



## COMPANY POLICY PROHIBITING UNLAWFUL DISCRIMINATION AND HARASSMENT

Chicago Scoops, LLC, owner of multiple Cold Stone Creameries, is an EQUAL OPPORTUNITY EMPLOYER. We will not tolerate discrimination against anyone based on race, color, national origin, sex, pregnancy, religion, age, disability, sexual preference, veteran status, genetic information, or any other class protected by law. Chicago Scoops is a Company dedicated to tolerance, acceptance, and equality.

This company does not tolerate harassing behavior based on any protected class. This includes sexual harassment. Any offense, unwelcome physical or verbal advance that makes sexual submission either an express or implied condition of employment is unlawful sexual harassment and is not tolerated. Furthermore, a work environment that consists of sexual innuendo, flirtatious conduct (including touching other employees), telling jokes sexual in nature, using vulgar language or viewing or discussing pornographic material is inappropriate and can create a hostile work environment, which also constitutes unlawful sexual harassment. These types of behavior are strictly prohibited and will not be tolerated.

THIS COMPANY DOES NOT TOLERATE UNLAWFUL DISCRIMINATION, HARASSING BEHAVIOR, OR VULGAR LANGUAGE BY ANYONE. THIS BEHAVIOR WILL RESULT IN DISCIPLINE UP TO AND INCLUDING TERMINATION.

The company needs your full support to prevent this behavior and to report any incidents. Company policy prohibits retaliation against an individual who reports a complaint or participates in an investigation. By immediately reporting problems to the Company, you encourage a workplace free from discrimination and harassment and make it a safer place for everyone. You have both a right and a duty to report violations of these important policies. As a Chicago Scoops employee, if you ever witness or are subject to any form of harassment, PLEASE IMMEDIATELY: (1) write down exactly what happened including what was said, and where, when, and who was present; then (2) immediately report the incident to your Store Manager OR Corporate Office: 312-767-2051.

If you are not comfortable speaking in person, please feel free to send a confidential letter addressing any concerns you may have to:

Chicago Scoops LLC  
1901 N Clybourn Ave, Ste 401  
Chicago, IL 60614

Your report will be received as confidential and will be fully investigated. THE COMPANY NEEDS YOU TO PROMPTLY REPORT ANY VIOLATION. I have received and understand this **NOTICE**:

Print name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Chicago Scoops, LLC**  
**1901 N Clybourn Avenue, Ste 401, Chicago, IL 60614**  
**P: (312) 767-2051**

2016. Chicago Scoops, LLC. All Rights Reserved - Last Updated: 1/9/2020



---

## RETALIATION IS PROHIBITED

NOTICE: Federal Law and Chicago Scoops, LLC prohibit employers from retaliating against any employee who makes a complaint involving discrimination or who participates in an investigation into such a complaint. See Civil Rights Act of 1964, Section 704(a); Age Discrimination IN Employment Act of 1967, Section 4(d); Americans With Disabilities Act of 1990, Section 503. This protection applies regardless of the validity of the complaining employee's charge.

Examples of prohibited retaliation may include, but are not limited to:

1. Harassing, intimidating or taking any unwarranted adverse action against an employee.
2. Threatening or taking disciplinary action against an employee for speaking to or assisting the complaining employee.
3. Threatening or taking disciplinary action against an employee for speaking to or assisting the investigator responsible for investigating the charge.
4. Issuing an unwarranted negative recommendation to a potential employer, or any other unwarranted adverse post-employment action.

Again, these are only examples of what may constitute retaliatory conduct. Any evidence of retaliatory action will result in discipline up to and including termination of employment.

We would like to emphasize that under our policy we advise our employees that it is in their right and duty to let us know if anyone is violating our discrimination policy. Their promptness in reporting these potential violations will help the company in defending against any future actions and also, more importantly, help all of our employees feel that they are working in a safe environment. Your diligence in ensuring your employees are not engaging in retaliatory conduct is paramount.

Finally, it is important to the integrity of the investigation that you keep all details related to any complaint confidential. You should refrain from discussing this matter with any other employees. To do otherwise could subject you to discipline.

