Consolidating and Implementing an Employee Handbook at Souza’s Dairy, Inc.

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Abstract

The objective of this senior project was to create a more useful handbook that employees will read, condensing the existing but still retaining the important information. Along with updating the handbook, I plan to implement the use of the employee handbooks. An employee handbook is an important solution to help employers and employees have consistent information. An outdated employee handbook can create problems in the workplace. New and changed laws occur every year and the firm will want to ensure that the employee handbook and policy handbook are up to date with the most recent laws and policies to mitigate a potential lawsuit. Souza’s Dairy, Inc.’s old, long employee handbook needs to be consolidated so that readers will read and understand the policies of the handbook. The old handbook was reviewed to consider what genuinely needs to be kept and shown to employees. The results showed that there were many important aspects that employees need to know. You do not want any confusion concerning overtime, vacation policies, payday, and such. There are many legal aspects that you want to ensure are correctly explained to employees and you must learn to do that effectively. Without effectively and properly addressing certain issues within an employee handbook, you can face problems and potential lawsuits.
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Introduction

An employee handbook is an important solution to help employers and employees have the same consistent information. The employee handbook allows every employee to see the rules, policies, and expectations of a company equally. An employee handbook can help every employer clearly communicate expectations to its employees. Having a new employee can be challenging and you want to ensure that your new employee, and existing employees, know all the rules and all have the same guidelines. An employee handbook can eliminate questions and concerns by employees if you give these expectations and policies to them from the beginning.

Souza’s Dairy, Inc. uses a generic employee handbook from a company known as Pacific Employers. Pacific Employers is in business to help employers gain and maintain control over their business, by providing the highest quality consulting services and personnel products.

When writing an employee handbook, often you can search the internet for templates with general ideas. If you use a template from the internet, make sure to adapt the employee handbook to fit your specific needs. Every business is different and not every employee handbook will relate to your wants.

The objective of this project is to re-write and consolidate the current employee handbook used at Souza’s Dairy Incorporation. The current employee handbook is very large, with 63 pages of written information. The current project resulted in a shortened employee handbook that is more appealing to the readers. Every employee at Souza’s Dairy, Inc. should have a personal copy of the employee handbook for reference. The initial handbook is designed to be short to ensure the employee will read and retain the
information from it. Because the employee handbook was short and consolidated, there was created a policy handbook that explains policies in greater depth. The policy handbook will also contain information that may only pertain to certain employees who can reference the policy handbook rather than giving the general information to all employees.

After the completion of the employee handbook, the handbook will be used at Souza’s Dairy, Inc. and altered to fit two other dairy facilities relating to Souza’s Dairy, Inc. The two dairies will be Souza’s Dairy 2, Inc. and Big De Farms. These three dairy facilities are all in Fresno, CA.
Literature Review

The Need for an Employee Handbook

The purpose of an employee handbook is to properly communicate the companies’ rules and regulations to both new and existing employees. Different companies have a variety of different rules depending on their requirements, necessities, and personal operations.

There is no law that requires a business to have an employee handbook, but it is good practice. It tells the employees what the companies’ policies are and it helps the employer to get these points across to the employee (Videojug, 2010). The handbook acts as evidence that you have communicated to the employee proper processes.

The Occupational Safety and Health Administration, OSHA, is a federal agency of the United States Department of Labor. Its mission is to prevent work-related injuries, illnesses, and occupational fatality by issuing and enforcing standards for workplace safety and health. The OSHA federal regulations cover most private sector workplaces. Under the OSHA Act, states are permitted to develop their own distinct approved plans as long as they cover public sector employees and provide protection equivalent to federal regulations (United States Department of Labor, 2010).

