resignation notice are not eligible for this benefit

In the event a team member's plans change, they may request to rescind their advanced notice in writing to Teams & People and their Team Leader. Rescinding of notice is subject to the approval of Teams & People. Requests must be submitted three weeks in advance of the team member's anticipated last day to mitigate gaps in their schedule as an employee and to clarify hiring objectives. Please note that rescinding notice or reducing notice may void or reduce the Advance Notice Incentive.

PTO Payout

Full-time employees (salaried and hourly) who resign and have been with Stone Creek Coffee for at least one year, may be paid for up to 50% of their unused Paid Time Off (PTO) (see Section 5 for more detail on PTO), provided they have given at least 2 weeks notice. PTO payout will only be granted if PTO hours have been requested and documented according to the PTO request protocol.

PTO may not be taken in place of giving your 2 weeks' notice even if the PTO request was approved before the notice. This means the employee must work a full two-week workweek to obtain the 50% payout. Final paychecks for employee PTO will be mailed to the address on file. Unused PTO will not be paid to employees who are terminated for misconduct for both hourly and salaried staff employees.

HARASSMENT IN THE WORKPLACE

At Stone Creek Coffee, we strive to create and maintain a work environment in which people are treated with dignity and respect. To ensure that all of our employees are working in a productive, safe, and enjoyable environment, we all must come to an understanding of what workplace harassment is and how we respond to it. Under no circumstance will harassment of any kind be tolerated at Stone Creek Coffee.

Harassment is defined as any unwelcome and/or persistent conduct or actions (verbal or non-verbal) based on sex, race, religion, gender, sexual orientation, national origin, age, disability, etc.

Harassing conduct includes, but is not limited to:

- Offensive jokes
- Slurs

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- Threatening, intimidating, or hostile actions
- Uncomfortable staring, touching, or gestures

BULLYING IN THE WORKPLACE

Just as Stone Creek Coffee takes workplace harassment seriously, we take the act of bullying seriously. This is to ensure the workplace is safe and professional for all.

Workplace bullying is the repeated mistreatment of one or more employees with a combination of intimidation, humiliation, and undermining of performance. Workplace bullying does not include the good faith conduct or actions of Team Leaders intended to provide employee coaching or discipline such as performance evaluations or performance documentation.

Bullying conduct includes but is not limited to:

- Destructive gossip, rumors, or innuendo
- Repeated misgendering (eg. misuse of pronouns)
- Physical pushing, shoving, throwing things
- Implied threats conveyed physically, orally, in writing, or electronically
- Screaming, shouting, yelling, or swearing at another in public or private
- Unreasonable public criticism, reprimands, or trivializing of another's work

If you feel that you have been a victim of workplace harassment or bullying by a coworker, immediately notify your Team Leader and the Teams & People Team by emailing: teams@stonecreekcoffee.com, or individually: rperik@stonecreekcoffee.com / cmitschke@stonecreekcoffee.com / hbarsch@stonecreekcoffee.com / kstrange@stonecreekcoffee.com / dpond@stonecreekcoffee.com. Your Team Leader or a member of the Teams & People Team will be able to send you a form through Paycor to complete with details related to the incident(s).

If you believe that your Team Leader is the harasser or bully, please email any member of the Teams & People Team directly by emailing teams@stonecreekcoffee.com or individually: rperik@stonecreekcoffee.com / cmitschke@stonecreekcoffee.com / hbarsch@stonecreekcoffee.com / kstrange@stonecreekcoffee.com / dpond@stonecreekcoffee.com and document your claim in Paycor.

Upon notification of the harassment claim, a confidential investigation will begin. The Teams & People Team will review and correspond with the next steps within 3 business days and perform an investigation that may take up to 10 business days. All parties involved will be notified of the findings once the investigation has been completed. Any confirmed instance of harassment or discrimination may result in performance management up to and including immediate termination.

RELATIONSHIPS IN THE WORKPLACE

Stone Creek Coffee encourages its employees to form friendships and strong personal relationships with co-workers; however, we recognize the increased potential for conflict of interest, favoritism, or extended courtesies which can create unwarranted problems in a company. Employees may date and

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develop relationships with other employees as long as these relationships do not have a negative impact on their work or the work of others.

Office employees, Team Leaders, or employees who are otherwise in a sensitive or influential position with Stone Creek Coffee must disclose the existence of a romantic or sexual relationship with another co-worker. Disclosure should be submitted via email to the Teams & People Team at teams@stonecreekcoffee.com. All related parties employed by Stone Creek Coffee will be required to sign a Workplace Relationship Disclosure.

Employees in managerial or supervisory positions are prohibited from entering into relationships with direct reports. If a relationship like this were to develop, then one of the employees may be subject to transfer. If a relationship were to develop and go undisclosed, the employee(s) may be subjected to performance documentation up to termination.

The purpose of this policy is not to place undue restrictions on employees dating colleagues, as we acknowledge that the freedom of choosing one's partner is an individual's right. The purpose is to set restrictions to maintain a healthy workplace. Stone Creek Coffee will work with the employees involved to determine whether it is appropriate and possible to adjust reporting or working relationships or whether other changes or actions are necessary.

ANTI-BRIBERY AND CORRUPTION POLICY

Background and Purpose

Stone Creek Coffee is committed to operating ethically and in compliance with applicable anti-bribery laws and regulations in the United States and other jurisdictions in which it operates. It is the policy of Stone Creek Coffee to prohibit bribes and corruption in any form, including kickbacks or gifts, on any portion of contract payments or soft dollar practices. More specifically, Stone Creek Coffee employees may not directly or indirectly:

1. Make promises, approve, authorize, or offer to give to anyone anything of value (including but not limited to cash payments) to improperly induce the recipient to take (or to refrain from taking) action that would bestow a benefit on Stone Creek Coffee or any other party; or
2. Receive or accept anything of value (including but not limited to cash payments), if such an item of value is intended to induce or reward the improper performance of one's responsibilities or duties or to gain an improper advantage.

Employees of Stone Creek Coffee should not take any actions to evade the requirements of this policy. For example, a person should not use a Third Party to do anything that is forbidden by this policy. Applicable anti-bribery laws include the Foreign Corrupt Practices Act ("FCPA"), which is a U.S. law that prohibits bribery of foreign officials. The FCPA is interpreted broadly to include not only government personnel but also employees of state-owned entities (e.g., universities, hospitals, and media outlets) and public international organizations (e.g., the United Nations, World Bank Group, and the International Committee of the Red Cross). Various federal and state laws also prohibit bribery of U.S. public officials

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as well as commercial bribery in the private sector. Some jurisdictions prohibit gifts of any kind to public officials.

To Whom This Applies

This Policy applies to all Stone Creek Coffee employees, including executives, managers, and directors, regardless of location or job title.

Furthermore, all business partners, including suppliers, distributors, consultants, agents, and other business partners working for or on behalf of Stone Creek Coffee are expected to act at all times consistent with the principles set out in this Policy.

Employees are hereinafter collectively referred to as "you" or "your."