I have received and understand this **NOTICE**:

**Print name:** \_\_\_\_\_

**Sign Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_



---

## THEFTS AND CRIMES POLICY

During your employment with Chicago Scoops, LLC and Cold Stone Creamery, we rely upon and trust your honesty. Every Chicago Scoops, LLC and Cold Stone Creamery employee will be asked to read and accept this policy statement. Please help us by respecting the property of others and preventing crimes.

As an employee of Chicago Scoops, LLC, I have been notified and fully understand that it is my duty as an employee to be an honest person who does not steal, cheat, misuse or take any form of property which belongs to the Chicago Scoops LLC unit, its customers or my fellow employees.

I understand that any dishonesty or any act of violence, theft or vandalism will result in the immediate termination of my employment and the loss of any employment benefits.

I have also been instructed and fully understand that dishonesty, theft and crimes or prohibited behavior take many forms, which include, but are not limited to, the following examples:

1. Stealing time by punching in early or out late or by not working on a shift.
2. Any consumption of food or drink in any form, whatsoever, without the prior permission of any Store Manager.
3. Taking Chicago Scoops LLC property including utensils, plants, candy, tableware, kitchen equipment, food or beverage in any form, without any exception.
4. Taking any Chicago Scoops, LLC property out of the Chicago Scoops, LLC building without permission of the Store Manager.
5. Giving away meal certificates, meals, beverages or other Chicago Scoops, LLC items to anyone.
6. Using or being under the influence of alcohol or any controlled substance while at Chicago Scoops, LLC either on or off work shift.
7. Intentionally destroying or damaging any property belonging to Chicago Scoops, LLC, any fellow employees or customers.
8. Striking any fellow employees or customers.
9. Committing any crime whatsoever against Chicago Scoops, LLC, any fellow employee or customer.
10. Operating a company computer for personal use and/or sharing intellectual property of Chicago Scoops, LLC.

I have received and understand this **NOTICE**:

**Print name:** \_\_\_\_\_

**Sign Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_



---

## THEFTS AND CRIMES POLICY (continued)

### NOTICE TO ALL EMPLOYEES

Chicago Scoops, LLC has an obligation to protect its own property and the possessions of our employees and guests while on the Company's premises. In addition, Chicago Scoops, LLC has an obligation to maintain a workplace free of illegal drugs, alcohol, and illegally-held goods.

Therefore, Chicago Scoops, LLC reserves the right to inspect employee possessions, including such items as backpacks, sacks, purses, packages, briefcases, carried into or from the Company's premises. Chicago Scoops, LLC may also search an employee's desk, files, locker or any other area or employee possession on the Company's premises.

Chicago Scoops, LLC may conduct such inspections at any time, at its discretion. Chicago Scoops, LLC may conduct random periodic searches or searches when the Company has reasonable suspicion of improper conduct. A request to search an individual's possessions does not imply an accusation of theft or wrong-doing. Employees who refuse to cooperate with inspections under this policy will be subject to discipline up to and including termination.

I understand that it is my duty to report any violating of this Theft Policy. I am promised that any such reports will be held by Management as confidential until law enforcement begins the actual prosecution of the theft case. I may report a theft or other crime by calling the Corporate Office: 312-767-2051.

I have received and understand this **NOTICE**:

**Print name:** \_\_\_\_\_

**Sign Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_



---

## CELL PHONE USAGE POLICY

I understand, acknowledge and agree that the use of cell phones during business hours is disruptive to the operation of the restaurant is therefore prohibited. This usage includes, but is not limited to, using the phone to make and receive phone calls, text messages, emails, surfing the internet, using applications and social media application devices. I also understand the prohibited usage is a safety concern for paying guests and fellow employees.

In case of an emergency, I can be contacted at the store and a manager will determine if I am available. I further understand and agree that should I violate the above-references policy, disciplinary action will be taken towards me.