If your company has just a few employees, an employee handbook may not be necessary because of the close contact you have with the employee. If you have more than 6 employees, you should have an employee handbook to communicate the policies to each employee in the same way so that law suits between the employee and employer do not occur, and so that problems do not arise in the workforce.
If a business is located in multiple states, each state should have its own personal handbook. Many states have different laws and policies, such as overtime laws. California currently has the strictest agriculture overtime laws, at 10 hours a day and 60 hours a week, while other states are at 12 hours a day and 70 hours a week. Overtime pay is generally one and a half (1 ½) times the general pay. In July 2010, Governor Schwarzenegger of California vetoed a bill that would have changed the California farm workers over time laws to after 8 hours a day and 40 hours a week. California was the first state to adopt the new regulations. In 1999, the “Eight-Hour-Day Restoration and Workplace Flexibility Act” was passed in California for all workers except exempting agricultural workers from such overtime requirements (Merlo, 2010). There are only three other states with any weekly overtime requirements for farm workers; Maryland, Minnesota, and Hawaii (Harris, 2010).

**Changing Your Employee Handbook**

As needs of companies and employees change, employee handbooks should be changed. Many federal, state, or local laws may change frequently and you want to ensure you have the most up-to-date handbook for your employees (All Business, 2010, Changing).

Before changing your employee handbook, you should speak with your attorney. There should be no problems changing the policies in a handbook if your employees are “at will.” “At will employment” means that the employment is presumed to be voluntary and indefinite for both the employee and the employers (Employee Issues, 2010). Of course, if an employee is under contract, you can not change the condition of the employment. You must have a disclaimer reserving the right to change the handbook as
needed. A disclaimer is defined as a denial or disavowal of legal claim (Merriam-Webster, 2010). The Austin Community College employee handbook disclaimer states,

This handbook is not a contract, either expressed or implied, nor does it guarantee employment for any specific duration. All information contained in this handbook is intended to help employees understand relevant ACC policies and practices. The official ACC Administrative Rules shall be the official governing document and shall take precedence in the event of any conflict. ACC reserves the right to make changes, with or without notice, at any time (ACC Employee Handbook, 2008).

When considering changing the employee handbook, you have to decide if you are taking away benefits, and if so how it will affect the existing employees.

It is important to state a disclaimer so that employees have nothing to bring against you when you alter something in the employee handbook, or when they are terminated. By writing in the disclaimer that you reserve the right to change the handbook at any time, that the handbook is not a contract between employee and employer, and that the handbook is not the only article with policies that the employees should review you can eliminate further complications. It is important to state all of these in the disclaimer so that in any case if any of those mentioned change for any reason, an employee can use the lack of clarification against the employer.

**Common Employee Handbook Mistakes**

All companies’ with employees may benefit from having an employee handbook. In an employee handbook you can officially write down all of your policies and guidelines for employees to see, and will spend less time answering questions and explaining the
rules and regulations of the office. There are 10 common mistakes usually made in the creation of a handbook.
<table>
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<tr>
<th>Table 1. Top 10 most common employee handbook mistakes (All Business, 2010, Top 10).</th>
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<tr>
<td>Not allowing a lawyer to evaluate the handbook.</td>
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<tr>
<td>Not reviewing and taking into account federal and state laws.</td>
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<tr>
<td>Creating a long employee handbook.</td>
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<td>Not providing a means by which employees can complain about harassment or discrimination.</td>
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<tr>
<td>Failing to read an employee handbook first.</td>
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<tr>
<td>Failing to update your handbook regularly.</td>
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<tr>
<td>Not having a disclaimer.</td>
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<tr>
<td>Not using up-front language.</td>
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<tr>
<td>Not properly introducing the new handbook to current employees.</td>
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<td>Failing to give all employees a handbook.</td>
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**Poorly Written Handbook**

An employee handbook becomes a written agreement between you and your employee. Establishing the agreement as soon as possible is beneficial for all parties involved. The sooner the employee understands the companies’ expectations and policies; the employee can work towards achieving those standards. When the agreement is provided a poorly written handbook can prove to be harmful to the employer; it can open up potential lawsuits. Such as, if employee definitions are not clearly written and an employee is terminated, they may be able to bring about a lawsuit for terminating without proper reasoning.