It is important that you read, understand, and comply with this policy, and you are required to avoid any activity that might lead to or suggest a breach of this policy, which may result in severe consequences.

Bribery Definition

Bribery is defined as “the offering, giving, receiving, or soliciting of any item of value to influence the actions of an official, or other people, in charge of a public or legal duty.” (Black’s Law Dictionary)

Gift Giving

Gift giving is not to be confused with bribery. Bribes and gifts may come in the same form (i.e. products or experiences), the key difference is intentionality. A gift is something given without the expectation of a return, whereas a bribe is something given to have influence or benefit.

If you are unclear whether or not something is considered to be a bribe or a gift, it is your responsibility as a Stone Creek Coffee employee to reach out to teams@stonecreekcoffee.com and/or your Team Leader.

Political Contributions, Charitable Donations, and Sponsorships

Stone Creek Coffee may on occasion make or match a donation on behalf of a team member to a 501(c)(3) organization of their choosing provided it is in alignment with Stone Creek Coffee’s Core Commitments.

Sponsorships and/or charitable donations may be distributed on behalf of Stone Creek Coffee at the request of a customer or organization. Such contributions must also align with Stone Creek Coffee’s Core Commitments.

Sponsorships and/or charitable contributions of any kind are approved at the discretion of the Teams & People, Customer Care, and/or Direction Teams.

An employee may request to review a record of such contributions at any time by emailing accounting@stonecreekcoffee.com. A full list of donations can be found in Stone Creek Coffee’s annual Impact Report.

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No contributions of any kind will be made to political candidates, campaigns, or events.

Responsibilities and Speaking Up

You must report any suspected or actual breaches of this policy as soon as you become aware of them. If you are ever in doubt about a situation with which you are presented, you must speak up and seek advice by contacting teams@stonecreekcoffee.com and/or your respective Team Leader. Employees can report concerns without fear of retaliation. We will not accept retaliation against an employee who raises a concern in good faith. We are furthermore committed to ensuring that no one suffers any detrimental treatment as a result of refusing to take part in bribery or corruption. If such retaliation is carried out, this can have severe consequences for the person carrying out the retaliation, including, but not limited to, disciplinary actions and criminal prosecution.

Failure to Comply

Individuals found in violation of this policy may be subject to performance management by Stone Creek Coffee and also may subject themselves and Stone Creek Coffee to civil and criminal fines and prosecution and significant reputational damage.

Training Requirements, Monitoring, Reviewing, and Updating this Policy

All newly-hired employees are required to review this policy, which is part of the onboarding process for all Stone Creek Coffee staff. Members of the Board of Directors or its equivalent (the Direction Team) are required to be instructed on this policy at least annually. Additionally, all changes made to this policy must be communicated company-wide whenever it is updated.

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4. COMPENSATION AND HOURS

COMPENSATION EVOLUTION BY CERTIFICATION

We have built an Apprentice, Scholar, and Master structure for all flow roles. The process for moving from Apprentice to Scholar to Master is based on skills, competencies, and certification processes. Progression through certifications will also bring progression in pay as outlined below. In addition, Stone Creek Coffee is dedicated to ensuring its wages are competitive with other local companies in the industry.

1. Cafe Roles

- a. Barista - **Tipped Role* (Minimum of \$11.50/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$12/hr)
 - ii. Scholar to Master - \$.75/hr increase (Minimum of \$12.75/hr)
- b. Cafe Ops Specialist - **Tipped Role* (Minimum of \$13/hr)
 - i. Apprentice to Scholar - \$1/hr increase (Minimum of \$14/hr)
 - ii. Scholar to Master - \$1/hr increase (Minimum of \$15/hr)
- c. Cafe Coach Trainee - **Tipped Role until Scholar Certified* (Minimum of \$14/hr)
 - i. Apprentice (Minimum of \$14/hr)
- d. Cafe Coach
 - i. Scholar (Lead or Co-Coach) - \$21-23/hour **Non-Tipped Role*
 - ii. Scholar to Master - \$23-25+/hour **Non-Tipped Role*

2. Downer Kitchen

- a. Line Cook - **Tipped Role* (Minimum of \$13/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$13.50/hr)
 - ii. Scholar to Master - \$.75/hr increase (Minimum of \$14.25/hr)
- b. Kitchen Ops Specialist - **Tipped Role* (Minimum of \$13.50/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$14.00/hr)
 - ii. Scholar to Master - \$.75/hr increase (Minimum of \$14.75/hr)
- c. Kitchen Manager **Non-Tipped Role After Certification*
 - i. Apprentice to Scholar - (Minimum of \$16/hr)
 - ii. Scholar to Master - (Minimum of \$43,000)

3. Bakery Roles

- a. Baker - **Non-Tipped Role* (Minimum of \$15/hr)
 - i. Apprentice to Scholar - \$1.25/hr increase (Minimum of \$16.25/hr)
 - ii. Scholar to Master - \$1.25/hr increase (Minimum of \$17.50/hr)
- b. Bakery Coach - **Non-Tipped Role* (Minimum of \$19/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$19.50/hr)
 - ii. Scholar to Master - \$1-2/hr increase (Minimum of \$20.50/hr)

4. Cafe Tech

- a. Service Technician - **Non-Tipped Role* (Minimum of \$18/hr)
 - i. Apprentice to Scholar - \$1/hr increase (Minimum of \$19/hr)
 - ii. Scholar to Master - \$2/hr increase (Minimum of \$21)

5. Production Roles

- a. Delivery Driver, AM - **Non-Tipped Role* (Minimum of \$15/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$15.50/hr)

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- ii. Scholar to Master - \$1/hr increase (Minimum of \$16.50/hr)
 - b. Delivery Driver, PM - **Non-Tipped Role* (Minimum of \$16/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$16.50/hr)
 - ii. Scholar to Master - \$1/hr increase (Minimum of \$17.50/hr)
 - c. Fulfillment Specialist - **Non-Tipped Role* (Minimum of \$15/hr)
 - i. Apprentice to Scholar - \$1/hr increase (Minimum of \$16/hr)
 - ii. Scholar to Master - \$2/hr increase (Minimum of \$18/hr)
6. Education Roles
- a. Cafe Educator - **Part-Time, Non-Tipped Role* (Minimum of \$20/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$20.50/hr)
 - ii. Scholar to Master - \$.50/hr increase (Minimum of \$21/hr)
 - b. Lead Educator - **Full-Time, Non-Tipped Role* (Minimum of \$22/hr)
 - i. Apprentice to Scholar - \$.50/hr increase (Minimum of \$22.50/hr)
 - ii. Scholar to Master - \$.50/hr increase (Minimum of \$23.00/hr)

NOTE: Roles eligible for a change in pay related to certification are also eligible for pay changes during the three Pay & Performance reviews as outlined below.

PAY & PERFORMANCE REVIEWS

Compensation Evaluation Process

To ensure all team members have an opportunity to discuss compensation increases with their Team Leaders, we have a compensation evaluation built into our Pay & Performance Review process.