## SOCIAL NETWORKING POLICY

With the widespread use of social networking sites, including but not limited to Facebook, Snapchat, Instagram, Twitter, LinkedIn, and YouTube, as well as blogging, individuals have the ability to disseminate and publish information to a relatively large audience almost immediately. As employees of Chicago Scoops, LLC and Cold Stone Creamery, the Company expects that all representations that are made on these sites will be respectful and not disparage, denigrate, or harm the company in any way. Therefore, in order to protect the integrity of the Company, all employees are required to abide by the following non-disparagement policy.

During your employment with Chicago Scoops, LLC and Cold Stone Creamery, you may not make, or encourage others to make, any disparaging, negative or adverse remarks whatsoever or release any information that is intended to, or reasonably could be foreseen to, embarrass or criticize the company or its customers, employees, directors or shareholders, or which could adversely affect the goodwill, reputation or business relationships of Chicago Scoops, LLC or Cold Stone Creamery.

I understand and agree that should I violate the foregoing non-disparagement policy, disciplinary action will be taken against me, which may include termination of my employment.

I have received and understand this **NOTICE**:

**Print name:** \_\_\_\_\_

**Sign Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_



---

## EMPLOYEE ATTENDANCE/CONDUCT POLICY

Absenteeism and tardiness place substantial burdens on your fellow employees and hamper the efficiency of the restaurant. Please avoid undue absenteeism and tardiness in reporting for work. Excessive, unexcused tardiness will result in termination.

If you are ill or an emergency arises that prevents you from coming to work, you must notify your Manager or the manager on duty at least two (2) hours before the start of your shift. Management may require written verification of an illness or reason for absence. Dental or medical appointments should be planned for times when you are not working.

If you are absent and we do not hear from you (no call-no show), you have abandoned your position and it will be considered as a **Voluntary Quit**, and your termination will be processed accordingly.

Scheduled team meetings held by your Manager to discuss matters related to the operation of the store are mandatory. We encourage you to participate in these discussions as your thoughts and ideas are valuable to us. You will be paid for your attendance at these scheduled meetings. Failure to attend may result in your discharge.

### EMPLOYEE CONDUCT

Striking, threatening or expressing intent to inflict injury on any person or to damage personal or company property is unacceptable and will result in termination. Similarly, weapons of any kind are prohibited on company property and if found on company property will result in termination.

You are expected to conduct yourself in an honest and professional manner. Falsification of company reports, unethical purchasing practices and a breach of banking or cash handling procedures will result in discharge and possible prosecution.

### INSUBORDINATION

Ignoring an instruction could be interpreted as insubordination. Deliberately failing to carry out a specific order or instruction from your Supervisor, including failure to do assigned tasks, or speaking disrespectfully to your manager is considered insubordination and cause for discharge.

I have received and understand this **NOTICE**:

Print name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Date: \_\_\_\_\_



---

## DRESS CODE AND UNIFORM AGREEMENT

All team members must wear:

1. Name tag
2. Approved Cold Stone Creamery logoed shirt
3. Team members are now allowed to wear jeans, khaki pants or khaki shorts (no large pockets, cargo pockets, tassels, or loose materials. Please note that jean shorts are not allowed. The specifics on jeans are as follows: jeans must be blue denim material and may NOT have holes, frays or tears or any ornamental decoration such as jewels, beads and rhinestones.
4. Dark colored belt (black or brown)
5. Black non-slip shoes

Please note that uniforms are provided to all non-GM team members at a one-time cost of \$25 which will be deducted from their first check. Team members are expected to launder their uniforms on a regular basis to keep them clean and professional. All uniforms must be free of any other company logos. Should additional uniform components be needed due to lost or stolen articles, an additional fee may be incurred to the employee.

I \_\_\_\_\_, have read and understand the Chicago Scoops LLC. Uniform policy & acknowledge that I have been given a full uniform upon my first day of employment.

My uniform consists of:

1. One hat / visor
2. One apron
3. One / two Cold Stone Creamery Shirts
4. One name tag

I will provide the appropriate pants or shorts & shoes to complete my required uniform.

I will arrive to work on every shift in full uniform or will be sent home to complete my uniform.