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<th>Table 2. A poorly written handbook lacks the following: (All Business, 2010, Essentials)</th>
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<tr>
<td><strong>1. The Disclaimer</strong></td>
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<tr>
<td><strong>2. Employee Definitions</strong></td>
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<tr>
<td><strong>3. Sexual Harassment Policy</strong></td>
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<td><strong>4. A Carefully Defined Work Week</strong></td>
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<tr>
<td><strong>5. Vacation Policy</strong></td>
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**Policies**

When writing an employee handbook, you must be careful to ensure you put in policies and regulations correctly. You may want a certain rule that the law does not allow you because of a conflict. There are many sensitive legal topics and you avoid documenting policies in:

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<td>Overtime Restriction</td>
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<td>Regulations limiting workers’ rights as parents or potential parents</td>
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<td>Anti-romance rules</td>
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<td>Rules about giving notice</td>
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<tr>
<td>Rules requiring workers to keep information about their compensation to themselves.</td>
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In the illustration above, the employer took the time to handwrite his employee handbook to give to his employees. Signifying that it was colored showed that he tried to appeal to the readers. Although this may not be the most professional attempt, the employer wanted something that the employees would be engaged in and take the time to familiarize themselves with the important policies of the company.

Zappos.com is an online shoe store. Since beginning in 1999 they have expanded to include handbags, clothing, and accessories. In 2009, the human resources department at Zappos evaluated their old handbook and decided the typed out general handbook was outdated, and they wanted something that their employees would actually read. They made a committee of employees to write the handbook for other employees. They decided to go with a comic book theme that was colorful, interactive, and applicable.
The images and storylines they used to narrate the themes, policies, and values are relatable (Zappos, 2009). You want your employees to feel comfortable and engaged while reading the employee handbook. If you use information that is relatable, employees will have a deeper understanding and recall the information.

The importance of an intriguing employee handbook is to engage the reader and ensure that they are reading the guidelines your company has laid out for them. In too many cases, such as the one below, an employee handbook appear to be dull and uninteresting.
Standard Employment Practices

At Will Employment

Company X does not offer tenure or guaranteed employment. Except as Company X has otherwise expressly agreed in writing, your employment is at will and may be terminated by you or by Company X at any time.

Equal Employment Opportunity

Company X is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, or any other characteristic protected by law.

Company X will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. An employee with a disability for which reasonable accommodation is needed should contact a human resources representative to discuss possible accommodations.

Employees with questions or concerns about any type of discrimination in the work place are encouraged to bring these issues to the attention of a human resources representative. Employees can raise legitimate concerns and make good faith reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including discharge.

Sexual and Other Unlawful Harassment

Company X will endeavor to maintain a work environment that nourishes respect for the dignity of each individual. This policy is adopted in furtherance of that tradition.

It is against the policies of Company X for an employee to harass another person because of the person’s sex, race, color, religion, national origin, age, disability, sexual orientation, marital status, or other characteristic protected by law. Actions, words, jokes, or comments based on such characteristics will not be tolerated.

Consequently, it is against the policies of Company X for an employee to sexually harass another person. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or environment.

Any employee who believes that he or she is being unlawfully harassed should immediately contact their supervisor or a human resources representative.

Figure 2.
An unappealing, generic employee handbook (Employee Handbook Template, 2006).
Critical Evaluation

The Souza’s Dairy, Incorporation employee handbook is large and bulky. The employee handbook Table of Contents covered 4 pages, and in total the handbook covered 63 pages.

