

Help Managers Comply with the 'Fair Workweek Laws'

Introduction

- **Target Audience:** Retail Coffee Shop Frontline Managers
- **Problems to be addressed**
 - Managers are not in compliance with the 'Fair Workweek Laws'
 - The company may face fines and damage to brand reputation
- **Solutions:** Rollout training to managers in two parts
 - Part 1: a short video presentation that explains the importance of scheduling in compliance with these laws
 - Part 2: a live Q&A with a human resources representative to address laws specific to their city and state and allow managers to get clarification on issues specific to their store

Learning Objective

Upon completion of this training, the learner will be able to schedule employees in compliance with the 'Fair Workweek Laws'

Directions for Reviewer(s)

- Track Changes is on. Please make any simple corrections within the script or the text on screen columns.
- Use the "Comments" feature to ask questions or make comments on larger issues within the script or on-screen text.
- In the left column is the audio script. This will have a conversational tone. If it doesn't sound correct, try reading it out loud to see if it does. If not, make changes as needed. The numbers in the script are for the video maker to know where to place the images and graphics and will not be read aloud.
- In the middle column is the Text on the screen. *Grammatical and spelling errors matter here*- please correct any mistakes you find in this column.
- The last column contains the images, graphics, and animations that will occur. The numbers [] indicate where in the audio narration the image or animation will appear.

Notes to developer: Images are from Storyset at Storyset.com or the Camtasia library

VIDEO: What's Contaminated?		LOCATION: "Bloodborne Pathogens"
Audio Script:	Text on Screen:	Images/ Animations/Graphics
[1] Welcome! Before we begin, I'd like to express how appreciative the company is for all the hard work and time you put into managing a store that is profitable.	Text fades before the appearance of the next unless otherwise noted. [2] Welcome!	[1] Introduction animation and music with fade

<p>We know it's not easy to juggle all the demands we put on our store managers. Creating a weekly schedule that meets the needs of our business and accommodates the needs of our employees is just one of the many important things you do. Thank you in advance for your flexibility as we pivot in order to comply with external changes. In today's training, we are going to explore how a new city and state ordinance will affect how we write employee schedules. [2] As you know, we recently transitioned to an automated scheduling system that adjusts employee hours in accordance to predicted customer flows and sales forecasts. This system was very effective and efficient. However, there are some changes in workplace laws that are going to require our store managers to take a more hands-on approach to the scheduling process. These new 'Fair Workweek' laws will affect our stores in New York City, the state of Oregon, Seattle, San Francisco, San Jose, and Emeryville, California. [3] Each policy is slightly different in its specifics, but the policies generally include provisions such as</p> <ul style="list-style-type: none"> ● advance notice of work schedules ● additional compensation for unexpected schedule changes or "on-call" hours ● the right to accept or decline added or lengthened shifts ● mandatory "rest periods" between shifts ● the right to request scheduling accommodations <p>These comprehensive fair workweek laws apply primarily to people working in chain retail stores and in fast-food restaurants but, in some cases, extend beyond those industries. In addition to these</p>	<p>[3]</p> <ul style="list-style-type: none"> ● advance notice of work schedules ● additional compensation for unexpected schedule changes or "on-call" hours ● the right to accept or decline added or lengthened shifts ● mandatory "rest periods" between shifts ● the right to request scheduling accommodations <p>[6] Thank you</p>	<p>[2] coffee shop setting image partially transparent with text overlay [3] Image of manager in front of a computer (presumably writing schedule) background image, partial transparency with text on top</p> <ul style="list-style-type: none"> ● advance notice of work schedules ● additional compensation for unexpected schedule changes or "on-call" hours ● the right to accept or decline added or lengthened shifts ● mandatory "rest periods" between shifts ● the right to request scheduling accommodations <p>[4] Image Manager talking employees [5] money related image to emphasize fines [6] Coffee shop image partially transparent with Thank you overlay Outro with WLS logo and exit music</p>
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comprehensive fair workweek laws, San Francisco has passed “right-to-request” statutes—which grant all or most private-sector workers the right to request scheduling accommodations. [4] The advocates for these ordinances aim to promote workplace flexibility and protect employees against unfair scheduling practices. Their goal is to provide employees, especially those in low-wage industries, predictable, stable hours and income that will allow them to plan ahead for childcare or juggle schedules in order to take classes, hold down a second job, or pursue other career opportunities. [5] The ‘Fair Workweek’ law also provides consequences for companies that do not comply with the ordinances. We face fines if we are out of compliance. There would also be negative publicity as a result. In order to avoid these consequences, our stores need to be in compliance starting the next scheduling cycle. [6] I know this is new information and you have questions about how this affects your store and your particular circumstances. Your HR representative will be offering Q&A sessions where you can get clarification. Thank you for your time.