All employees at Stone Creek Coffee are invited to discuss compensation with their Team Leader at their three annual performance review meetings.

Compensation Review Process

Pay and Performance Reviews will happen in March, July, and November during the 2024 calendar year.

Compensation increase requests should be based on the team member's performance. Team members should refer to their performance based on their operational role and Core Commitment assessments. Team members found to be performing above the stated expectations of their role as found in their role description may be eligible for a pay increase.

Before each Pay & Performance Review, Team Leaders can send their compensation increase recommendations to their Team Leader a week before beginning Pay & Performance conversations. Factors that are taken into consideration during the compensation increase request review are the Team Leader's recommendation, team member's performance based on their craft and culture scores, as well as the available team budget and role market value.

Team Leaders will inform team members of their pay increase during their Pay & Performance Review. Team Leaders will then be responsible for updating their team member's pay rates in our online HR database.

Compensation increases become effective on the first day of the new **pay period following** the Pay &

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Performance review period.

The following chart shows dates reflecting when P&P reviews should be completed by, when they'll go into effect, and the first paycheck they'll be seen on:

Complete By	Effective Date	Check Date
3/31/2024	4/1/2024	4/19/2024
7/31/2024	8/5/2024	8/23/2024
11/30/2024	12/9/2024	12/27/2024

Discussing Compensation

Your pay is an important component of your work, and all team members are free to discuss their pay with others as they feel comfortable and see fit. Any time we're engaging in discussions about our pay, including during triannual Pay and Performance reviews, it's a good idea to reflect objectively on our pay relative to our performance. Each role at SCC has role reference materials that are crucial to this role performance reflection, including our respective Role Descriptions, and work performance areas as described in SCC's Core Commitment Rubric and each role's Craft Rubric. Team members who are regularly and consistently exceeding expectations in their role are generally in a great position to discuss compensation increases. A great time to formally discuss pay with your Team Leader is during your Pay & Performance Reviews, when each of us is expected to articulate our pay goals and align strong performance goals designed to help us get there.

Your Team Leader is responsible for helping you understand your personal work performance by providing clear examples of your work, both positive and critical, and always with care. A team member does not necessarily need to request a raise in order to receive one, and not every review will result in pay changes. That said, a constructive discussion about your pay is a required component of every Pay and Performance Review.

Every role has an associated Roadmap: a resource which describes rates and ranges of pay relative to role performance and certification level. If you ever have questions about your pay, or pay rates in other roles, feel free to ask coworkers, your Team Leader, or any member of the Teams and People (T&P) team. In addition to working with your Team Leader during your P&P to build goals, please also feel free to connect with any member of T&P as needed for additional guidance or support crafting strong goals to help you advance your performance and pay.

PATH ADVANCEMENT & INTERNAL POSTINGS

New employment opportunities and internships will be posted on our website and shared via all company communication. Please be sure to keep an eye out for new posts. If you see a position and are interested, please apply via the Stone Creek Coffee website or shared application.

Qualified internal candidates will be contacted by the hiring lead to schedule an interview.

If a candidate is selected for the new position, they will receive an offer letter via email with the terms

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and conditions of the new position including changes in employment status, role title, and benefits eligibility.

Candidates who are not selected for an interview or who are interviewed but not selected for the role will be contacted by the hiring lead and may request a follow-up meeting with the Teams & People Team to discuss career advancement and the next steps.

Only internal candidates who are not currently on a plan of action are eligible to apply. Once a team member has completed their performance improvement plan they are welcome to apply for open positions.

If you have any questions related to your path advancement or the process of applying to internal postings, please contact the Teams & People Team at teams@stonecreekcoffee.com.

OVERTIME PAY

Non-exempt hourly and salaried employees who work more than 40 hours per week are eligible for overtime pay. Overtime will be paid at 1.5 times your normal hourly rate. Overtime must be approved, as indicated below, before working overtime. Unapproved overtime is not acceptable and employees who violate the policy of obtaining approval for any overtime hours will receive written warnings.

- Retail Staff: Must get approval from the Director of Retail
- Tech Staff: Must get approval from the Director of Tech
- Bakery Staff: Must get approval from the Director of Bakery
- Production Staff: Must get approval from the Director of Production

If you exceed 40 hours due to a combination of hours worked and PTO during a singular week, you will not receive overtime pay until you exceed 40 hours of actual worked hours.

HERO SHIFTS

When an hourly employee picks up an unassigned shift or a shift that has opened up due to a call out (A “Hero Shift”) \$2.00 per hour will be added to their base wage during that shift.

If an hourly employee goes into overtime while working a “Hero Shift” they will not receive hero pay. They will receive 1.5x their normal hourly rate.

CAFE TECH SERVICE, ON-CALL PAY

All Service Technicians on the Tech Service Team will be assigned “on-call” hours. Due to the necessary operational hours of our cafes, our roastery, and our wholesale accounts, we provide emergency service on equipment outside of our normal business hours.

On-call times are as follows:

Monday through Friday

5:00 AM - 8:00 AM

4:30 PM - 9:00 PM

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Saturday & Sunday
5:00 AM - 9:00 PM

While on-call, a Technician's time will be split into the following categories:

- Waiting Time
- Working Time

Waiting Time

"Waiting Time" is a time when the Technician is on-call but not on work premises. During this time they can perform "normal" personal activities but are reachable by phone and available to come in as needed. During their "waiting time," a Technician will receive \$2.00 an hour.

Once a call is received, the Technician transitions from waiting time to working time.

Working Time

Working time commences (as noted above) when a communication arrives, requiring the performance of a Technician's work duties. During this time the Technician will receive 1.5x base pay.

NOTE: On holidays, the Tech will receive \$5/hr for waiting time as well as 2.0x base pay for all working time.

BAKERY, ON-CALL PAY

All Bakers will be scheduled for an 8-hour "on-call" shift on a rotating schedule. These shifts are on Saturdays and Sundays and are paid at a rate of \$2 per on-call hour. If the "on-call" Baker is called into work, they will be paid at a Hero Pay rate (+\$2/hr) for every hour worked.

Bakers who are "on-call" will be expected to be near their phones and ready to respond if their Team Leader reaches out to them during their scheduled on-call hours. Bakery Team Leaders are expected to be communicative with the "on-call" Bakers to inform them of the likelihood of their support.

PM DELIVERY DRIVER, ON-CALL PAY

All PM Delivery Drivers will be assigned "on-call" hours. Due to the necessary operational needs of our cafes, we need to provide bakery deliveries of Daily bakery items nightly. To make sure this is the case even when a scheduled driver needs to call out, we will also have an on-call driver ready. The on-call driver will be scheduled for a 4-hour waiting time in Paycor following their availability from 2:00 PM - 6:00 PM Monday - Sunday.

While on-call, a Delivery team member's time will be split into the following categories:

- Waiting Time
- Working Time

Waiting Time

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“Waiting Time” is a time when the team member is on-call but not on work premises. During this time they can perform “normal” personal activities but are reachable by phone and available to come in as needed. During their “waiting time,” the delivery driver will receive \$2.00 an hour.