Many workers are primarily Spanish speaking at Souza’s Dairy, Inc. I am sure that many employees do not read over the employee handbook, and surely many of the primarily Spanish speaking employees can not fully understand the policies and laws outlined in the employee handbook. Many of these employees have low levels of education, and the level Souza’s Dairy, Inc.’s employee handbook is written at is above most of the employees education level. By having the employee handbook written at a higher education level than the employee, the employees may misread or misunderstand what is contained in the employee handbook. Along with misunderstanding, the employee may feel intimidated and it may lead to a lower performance level because of the uncertainty. By putting the employee handbook into language your employees can read will benefit all parties involved.

Reviewing the old version of the Souza’s Dairy, Inc. employee handbook, I noticed that many sections that were in the handbook were unnecessary; such as the pregnancy policy. Of the current employees at Souza’s Dairy, Inc. there are no women on the payroll. Although men may be eligible for time off because of a wife’s pregnancy, the pregnancy disability leave should be in the policy handbook and does not need to be in the employee handbook. If an employee has any further questions, the new employee handbook will state that he may look to his supervisor for the answers.
I also omitted the extra definitions. Each definition goes into broad details and tells much more then the employee actually needs. The policy handbook also includes temporary, inactive, and general employees which employees working at Souza’s Dairy, Inc. will not need to know while they are employees. The policy handbook explains the other employments for those that need to understand the remaining definitions. I also didn’t believe that the supervisor duties needed to be put into every employee handbook, supervisors should be given their own employee handbook that is much more extensive.

I also left out the policies on the different insurances available to employees. When they are first introduced to the job, they will know what the companies offers but the information will be in the policy handbook if they ever need access the information.

There was a lot of general information that I didn’t feel all employees needed to know. In the new handbook, employees are made aware of their everyday information and the long term information is left for the other resources the employees have available to them.
Materials and Methods

Materials

I did not need many materials to consolidate the handbook. My main material was the handbook itself. I used the handbook to take ideas and sections to put into the new handbook. The original Souza’s Dairy, Inc. handbook was formulated by Pacific Employers, an expert labor and safety consulting company based out of Visalia, California. Pacific Employers does not deal specifically with agriculture companies, but a wide variety of companies. Pacific Employers’ main goal is to help employers gain and maintain control over their business (Miller, 2010).

Methods

I used the old handbook to consolidate and choose what would be included in the new, updated employee handbook. Each page was very detailed, and I choose to extract the most important policies from the policy handbook to put what I thought was necessary into the Souza’s Dairy, Inc. employee handbook.

As I read through the old Souza’s Dairy, Inc. employee handbook I took notes on what I thought were the most important aspects of the handbook. When looking for a job, there are some important things that you look for, and I thought those to be issues dealing with time off, vacations, and the main policies. As I read through, I pulled out the information that I found to be most important. I made my decisions on the important information by reading through much shorter versions of employee handbooks and establishing the important factors that were included in those handbooks. Many things were restated throughout the Souza’s Dairy, Inc. handbook, and I immediately decided to eliminate anything that was restated.
Results and Discussions

*Important Factors to be Included in the Handbook*

As I read through the existing employee handbook at Souza’s Dairy, Inc., I made a mark of what I as an employee would be most interesting in knowing. I looked at other employee handbooks that were short, and took from those handbooks what they all shared in common. The handbook deals with every day occurrences, or occurrences that may come up on short notice and need attention. Anything that is a long term notice was left in the policy handbook where the employee will have time before needing to act on the policy. I wanted employees to be left with the most beneficial information.