**Print name:**

**Sign Name:**

**Date:**



---

## MINOR EMPLOYEES AND THE OPERATION OF MACHINERY

In compliance with the Fair Labor Standards Act (FLSA) and the various state laws where we operate, Chicago Scoops, LLC and its employees will work diligently to ensure that all minor employees (persons under 18) work safely and not operate the machinery that federal and state law forbid minors from operating.

The following list of power driven machinery are those machinery that have been identified as in use in many of our stores and restaurants. No minor employee should be operating these types of machinery at any time or for any reason.

Minors are prohibited from:

- Operating a motor vehicle for any company purpose. This includes driving to the bank, grocery store, other restaurant units, etc.
- Operating any machinery that requires to be the age of 18 or older.

As a Chicago Scoops, LLC and Cold Stone Creamery employee, I will be diligent in ensuring that no minor employee (including myself, if applicable) will ever operate or clean the above described machinery for any reason. If I fail to enforce and follow this policy, I understand I may be subject to discipline up to and including termination of my employment.

I understand that if I have any questions about the safety of any of the machines in my store or restaurant and our compliance under law, I will contact my Manager for guidance.

I have received and understand this **NOTICE**:

**Print name:** \_\_\_\_\_

**Sign Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_





---

## **EMPLOYEE ILLNESS AND FOODHANDLING POLICY**

### **HOW FOODHANDLERS CAN CONTAMINATE FOOD**

Food handlers can cause illness when they transfer microorganisms to food they touch. Many times, these microorganisms come from the food handlers themselves.

Food handlers can contaminate food when:

- They have a food-borne illness
- They show symptoms of gastrointestinal illness (an illness relating to the stomach or intestine)
- They have infected wounds or injuries
- They live with or are exposed to a person who is ill
- They touch anything that may contaminate their hands

Even an apparently healthy person may be hosting food-borne pathogens. With some illnesses, such as Hepatitis A, a person is at the most infectious state of the disease for several weeks before symptoms appear. With other illnesses, the pathogens may remain in a person's system for months after all signs of infection have ceased. Some people are called carriers, because they might carry pathogens and infect others, yet never become ill themselves.

Since it is so easy to contaminate food, food handlers must pay close attention to what they do with their hands and maintain good personal hygiene.

#### **POLICY REGARDING EATING, DRINKING, CHEWING GUM AND TOBACCO**

Small droplets of saliva can contain thousands of disease-causing microorganisms. In the process of eating, drinking, chewing gum, or smoking, saliva can be transferred to the food handler's hands or directly to food they are handling.

For this reason, managers must implement and uphold the following policies:

- Food handlers must not smoke or chew gum or tobacco while preparing or serving food, while in food-preparation areas, or while in areas used for equipment and utensil washing.
- Food handlers must not eat or drink while in food-preparation areas or in areas to clean utensils and equipment.



---

## **POLICY FOR REPORTING ILLNESS AND INJURY**

Food handlers must report any health problems to the manager of the establishment before working with food. If they become ill while working, they must immediately report their condition. If the food handler's condition could possibly contaminate food or equipment, he or she must stop working and see a doctor. If the food handler must refrigerate personal medication while working, it must be stored inside a covered, leak-proof container that is clearly labeled.

According to FDA Food Code, managers must exclude from the establishment food handlers who have been diagnosed with a food-borne illness, and they must notify the local health department. Managers must work with the health department to determine when food handlers can safely return to work.

An EXCLUDED food handler is someone that has been diagnosed with an illness due to:

- Salmonella
- Shigella
- E-Coli, or
- Hepatitis A

Managers must RESTRICT food handlers from working with or around food if they have the following symptoms:

- Fever
- Diarrhea
- Vomiting
- Sore throat with fever
- Jaundice (a yellowing of the skin and eyes)

Any cuts, burns, boils, sores, skin infections, or infected wounds should be covered with a bandage when the food handler is working with or around food or food-contact surfaces. Bandages should be clean, dry, and must prevent leakage from the wound. Waterproof disposable gloves or finger cots should be worn over bandages on hands. Food handlers wearing bandages may need to be temporarily reassigned to duties not involving contact with food or food-contact surfaces.