If the scheduled delivery driver needs to call out, the on-call team member will be called in to work.

Working Time

Working time commences (as noted above) when a communication arrives, requiring the performance of a delivery driver’s duties. During this time the team member will receive 1.5x base pay.

EMPLOYEE REFERRAL BONUS

Employees are encouraged to refer their friends and family to Stone Creek Coffee as a place of employment.

- The payout for part-time, full-time hourly, and salaried positions is \$250.

To pay referral bonuses, the referred employee must list the referring employee on their application. The referred employee must remain in good standing during the 3 months after hire. For referral bonuses to be paid out, the Team Leader of the referred employee and the Leader of the Teams & People Team must authorize the referral request. In the event more than one active employee is listed on the referred employee’s application, the referral bonus will be divided equally amongst those listed.

PAY PERIODS

All employees are paid bi-weekly every other Friday. If a regularly scheduled payday falls on a holiday, employees will receive payment on the last day of the workweek before the regularly scheduled payday.

For hourly employees, each paycheck will include earnings for all work performed through the end of the previous Sunday.

All team members are required to fill in their Direct Deposit information in Paycor. If this is not complete, the team member’s paycheck may not be sent to their respective location until 1-2 full business days after payday.

Direct Deposit needs to be completed in Paycor. If you are changing your direct deposit bank or account, you will also need to update this information in Paycor. If you need help with this please reach out to the Accounting Team at accounting@stonecreekcoffee.com.

Employees will receive an itemized statement of wages when Stone Creek Coffee makes direct deposits. These statements can be found in Paycor.

PAYROLL CORRECTIONS & REISSUES

Stone Creek Coffee takes all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their Team Leader so that corrections can be made as quickly as

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possible.

Underpayments will be corrected in the next regular paycheck if it is due to a failure to accurately report information. If an underpayment is due to a payroll processing error, an additional check can be generated by the next business day at the Team Leader's request to the Director of Finance. Overpayments will be corrected in the next regular paycheck unless this presents a burden to the employee (where there is a substantial amount owed). In that case, Stone Creek Coffee will attempt a schedule of repayments with the employee to minimize the inconvenience to all involved.

Should an employee request a replacement paycheck be issued, a replacement check fee of \$30.00 will be deducted from the employee's reissued paycheck per company policy. Checks that are not cashed within 180 days of the payroll date will not be reissued.

BREAKS

Hourly Employees

Although Wisconsin Labor Laws do not require breaks for employees over 18 years of age, Stone Creek Coffee policy does require that paid breaks be scheduled during your shift. Breaks will be provided in the middle of work periods and cannot be combined.

Since paid break time is counted as "time worked," employees must not be absent from their work areas beyond the allotted break time.

- Shifts 4 hours or less: one 10-minute paid break.
- Shifts 4 - 6 hours: two 10-minute paid breaks.
- Shifts 6 hours or more: two 10-minute paid breaks with an optional unpaid 30-minute meal break.

Hourly employees will receive a Meal Break Preference Form upon hire to indicate whether or not they prefer to be scheduled for a meal break when scheduled for more than 6 hours. Your meal break preference will be reflected in your schedule.

If you would like to change your meal break preference, please reach out to the Teams & People Team. Your updated selection will be reflected in the next published schedule.

Employees under the age of 18 will automatically be given a 30-minute unpaid meal break if working more than 6 hours consecutively.

Salaried employees are encouraged to take a 10-minute break for every 4 hours worked, and a meal break after 6 hours.

All Team Leaders are required to track their hourly team members' breaks. The process for tracking breaks can vary from team to team but must be available in the case of a Teams & People Team audit.

ation, please see Section 3 of the Employee Handbook.

Stone Creek Coffee uses a scheduling database for scheduling. Each employee is responsible for being

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aware of their schedule and checking it weekly. Work schedules run Monday through Sunday and are published 3 weeks in advance.

Hourly Employees

Availability

Hourly employees will complete an Availability Form that includes a range of available hours “to be scheduled” as a part of the application process. Your requested range will be reviewed during the interview and an agreed-upon range will be outlined in the offer letter.

The availability form will identify the range of hours that the team member and Stone Creek Coffee commit to for the lifetime of an employee with Stone Creek Coffee unless otherwise documented in a subsequently updated availability form. This must be submitted for review and agreed upon by both the team member and the Team Leader.

For Production and Bakery team members, worked hours may vary from the published schedule by up to 4 hours per week according to production volume.

Team members may be contacted to pick up additional hours that cause them to exceed their maximum range of hours as indicated on their availability form. This opportunity does not constitute a change in commitment to weekly availability. This might be the case in the event a team member requests a shift swap or in the case of a call-out due to a team member’s unplanned absence due to illness or unexpected termination. Team members have the right to decline the offer to work above the maximum amount of hours in their range.

Updating Availability

If a change in availability arises, the team member should request an availability form from their Team Leader. Once completed by the team member and approved by the Team Leader, the updated availability request will be effective for the next published schedule. Team members cannot change their own availability in Paycor.

Stone Creek Coffee does not guarantee we will be able to commit to an increased range of hours.

An increased range does not constitute a change in employment status. For more information on the process to request a change in employment status from part-time to full-time, please see Section 3.

Team members who are currently on a Plan of Action to address their performance will not be eligible to increase their requested hours. Once the team member has completed their performance improvement plan, they are welcome to make their request.

Time Off Requests

Time off requests must be submitted at least 21 days before planned leave.

If time off requests are made with at least 21 days' notice, the Team Leader will endeavor to grant that time off. Time off requests will be prioritized in order of the time the requests were placed. The first person to place a request for a certain day will have the priority of time off. (Teams may also have

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specific time off request processes that apply. Check with your Team Leader for more information.)

If you provide less than 21 days' notice and a schedule is published for the time period you are requesting off, then you will be responsible for covering your scheduled shifts. If you do not get coverage and do not come in for published shifts, then your shifts will be considered "missed" shifts and will be subject to the appropriate performance management.

For more information on PTO accrual, usage, and time off requests please see Section 5 of the Employee Handbook.

Shift Swaps

Once a schedule is published, a team member may work with a co-worker to swap their published shift. The team member requesting the swap will need to submit the swap request to their Team Leader in writing (text or email) and gain approval at least 6 hours before the shift start time. If you do not gain approval and do not come in for your published shift, your shifts will be considered a "missed" shift and subject to the appropriate performance management.

Clocking In and Out

Employees need to ensure they are clocking in and out as per their schedule. Employees should exit the work area when clocked out and should not perform work duties while off the clock. Any questions or concerns related to clocking in and out should be sent to the Teams & People Team for review. A meeting will be scheduled to review the concern.

Employees who perform work duties while off the clock or Team Leaders who ask employees to perform duties while off the clock may be subject to performance management.

Salaried

Hours, office/location, and travel will be discussed as a part of the application process, reviewed during the interview, and outlined in the offer letter.

Any changes in your availability should be given to your Team Leader in writing at least 21 days before they need to go into effect.