| Table 4. What is important to have in the Souza’s Dairy, Inc. employee handbook? |
|---------------------------------|--------------------------------------------------------------------------------|
| Background Information          | Give an overview of the background of the company.                            |
| The disclaimer                  | Ensure workers know that there are other rules and policies set aside in another policy handbook. You should ensure employees look at that, and also let employees know the handbook is not a contract in any way. |
| Employee Benefits               | Such as vacations, social security, group insurance, workers compensation, and etc. You want your employees to clearly understand the benefits they are entitled. |
| Work week, overtime, and payday | Clearly define the work week, when workers receive overtime, and when they will be paid. As well as bonuses. |
| Employee Definitions            | Make sure your employee understand what kind of employee they are, and what each employment means. |
| Break and lunch times           | Ensure workers know how much time they are given for breaks and lunch, when they should be taken, and how many are given. |
| Sick days and scheduled days    | Workers need to understand what they should do if they are sick, and also what to do if they have an appointment, obligation, or jury duty. They need to know how to communicate these to their employer. |
| Company Expectations            | Let the employee know they their employer expects of them. The employer needs to communicate clearly how they would like their employees to conduct themselves. |
| Harassment                      | Make sure employees know who they can talk to if they need to bring up an issue of harassment against a supervisor or fellow employee. |
| Outside References              | Make sure employees know who to talk to about more detailed information. Such as the employee policy handbook or a supervisor they can speak to about other issues. |
Consolidating the Handbook

After reviewing the old employee handbook, I attempted to consolidate the sixty-three page handbook into something more convenient and available for Souza’s Dairy, Inc. employees to read. Souza’s Dairy, Inc. has the handbook in place to help communicate with the employees’ specific laws, regulations, and policies that occur in the workplace.

On page 1 of Souza’s Dairy, Inc. the company welcomes employees by giving a welcoming statement. I believe that in their welcoming statement they can give a little more background information about the company and explain in more detail what they expect from their employees. Souza’s Dairy, Inc. should explain to their employees how long they have been in business and that it is a family run business. Souza’s Dairy, Inc. wants to maximize their employees experience as well as have employees contribute success to the business.

The Souza’s Dairy, Inc. current employee handbook which will now be considered as the policy handbook contains too much information. I have decided to take the most important factors to workers into the employee handbook and disregard the other policies.

Under the employment policies, much of the information is far too general. Souza’s Dairy, Inc. needs to take the employee definitions/classifications into the employee handbook so that employees know which they classify under. Employees also need to know when their temporary status is cleared, policies on attendance, and how to approach taking time off because of a scheduled appointment.

Within wage, hour, and overtime employees should understand their wages and salary. They also need to know the raise and review process. Agriculture has very
different hours and overtime and you need to ensure that your workers understand these changes within this work environment. Workers should also clearly understand when they have their rest and meal periods, and how long they are entitled too. Another important factor that workers want to know is factors related to pay check information. All employees want to know when they will be getting paid and how much will be deducted from their pay checks.

Employee benefits can help improve performance in the workplace. Souza’s Dairy, Inc. offers vacations, bonuses, and on rare occasion housing. Souza’s Dairy, Inc. has – houses on the facility that houses employees. Based on seniority, houses may be offered pending availability. Along with the benefits that Souza’s Dairy offers, there are state and federal benefits that employees may be entitled too that it is important for Souza’s Dairy, Inc. to let employees know those benefits are available.

Another important aspect for employees to know is company policies. Most companies have a long list of company policies, all of which the employees may need to know at some point, but in the employee handbook I think that the most relevant should be listed. The companies’ policy handbook can contain the remaining policies not listed in the employee handbook. I believe the employee handbook should contain policies pertaining to leave, sick, and medical. I believe those to be the most common for leaves and anything else that may come up they may speak with their supervisor or manager to see the companies’ policy handbook.

In the company policy handbook they have standards of conduct, and although I believe those to be important the dairy has many posted signs and precautions posted in various locations.
The drug policy is another factor I believe shall be left in the policy handbook. Upon receiving the job the employer should notify employees there is a strict employee drug policy and encourage the employee to read over the company policy handbook for reference.

The general information that is presented by Souza’s Dairy, Inc. includes a broad range of information. Most of these will be stated during the training period. Others will never become an issue but it is still relevant to have these policies written clearly so that employees understand them in case of an incidence.