Food handlers can contaminate food when they have a food-borne illness, when they show symptoms of gastrointestinal illness, when they have infected lesions, or when they touch anything that might contaminate their hands. Simple acts such as nose-picking or running fingers through the hair can contaminate food. Proper hand washing must be practiced. This is especially important after using the restroom, before and after handling raw food, after sneezing and coughing, and after smoking, eating, or drinking. The manager needs to monitor hand-washing to make sure it is performed thoroughly and frequently. Hands need other care to ensure they will not transfer contaminants to food. Fingernails should be kept short and clean. Cuts and sores should be wrapped with clean bandages. Hand cuts should also be covered with gloves or finger cots.

Hands must be washed before putting on gloves and when changing to fresh pair. Gloves used to handle food are for single use and should never be washed or re-used. They must be changed whenever contamination occurs.



All employees must maintain personal cleanliness. They should bathe or shower before work and keep their hair clean. Prior to handling food, employees must be wearing clean hair restraints and clothing, and appropriate shoes. They should also remove jewelry. Aprons should always be removed and properly stored when employees leave food-preparation areas.

### **POLICY ALLOWING EMPLOYEES TO RETURN TO WORK AFTER BEING EXCLUDED OR RESTRICTED**

The manager may allow a food handler to return to work that has been EXCLUDED from preparing food due to an infectious disease if:

- Approval is obtained from the local health department, and
- The food handler provides written medical documentation from a physician that specifies that the excluded food handler may work as a food employee in a food establishment.

The manager may allow a food handler to return to work that has been RESTRICTED from preparing food due to an infectious disease if:

- The food handler is free of symptoms and no food-borne illness occurs that may have been caused by the restricted employee
- If the food handler is suspected of causing food-borne illness, but
  - Is free of symptoms
  - Provides written medical documentation from a physician stating that the restricted food handler is free of the infectious disease that is suspected of causing the food handler's symptoms or causing food-borne illness.
- The food handler provides medical documentation from a physician stating that the symptoms experienced result from a chronic, noninfectious condition.

I have received and understand this **NOTICE**:

**Print name:** \_\_\_\_\_

**Sign Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Sources:

United States. U.S. Department of Health and Human Services. Public Health Service. Food and Drug Administration. 2001 Food Code. 15 August 2003. <http://people.txucom.net/bsmith/library/cited.htm> ServSafe Essentials. 4<sup>th</sup> Edition. National Restaurant Association Education Foundation.



---

## **How to Avoid Fraud and Scams**

As an employee of Chicago Scoops, LLC & Cold Stone Creamery, you will encounter a variety of customers and situations that will require you to use your absolute best judgement. To protect you as our employee and to protect Chicago Scoops, LLC's property, please review the below points as to how you should handle suspected fraud & scams both in person or over the store phone. Though the scenarios detailed below can be frightening, it is imperative that you are prepared to handle the potential situations accordingly, both for the safety of yourself, your team, and your store.

As money-seeking individuals may conduct location-based research ahead of time, do not disclose any company info to these individuals, but instead, direct them to our corporate office phone number 312.767.2051 or to our website, [www.chicagoscoops.com](http://www.chicagoscoops.com). If an individual is physically threatening or intimidating you via the phone or in person, please call the police immediately.

If you are approached (in person or via phone call) by a vendor or seemingly authoritative figure who demands cash from the safe or register, please notify the corporate office immediately as this is not part of how Chicago Scoops, LLC practice, nor Kahala operates.

The only time cash should leave the store is as part of the cash deposit policy, directly to the bank. For any paid-out items that exceed \$25, corporate approval is needed.

Please also be aware of any phishing scams, as these may present as emails from reputable companies, but in fact contain viruses or as requests for information that they should not be privy to. Along with emails, please do not use company computers to access outside websites as this can create a vulnerability to the business as well.

**By signing below, I acknowledge my understanding of the Fraud & Scams policy laid out by Chicago Scoops, LLC.**

Signature

Printed name

Date Signed