Time off should be requested at least 21 days in advance. A plan for coverage during your time off should be discussed with your Team Leader. Requirements around a point of contact and out-of-office alerts vary from business area to business area. Please make sure you discuss this with your Team Leader before your time off.

For more information on PTO accrual, usage, and time-off requests, please see Section 5 of the Employee Handbook.

TIMECARDS

If your position requires you to complete a timecard, it must be filled out completely. You will be given access to your digital timecard by your Team Leader. Timecards are to be completed each Monday morning by 9:00 AM for the previous week's hours.

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Fill in the start time, break start time, break end time, and shift end time for each shift worked. The total hours for that shift will automatically be calculated for you.

If you are out on PTO, fill the PTO amount into the appropriate days. Do not leave any day blank.

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5. BENEFITS

At Stone Creek Coffee, we understand that each employee approaches their work uniquely. We are all looking for different things out of our jobs, and thus we each place a different value on matters of benefits and compensation. If you have thoughts or recommendations as to how we might make your employment at Stone Creek Coffee more personally fulfilling, please do not hesitate to reach out to us. We'd love to hear your thoughts. Email the Teams & People Team at teams@stonecreekcoffee.com to start the process!

Any questions about benefits or requests for additional performance-warranted benefits can be submitted in writing to the Teams & People Team via email at teams@stonecreekcoffee.com.

FREE COFFEE BEANS OR COLD BREW

Each full-time employee is allowed one free pound of coffee beans or one full growler of cold brew every week when re-using their own coffee bag or pre-purchased growler.

Each part-time and seasonal employee is allowed one half-pound of coffee beans or one half-full growler of cold brew every week when reusing their own coffee bag or pre-purchased growler.

As a waste control measure, employees are highly encouraged to reuse a bag or bring a container for their weekly coffee bean redemption. Some coffees may be exempt from the free pound per week policy. Employees are required to purchase their own growler to be able to take home cold brew per this policy.

Please see team-level documents for how and where to mark out the coffee.

The free beans can be taken at any cafe location or the Factory, however, you must mark out your coffee at the respective location and if applicable, pay for a new bag or growler at that location.

NOTE: The free coffee benefit is meant for employee consumption and does not carry over from week to week. You must have worked during the current week to redeem your free half or full pound of coffee or growler.

EMPLOYEE DISCOUNTS

In addition to complimentary beans, as a member of any Stone Creek Coffee team, you get to enjoy some great discounts including:

- Complimentary barista-crafted beverages during and up to 30 minutes before or after your shift when using your own mug or an in-store mug.
 - If you decide to get your beverage in a Stone Creek Coffee plastic/paper to-go cup, you will need to purchase the beverage with your 40% discount.
 - If you are a PM Delivery Driver who does not have access to free shift drinks because cafes are closed, you are entitled to complimentary coffee-based beverages at any time a cafe is open.
 - All team members are entitled to one complimentary alternative milk, coffee-based beverage, or one other barista-made beverage of choice while they are on shift. Additional alternative milk beverages while on shift will require the team member to pay for the alternative milk.

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- Shift drinks are non-transferable and cannot be 'given' to a non-employee during your shift.
- 40% discount on other beverages: milk only, breve, alternative milk, juices, hot chocolate, steamers, tea, bottled beverages, or any other beverage without coffee or espresso in it.
- 40% discount on all pastries and other items.
 - Some items may be excluded from the 40% discount or are only eligible for a 20% employee discount.
- 40% discount on purchases when you are in the cafe and not working. This discount will be extended to persons with you on beverages and pastries. Family and friends **do not** receive a 40% discount if they visit while you are working or by themselves.
- 40% discount on SCC's mobile app orders when using the promo code included in the most recent Employee Newsletter. Family and friends are not eligible for this discount.
- 20% discount on online orders, including free shipping when using the promo code included in the most recent Employee Newsletter. Discount codes may not be stacked for higher percentage discounts. Family and friends are not eligible for this discount.

NOTE: Taking free coffee when you are not working, drinking non-coffee-based beverages without paying, giving away items, or honoring your online discount code for non-Stone Creek Coffee employees is prohibited. Also, your employee discount cannot be combined with any other promotions or discounts (such as 15% off beans and merch sales in cafe or online).

OTHER WORK-RELATED BENEFITS

- Education - A core aspect of our company brand statement is that we “Never Stop Learning.” To that end, all training at Stone Creek Coffee is paid. Also, we want to help facilitate whatever learning you are pursuing. We endeavor to be as flexible as we can with school schedules. We also allocate funds each year as a company specifically designated for learning initiatives. These funds are given to the teams to support the learning of high-performing team members regarding initiatives that will impact our company as a whole.
 - Interested in pursuing other educational enrichment opportunities? Reach out to the Teams & People Team at teams@stonecreekcoffee.com with your request. Make sure to include a detailed description of the educational opportunity, date(s), cost, and relevant cost-benefit. The Teams & People Team will review your request and reply within 10 business days of the request receipt.
- Celebrations - There are occasions and life events that occur that warrant celebration. Whether someone went above and beyond a "Hero Card" action or if one of your team members graduated, got engaged, married, had a child, etc., it is important to acknowledge the "wins" in life. On the flip side, if someone on your team has suffered a loss, it is also important to provide support. If someone on your team deserves acknowledgement, please pass along wins, celebrations, life events, or losses to the Employee Celebration Committee by utilizing the “Hero Shoutouts” QR Code found in your team’s workspace or by emailing celebrations@stonecreekcoffee.com.
- Culture - As we work to keep our Core Commitments, we invite employees to “Speak Up” with their ideas, thoughts, or concerns to help Stone Creek Coffee grow and become a stronger organization.

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The Teams & People Team exists to support the company in this way, among others. So, if you ever need to talk to anyone about any work matter, please know that you can always reach out to a member of the Teams & People Team and expect to be heard with grace. The members of the Teams & People Team are:

- Rachel Perik - Director of Employee Care
- Celeste Mitschke - Employee Care Specialist
- Hailey Barsch - Director of Bakery
- Karen Strange - Director of Retail
- Drew Pond - Director of Development

HEALTH INSURANCE

All full-time employees and part-time employees that work an average of 30 hours or more a week have 3 opportunities to sign up for the insurance package.

1. Full-time and Part-time employees are eligible to initially sign up for health insurance upon having achieved a working average of 30+ hours worked per week over the course of 60 days and maintaining this average thereafter. Employees have 30 days from that date to complete the application and return it to the Employee Care Team to complete enrollment. Insurance will be effective the first of the month following their 60-day eligibility date.
2. Open Enrollment into the insurance program is available annually for qualifying employees who have yet to enroll. Contact our Employee Care Specialist for more information. For those who choose to enroll during the open enrollment, insurance will be effective the first of the month following the open enrollment.
3. Employees can also sign up for insurance or change their insurance coverage if there is a Qualifying Event. (Examples of a Qualifying Event are marriage, divorce, death of any dependent, birth/adoption of a child, dependent reaching the limit age, total disability, and retirement). Employees have 30 days from the Qualifying Event date to change their coverage.