**Implementing the Employee Handbook**

Each employee should know that they are required to receive and read over an employee handbook. While the employee handbook is very general, every employee should also be required to either own a copy of the company policies for reference, or must check out a copy of the company policies from the main office at Souza’s Dairy, Inc. Supervisors may consider adding time into the regular safety meetings, or having a separate meeting to ensure that employees have gone over the employee handbook, and understand where they can obtain a copy of the company policies handbook.

Every year for Christmas, Souza’s Dairy, Inc. hosts a Christmas lunch for all of its employees that work hard through the year. At the Christmas lunch, employees are usually given lunch, a raffle is held with prizes, and bonuses are handed out. When employees pick up their bonus checks, they should also be given the most updated version of the employee handbook along with their bonuses that way Souza’s Dairy, Inc. knows that any employee who received their bonus also receives an employee handbook.
Translating the handbook into Spanish

One of the most beneficial incentives for Souza’s Dairy Inc. employees to read the employee handbook would be to translate the employee handbook in Spanish. Most of the Souza’s Dairy, Inc. employees are of Hispanic descent and English is their second language. If the employee handbook was in Spanish, it would help to ensure that the employees read and understood their material.
Conclusion

By having an updated, shortened employee handbook, Souza’s Dairy, Inc. will have more employees reading the handbook. With more employees reading the handbook, the employer and employee will have less communication problems because the guidelines are clearly stated in the employee handbook.

A good employee handbook will leave no gray lines between the employer and the employee. By avoiding common mistakes, you can increase the overall effectiveness of your company.

I also suggest that the employee handbook for Souza’s Dairy, Inc., Souza’s Dairy 2, and Big De Farms be translated in Spanish. These dairy facilities all have a good number of employees who are only Hispanic speaking and cannot read English. Others can speak English but have a hard time to read it. Having the employee handbook written in Spanish will also help to ensure that the employee reads the handbook.
Citations


Merlo, C. 2010. California Governor Vetoes Farmworker Overtime Bill. AG WEB. 


Handbook

Souza's Dairy, Inc.

Souza’s Dairy Incorporation began in 1949 by Joe and Ludrie Souza and is a family run operation. Today, Souza’s Dairy Inc. is managed by Ludrie Souza, Daniel Souza, and Sandra Souza. Daniel and Sandra Souza are children of the late Joe Souza and Ludrie Souza. The herdsman and main supervisor is David Frea, nephew to Joe and Ludrie Souza.

As an employee at Souza’s Dairy, Inc. you will find your employment to be both rewarding and challenging. We believe that the quality of our employees is the key to our success; we carefully select our new employees. In turn, we expect employees to contribute to the success of Souza’s Dairy, Inc.

This short handbook is designed to familiarize you with our primary policies. Your supervisor or manage will be happy to answer any questions you may have.

Company Expectations

Souza’s Dairy, Inc. recognizes that most people prefer to work where people respect each other and work together in peace and harmony. We believe that it is important that everyone treat others with consideration and respect.

Employee Benefits

Vacations

At Souza’s Dairy, Inc. vacation time is rewarded based on seniority. Once you become a full time employee at Souza’s Dairy, Inc. you will receive the following vacations:

- One (1) year and three (3) months through four (4) years of continuous employment:
  - One (1) week paid vacation
- Five (5) years of continuous employment and thereafter:
  - Two (2) week paid vacation

Group Insurance

Group health insurance is offered by Souza’s Dairy, Inc. for full time employees. Souza’s Dairy, Inc. will pay the employee’s premium for the group insurance.

If you wish to have dependent coverage, 50% of the cost will be paid by you and deducted from your check as a payroll deduction.
Bonuses
Souza’s Dairy, Inc. employees may be eligible for a bonus at the end of the year. In order to receive a bonus, you must have been with Souza’s Dairy, Inc. for the full year, and you must not have any write-ups on your company record.

Wages and Over Time

Wages
All employees begin with the highest statutory minimum wage provided by the State or Federal government. Raises are given on the basis of merit rather than length of service. Increases in wages are based on business conditions and employee performance.

Pay Day
Pay periods are calculated from the 1st through the 15th of the month, and then 16th through the last day of the month. Earnings will be calculated and checks will be given to employees on the 3rd and 18th of the month. If either of those days is a holiday, the following workday will be the official payday.

Over Time
An employee is eligible for overtime working more than ten (10) hours in any workday or more than sixty (60) hours in any workweek. Overtime will be one and one-half (1 ½) times your regular rate of pay.

On the seventh (7th) day of work in a workweek, you are eligible for one and one-half (1 ½) up to eight (8) hours of work. Also on this seventh (7th) day of work, if you work more than eight (8) hours you receive double your regular rate. Overtime requires supervisory approval.

Employee Definitions
- Full-Time: “Regular full-time employees” are employees who have completed the ninety (90) day introductory period and are regularly scheduled to work at least sixty (60) hours per week.
- Part-time: “Regular part-time employees” are employees who have completed the ninety (90) day introductory period and who work more than eight (8) hours and fewer than sixty (60) hours per week. Not all benefits are provided to part-time employees.

Break and Lunch Times
On a regular workday, employees are provided with two 10 minute rest periods. On a half shift, employees will receive one 10-minute rest in the middle of their shift. All rest periods or lunch breaks are to be taken separately. All employees must take their rest periods, but you are not required to clock out.
If you work less than three and a half hours (3 ½) in a single shift, no rest period is needed.

Employees will receive a lunch break of no less than thirty (30) minutes during any work period of more than five (5) hours.

You are required to indicate your time out and back in for lunch breaks but not for breaks.

**Sick Days and Scheduled Days**

**Sick Days**

If you are sick, please call your supervisor as soon as possible and inform them that you will not be able to come in for work so that they may accommodate for your absence.

**Scheduled Days**

Scheduling is very crucial to the overall effectiveness of the companies’ operation, so we ask that you give us adequate notice for appointments or jury duty/court appearances. We understand that in the case of a funeral due to a death in your immediate family, you may need to take time off. Here at Souza’s Dairy, Inc. we ask that you give us as timely notice as possible so we may reschedule.

**Outside References**

Here at Souza’s Dairy, Inc. along with our employee handbook that highlights our main focuses, we also have a policy handbook that is in much greater detail and covers a large array of information pertaining to your job. Along with this handbook, there will also be postings, notices, verbal addresses, general and safety meetings, and employee handbooks supplemental to this one.

**Disclaimer**

This employee handbook may not include all the information needed by you. There are some matters which will be specifically addressed in posting, notices, verbal addresses, general & safety meetings, employee handbooks supplemental to this one, and policy handbooks. You are requested to read all posted notices and instructional material. If at any time you need a clarification of any provision within the employee handbook, please ask.

This employee handbook contains the employment policies and practices of Souza’s Dairy, Inc. in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded. Souza’s Dairy, Inc. reserves the right to revise, modify,
delete or add to any and all policies, procedures, work rules or benefits stated in this handbook or in any other document, except for the policy of at-will employment. However, any such changes must be in writing and must be signed by the President of Souza’s Dairy, Inc. Any written changes to this handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way change or alter the provisions of this handbook.
Background Information

Souza’s Dairy Incorporation began in 1949 by Joe and Ludrie Souza and is a family run operation. Today, Souza’s Dairy Inc. is managed by Ludrie Souza, Daniel Souza, and Sandra Souza. Daniel and Sandra Souza are children of the late Joe Souza and Ludrie Souza. The herdsman and main supervisor is David Frea, nephew to Joe and Ludrie Souza.

As an employee at Souza’s Dairy, Inc. you will find your employment to be both rewarding and challenging. We believe that the quality of our employees is the key to our success; we carefully select our new employees. In turn, we expect employees to contribute to the success of Souza’s Dairy, Inc.