NOTE: It is each employee's responsibility to keep track of their eligibility date. Should an employee miss the initial eligibility period or Qualifying Event period, then coverage can only be adjusted during open enrollment.

Plans that are offered:

- Medical Insurance with HSA and an employer-added, deductible reimbursement plan
- Dental Insurance (All employees enrolled in Medical are automatically enrolled in Dental)
- Life Insurance (All eligible employees are automatically enrolled)
- Vision

Stone Creek Coffee supplements insurance costs according to employment status to make our health insurance packages more affordable for our hourly team members.

Medical and Dental Insurance Package Benefits for Hourly Team Members:

- Employee - \$61.07 per payroll

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- Employee & spouse/domestic partner - \$176.24 per payroll
- Employee & child - \$163.47 per payroll
- Employee & family - \$258.87 per payroll

Medical and Dental Insurance Package Benefits for Salaried Team Members:

- Employee - \$82.86 per payroll
- Employee & spouse/domestic partner - \$176.24 per payroll
- Employee & child - \$163.47 per payroll
- Employee & family - \$258.87 per payroll

Vision Insurance Package Benefits (this coverage is an elective and fully paid by employee):

- Employee - \$7.65 per month (deducted on the first payroll of each month)
- Employee & spouse/domestic partner - \$14.52 per month
- Employee & child - \$17.03 per month
- Employee & family - \$23.97 per month

*Our health insurance plans do not run on calendar years. Employees will be notified when plan rules are changing and when Stone Creek Coffee has its annual open enrollment period. The current open enrollment period is November for a December 1st effective date.

Stone Creek Coffee Company Self-Insurance Deductible Reimbursement Plan

All employees with Medical Coverage through Stone Creek Coffee's insurance plan will automatically receive the benefit of deductible reimbursement through Stone Creek Coffee.

For employees on a **single-person plan**, individuals pay the first \$2500 of their deductible and the next \$4150 of your deductible will be reimbursed by Stone Creek Coffee so long as a request for reimbursement is submitted.

For employees with **Limited Family Coverage plans** (Employee + Spouse or Employee + Children), the employee is responsible for the first \$4500 of their deductible, and Stone Creek Coffee will reimburse the next \$8800 as long as a request for reimbursement is submitted.

For employees with **Family Coverage plans** (Employee + Spouse + Children), the employee is responsible for the first \$6000 of their deductible, and Stone Creek Coffee will reimburse the next \$7300 as long as a request for reimbursement is submitted.

Expenses toward your deductible, through the Stone Creek Coffee insurance plan, must be submitted in a timely fashion. Expenses outside of 6 months may not be reimbursed. Receipts must be submitted to the Director of Finance, including your most recent benefits summary. A check will then be issued to reimburse you for qualified expenses.

Health Savings Account

For employees who choose to enroll in the HSA benefits, Stone Creek Coffee will contribute \$20.00 monthly, effective the first payday of the month. It is recommended that a team member log into their HSA account immediately and opt for paperless invoices, as you will be charged a fee until you have

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done so. Employees may also contribute directly from their paychecks. Standard HSA contribution rules apply. If an employee wishes to update their monthly contribution amount, they will be able to do so in the Paycor Benefits portal. If you run into any issues or need help, contact the Teams & People Team and CC: Director of Finance at gmcgowan@stonecreekcoffee.com with the updated amount and the effective date. A confirmation email will be sent once the changes are made.

Upon termination of eligible employment, the group health plan will remain in effect through the end of the month in which the eligible employment terminates. Employees may continue coverage under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). The cost will be completely at the employee's expense.

COBRA

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) allows employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Stone Creek Coffee's health plan when a "Qualifying Event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Stone Creek Coffee's group rates. Stone Creek Coffee provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for COBRA coverage under Stone Creek Coffee's health insurance plan. The notice contains important information about the employee's rights and obligations.

PET INSURANCE

Stone Creek Coffee also offers discounted insurance coverage options for its employees' furry family members through Wishbone Pet Insurance Solutions! Your four-legged loved ones are part of your family and as such, Stone Creek Coffee endeavors to partner with you to remarkably care for them as well. Employee-paid insurance premiums are to be paid monthly and will vary per pet based on type, breed, and age.

All employees at Stone Creek Coffee, regardless of part-time or full-time status, are eligible and may choose to enroll at any time via the self-service portal (wishboneinsurance.com/stonecreekcoffee.com). The employer's group discount is reflected in the quotes provided during the enrollment process.

Employees may choose to continue coverage and retain premium payment responsibility upon departure from Stone Creek Coffee at their own discretion.

Employees interested in enrolling should reach out to Teams & People (teams@stonecreekcoffee.com) for enrollment materials.

401(k) RETIREMENT PLAN

Stone Creek Coffee has chosen to provide qualifying employees with an opportunity to save for retirement on a tax-advantaged basis through a 401(k) Plan. As a participant under the 401(k) Plan, you

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may elect to contribute a portion of your compensation to the 401(k) Plan. The plan is provided at the discretion of the company and may be changed or discontinued at any time.

The plan offers quarterly enrollment dates: January 1st, April 1st, July 1st, and October 1st of each year. To be eligible to participate in the plan, employees must meet the following requirements:

- 18 years of age or older
- One year of employment with 1,000 hours worked at Stone Creek Coffee in that year

Employees eligible to participate in the plan may elect to reduce their compensation by a specific percentage or dollar amount and have that amount contributed to the 401(k) Plan as an elective deferral. There are two types of elective deferrals: Pre-tax deferrals and Roth deferrals.

The company makes a matching contribution of 50% of the employee's contribution when an employee contributes up to 8% of their salary. To reward employees who remain employed with Stone Creek Coffee for a long period of time, the law permits a "vesting schedule" to be applied to certain contributions Stone Creek Coffee makes to the plan. This means that the employee will not be entitled to all of the employer contributions until the employee has been employed with Stone Creek Coffee for a specific period. Refer to the table below for more details regarding the vesting schedule.

Employee contributions are always 100% vested.

Stone Creek Coffee Matching contribution vesting schedule:

<u>Years of Service</u>	<u>Percentage</u>
Less than 3 years	0%
3 or more years	100%

Employees have several fund options for investing their 401(k) contributions. Employees can change their investment directions at any time and can change the percentage/amount of contributions on a semi-annual basis.

Upon termination of employment, employees will be contacted regarding their options for distribution. Options are either a lump-sum payment minus taxes or a rollover into another qualified plan. Contact the Director of Finance at gmcgowan@stonecreekcoffee.com for more information.

TWO-YEAR ANNIVERSARY APRONS

As a way to say thank you and celebrate Stone Creek Coffee team members who have been part of our team for two years and beyond, Stone Creek Coffee provides a custom embroidered Hedley and Bennett apron. This benefit applies to all teams and is at no cost to the team member. Team members will receive a notification of eligibility on their second anniversary of hire and will receive their gifted apron directly to their primary work location.