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Here at Souza’s Dairy, Inc. along with our employee handbook that highlights our main focuses, we also have a policy handbook that is in much greater detail and covers a large array of information pertaining to your job. Along with this handbook, there will also be postings, notices, verbal addresses, general and safety meetings, and employee handbooks supplemental to this one.

For any information that is not stated in this employee handbook that you may have concerns for, please talk to your supervisor or ask for a copy of the policy handbook from the dairy office.

Disclaimer

This employee handbook may not include all the information needed by you. There are some matters which will be specifically addressed in posting, notices, verbal addresses, general & safety meetings, employee handbooks supplemental to this one, & policy handbooks. You are requested to read all posted notices & instructional material. If at any time you need a clarification of any provision within the employee handbook, please ask.

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This short handbook is designed to familiarize you with our primary policies. Your supervisor or manager will be happy to answer any questions you may have.
Employee Benefits

Vacations
At Souza's Dairy, Inc., vacation time is rewarded based on seniority. Once you become a full-time employee at Souza's Dairy, Inc., you will receive the following vacations:
- One (1) year and three (3) months through four (4) years of continuous employment:
  - One (1) week paid vacation
- Five (5) years of continuous employment and thereafter:
  - Two (2) week paid vacation

Group Insurance
Group health insurance is offered by Souza's Dairy, Inc. for full-time employees. Souza's Dairy, Inc. will pay the employee's premium for the group insurance. If you wish to have dependent coverage, 50% of the cost will be paid by you and deducted from your check as a payroll deduction.

Bonuses
Souza's Dairy, Inc. employees may be eligible for a bonus at the end of the year. In order to receive a bonus, you must have been with Souza's Dairy, Inc. for the full year, and you must not have any write-ups on your company record.

Company Expectations
Souza's Dairy, Inc. recognizes that most people prefer to work where people respect each other and work together in peace and harmony. We believe that it is important that everyone treats others with consideration and respect.

Wages and Overtime

Wages
All employees begin with the highest statutory minimum wage provided by the State or Federal government. Raises are given on the basis of merit rather than length of service. Increases in wages are based on business conditions and employee performance.

Pay Day
Pay periods are calculated from the 1st through the 15th of the month, and then 16th through the last day of the month. Earnings will be calculated and checks will be given to employees on the 3rd and 18th of the month. If either of those days is a holiday, the following workday will be the official pay day.

Over Time
An employee is eligible for overtime working more than ten (10) hours in any workday or more than sixty (60) hours in any workweek. Overtime will be one and one-half (1 1/2) times your regular rate of pay. On the seventh (7th) day of work in a workweek, you are eligible for one and one-half (1 1/2) up to eight (8) hours of work. Also on this seventh (7th) day of work, if you work more than eight (8) hours you receive double your regular rate. Overtime requires supervisory approval.

Sick and Scheduled Days

Sick Days
If you are sick, please call your supervisor as soon as possible and inform them that you will not be able to come in for work so that they may accommodate for your absence.

Scheduled Days
Scheduling is very crucial to the overall effectiveness of the company's operation, so we ask that you give us adequate notice for appointments or jury duty/court appearances. We understand that in the case of a funeral due to a death in your immediate family, you may need to take time off. Here at Souza's Dairy, Inc., we ask that you give us as timely notice as possible so we may reschedule.

Break and Lunch Times

On a regular workday, employees are provided with two (2) minute rest periods. On a half shift, employees will receive one (1) 10-minute rest in the middle of their shift. All rest periods or lunch breaks are to be taken separately. All employees must take their rest periods, but you are not required to clock out.

If you work less than three and a half hours (3 1/2) in a single shift, no rest period is needed.

Employees will receive a lunch break of no less than thirty (30) minutes during any work period of more than five (5) hours.

You are required to indicate your time out and back in for lunch breaks but not for breaks.