INCENTIVE TRIP TO ORIGIN

To celebrate and reward Stone Creek Coffee team members who exhibit a commitment to the company through employment tenure and high performance, we have implemented a program to take employees

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meeting these criteria to origin countries. These employees will have the opportunity to spend 3-5 days in Central America learning about coffee cultivation, picking, processing, farm administration, etc.

Eligibility:

1. 5 years of full-time or 7 years of part-time employment with Stone Creek Coffee. Employees are qualified if their respective anniversary takes place during the calendar year of the trip.
2. Employees must be in good standing with the company.
3. Employees must be performing with excellence in their current role.

The sponsoring of the annual trip and the number of people who might attend the trip are not guaranteed and are subject to:

1. Previous Year Financials
2. Trip Year Financial Projections

Eligible team members will be contacted by a member of the Teams & People Team when they've achieved eligibility, AND there is a spot open for them on a trip, as long as they are not currently on a corrective performance plan. Those who've been qualified the longest will be prioritized for trips first. Inquiries regarding this trip can be made directly to the Director of Development (Drew Pond) via email at dpond@stonecreekcoffee.com.

PAID TIME OFF (PTO)

PTO Benefit Types Include:

- Sick Time
- Mental Health Leave
- Vacation Time
- Volunteer Time
- Professional Development Time
- Paid Holidays

Sick Time Accrual and Renewal:

Although Wisconsin Labor Laws do not require WI employers to provide WI team members with paid sick time, Stone Creek Coffee does provide all team members 64 hours of paid sick time, and 16 hours of paid mental health leave annually. The first paid sick time and paid mental health leave time accrual will be deposited upon hire and will renew annually on the team member's anniversary of hire. Paid sick time and mental health leave benefits do not roll over and are not paid out upon termination.

For more information on our use of the Sick Time Policy please refer to Section 3.

Vacation PTO, Eligibility, and Employment Status

Stone Creek Coffee offers three tiers of Vacation PTO benefits based on employee status and Stone Creek Coffee organization classification, these are as follows:

- Direction & Administration Employees
- Full-Time Employees
- Part-Time Employees

For more information on which roles fall within the Stone Creek Coffee Organization Classification, you

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may either contact the Teams & People Team at teams@stonecreekcoffee.com or check with your Team Leader.

Important to Note

- To be eligible for Vacation PTO benefits, you must be on a standing schedule. Seasonal employees are not eligible for Vacation PTO benefits.
- To be eligible for full-time Vacation & PTO benefits, an employee's employment status will be "full-time" in Paycor and they will have averaged 35 or more hours a week for 3 months or more.
- Vacation PTO benefits do not roll over. It is a use-it-or-lose-it policy.

Accrual and Renewal

First Accrual

- Full-Time Employees: Receive their first distribution of Vacation PTO benefits at their 3-month anniversary of hire or at the time of employee status change from part-time to full-time.
- Part-Time Hourly: Receive 30 hours of Vacation PTO benefits on their 1st anniversary of hire.

Renewal

Vacation PTO benefits are renewed annually on the anniversary of your hire date.

Accrual Rate

SCC Owner PTO is managed within the ownership group and is overseen by the Board.

Please see the tables below for Vacation PTO accrual details for Full-Time & Part-Time team members:

Full-Time Roles	
Tenure	Paid Time Off
3mo - 1yr	80
1-2	80
2-3	100
3-4	120
4+	140

Part-Time Roles	
Tenure	Paid Time Off
1yr (renews annually)	30

PTO FAQs

What happens if any employee changes from part-time hourly status to full-time hourly status?

The employee will receive full-time PTO benefits according to their tenure with the company articulated in the table above. That initial PTO adjustment will be prorated according to the distance of the transition date from their hire anniversary.

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What happens if a full-time employee leaves the company?

If a full-time hourly or salaried employee leaves the company, they may be paid for up to 50% of PTO accrued but not used. The decision of whether or not employees will be paid out is at the discretion of Teams & People in partnership with their team leader as well as the following pay-out eligibility guidelines also apply:

- An employee has given 2 weeks' notice of their resignation and is in good standing with Stone Creek Coffee. (Reminder: 4 weeks' notice or more qualifies for the Advanced Notice Incentive as well. See Section 3 for more information)
- PTO has been tracked accurately and according to the PTO request protocol.
- PTO may not be taken during the last 2 weeks of employment, even if previously approved. Stone Creek Coffee expects employees to work their last 2 weeks to ensure a successful transition out of their role.
- Upon an involuntary termination, unused PTO is forfeited for both full-time hourly and salaried employees.
- Part-time employees will not be paid for unused PTO.
- Employees on the Direction & Administration compensation tier will not be paid out for unused PTO.

Unused PTO benefits will be paid out in one installment on the payroll after the employee's last paycheck. The final paycheck for employee PTO will be mailed to the address we have on file.

What happens if I am laid off?

PTO obligations per the above will be paid out on the payroll following the last payroll with paid hours worked.

Requesting PTO

- PTO days must be requested via Paycor. Once a request is made, your Team Leader will be notified for approval.
- PTO needs to be requested at least 21 days in advance.
- PTO cannot be used if the time is not available, requested, and approved by your Team Leader via Paycor.
- Each employee is responsible for making sure their PTO hours are accurate in their Paycor profile as this is the database of record by which you will be able to request PTO and by which payouts will happen.
- Some teams have additional processes that need to be followed when requesting PTO such as updating availability in the online scheduling system, please check with your Team Leader for more details.

Requesting Unpaid Time Off

- Salaried team members are required to use all paid time off before requesting any unpaid time off. Unpaid time off may be prohibited and must be approved by the Team Leader.
- Unpaid time off needs to be requested at least 21 days in advance.
- Some teams have additional processes that need to be followed when requesting time off such as updating availability in the online scheduling system, please check with your Team Leader for more details.

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PTO and Unpaid Time off requests for more than 10 consecutive days should be requested a minimum of 8 weeks in advance and a plan for covering your commitments should be provided to your Team Leader.

For those departments that publish schedules 21 days out, please note that employees are responsible for working all published shifts or finding someone who can take their shifts. If you have any questions about this process, please speak with your Team Leader.

Volunteerism Policy

Stone Creek Coffee encourages employees to become involved in their communities, lending their time to volunteer in programs that positively impact the quality of life within their communities.

The following guidelines are for Stone Creek Coffee's employees who serve as volunteers in non-profit communities that are either of personal interest or are corporate-sponsored initiatives.

Volunteer Time

Employees may take up to 16 hours of paid time off each year to participate in their desired volunteer programs.

Volunteer time must be requested and approved in advance via Paycor. Volunteer time should be coordinated to work around peak times or previously scheduled/agreed shifts and in line with the business needs. This is to ensure no undue pressure is placed on co-workers or the business causing others to work overtime or conflicts with other scheduled activities.

Employees not on a performance plan are eligible to use their available paid volunteer time. Volunteer Time renews annually on the team member's anniversary of hire and will be tracked in an employee's Paycor account in their time off tab. Volunteer Time is a use-it-or-lose-it benefit and does not roll over and is not paid out upon termination.

Interested employees should reach out to their Team Leader to discuss the timing and the volunteer opportunity they want to participate in. If additional support is needed, please reach out to the Teams & People Team at teams@stonecreekcoffee.com.

Professional Development Days

Stone Creek Coffee encourages employees to #NeverStopLearning and pursue development opportunities that support their personal and professional growth as it relates to their current role and/or career goals. Professional Development opportunities may include attending a conference or a workshop, pursuing career mentorship, attending training offered by Stone Creek Coffee, or participating in a skill-based competition.

Professional Development time may not be used for any opportunity that also qualifies as credit towards formal educational pursuits (eg. college credit).

Stone Creek Coffee-sponsored professional development opportunities will be made available on occasion. These opportunities are available to part-time and full-time employees at Stone Creek Coffee

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and are eligible for paid time. Such opportunities will be communicated via all company communication, such as the Employee Newsletter.

Stone Creek Coffee full-time employees who are curious about employment in another area of the business, perhaps one that aligns with their field of study, may reach out to Teams & People (teams@stonecreekcoffee.com) to inquire about pursuing a job shadowing opportunity. Approval is subject to team-specific volume and ability to accommodate. Part-time employees may also inquire. Job shadowing opportunities may be eligible for paid Professional Development time pending team leader recommendation based on performance, current role, and role of interest.

The following guidelines are for Stone Creek Coffee's Full-Time employees who pursue continued education opportunities that are of personal interest.

Professional Development Time

Full-time employees may take up to 16 hours of paid time off each year to participate in professional development.

Professional Development time must be requested and approved in advance via Paycor and should be coordinated to work around peak times or previously scheduled/agreed shifts and in line with the business needs. This is to ensure no undue pressure is placed on co-workers or business causing others to work overtime or conflicts with other scheduled activities.

Full-time employees not on a performance plan are eligible to use their available paid professional development time. Professional Development Time renews annually on the team member's anniversary of hire and will be tracked in an employee's Paycor account in their time off tab. Professional Development Time is a use-it-or-lose-it benefit and does not roll over and is not paid out upon termination. For more information on full-time status, please see Section 3 of the Employee Handbook.

Interested employees should reach out to the Teams & People Team at teams@stonecreekcoffee.com with their request, which will be reviewed for approval. Upon approval, the team member should discuss their request with their Team Leader to discuss the timing of the professional development opportunity they want to participate in.

HOLIDAY SCHEDULE

Holiday pay or an additional PTO day is granted according to the chart below and only if the holiday falls on a regularly scheduled workday according to each Stone Creek Coffee employee's standing schedule. Salaried team members who are unable to take off for a Holiday are able to take a different day off during the week of that Holiday. As salaried team members are not eligible for Holiday pay, salaried team members should work with their team leaders to ensure they are able to take a Holiday day in that Holiday week.

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2024 Holiday Schedule				
Holidays	Full-Time Salary	Full-time Hourly	Part-Time Hourly	Cafe Hours
2023 New Year's Eve Day - Sunday, December 31	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Normal hours
2024 New Year's Day - Monday, January 1	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	8AM - 5PM
Easter - Sunday, March 31	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Memorial Day - Monday, May 27	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Independence Day - Thursday, July 4	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Labor Day - Monday, September 2	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 5
Thanksgiving Day - Thursday, November 28	Off	Closed	Closed	Closed
Black Friday - Friday, November 29	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Normal hours
Christmas Eve - Tuesday, December 24	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Close at 4
Christmas - Wednesday, December 25	Off	Closed	Closed	Closed
2024 New Year's Eve Day - Tuesday, December 31	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	Normal hours
2025 New Year's Day - Wednesday, January 1	Off or +1 PTO	Holiday 2x pay	Holiday 2x pay	8AM - 5PM
Full-time Salary* Full-Time Salary, Factory Staff, and Cafe Coaches // "Off" = PAID				
(Cafe Coaches may use a paid holiday on a different day than the holiday in the same pay period if approved by T&P).				
Full-time Hourly ** Per Employee Designation in Paycor				
Part-time Hourly *** Work less than 35 hours per week - Per Employee Designation in Paycor				
Bakery is open 365 days a year. All Bakery employees who work on Christmas or Thanksgiving Day are paid out as Holiday 2x pay.				

**If you observe a holiday that is different from those listed above, you can reach out to the Teams & People Team to request a paid holiday be moved to the one you do observe in the event you work on that day. All requests should be submitted to teams at least 21 days in advance.

CAFE COACH LAPTOP POLICY

Laptops provided to each cafe are owned by Stone Creek Coffee and are the responsibility of the Cafe Coach. If another staff member uses the computer for ordering or other Stone Creek Coffee-related business, it is expected that the Cafe Coach assumes responsibility if the laptop gets damaged. Laptops are only to be used for Stone Creek Coffee work and are not for personal use. Downloading of any additional programs is prohibited unless approved by the Teams & People Team. If laptops are carried outside of the cafe, it is expected that the Cafe Coach uses care in transporting the equipment, including providing their own laptop carrying bag. If the Cafe Coach takes the laptop outside of the cafe, the Cafe Coach assumes financial responsibility if damaged or stolen. Failure to abide by this policy will result in a written plan of action. If you have any questions about this policy, please contact the Teams & People Team at teams@stonecreekcoffee.com.

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PARKING AT THE FACTORY

All Factory employees, part-time and full-time, will receive a parking pass at the time of hire at no cost to them. This parking pass is to be hung in the rearview mirror of the employee's vehicle where it is visible. Parking passes are also available for employees who pick up shifts or take classes at the Factory upon request and must be returned at the end of their shift.

Upon leaving Stone Creek Coffee, employees must return their parking pass on or before their final day. If the employee's parking pass is not returned in that given time frame, \$30 will be taken from the employee's final paycheck.

TRANSPORTATION REIMBURSEMENT GRANT

In striving to be equitable and inclusive, Stone Creek Coffee offers (10) Transportation Reimbursement Grants that are available to team members to apply for quarterly. The application window is open during the first week of each quarter. Please see the schedule below.

- Q1: Monday, January 1 - Monday, January 8, 2024
- Q2: Monday, April 1 - Monday, April 8, 2024
- Q3: Monday, July 1 - Monday, July 8, 2024
- Q4: Monday, September 30 - Monday, October 7, 2024

To apply, a team member should email the Teams & People Team at teams@stonecreekcoffee.com during the application window to express interest. For more information on this policy, see Section 3.

WORKERS' COMPENSATION INSURANCE

Stone Creek Coffee provides a comprehensive workers' compensation insurance program at no cost to employees. Benefits will be provided according to state laws. Employees who sustain work-related injuries or illnesses should inform their Team Leader immediately, no matter how minor an on-the-job injury may appear. If an employee fails to report the injury within the same business day, it will be considered a violation of our Safety Policy, which may result in performance management. This warning and any subsequent Safety Policy violations may lead to termination. Promptly reporting any injury will enable an eligible employee to qualify for coverage as quickly as possible.

Neither Stone Creek Coffee nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Stone Creek Coffee.