



Welcome to the Beach

We are happy to announce that the Forty Niner Shops name is changing to *effective Summer 2023*. Conversations for this change began in 2018, when our student

This rebrand provides a contemporary name, it modernizes our logo, and reconfirms our commitment to our stud

designation. Externally, we will refer to the organization under the new Beach Shops name. This new name will be displayed on uniforms, name badges, email signatures, and public facing areas. Internally, you will continue to see Forty Niner Shops on your pay check, and it will remain in effect as our internal legal name.

For questions regarding this exciting transition, please contact Human Resources.

This handbook is designed to help employees get acquainted with the FortyNiner Shops, Inc.dba Beach Shops and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee. The policies set forth in this Handbook do not create a contract or any contractual obligation of any kind between the FortyNiner Shops and any of its employees.

Because the Beach Shops is a growing and changing organization, it reserves full discretion to add, modify, or delete provisions of this handbook, or the policies and procedures on which it is based, at any time without advance notice. Employees will, of course, be notified of such changes to the Handbook promptly after they occur.

For this reason, employees should check with the Human Resources Department to obtain current information regarding the status of any particular policy, procedure,

Open Door Policy.....	30
Complaint Procedure.....	30
Employee Safety.....	33
Reporting Unsafe Conditions.....	33
Reporting Accidents.....	33
Health and Safety Standards.....	34
Paid Sick Leave and Leaves of Absence.....	35
Paid Sick Leave.....	35
Leaves of Absence.....	36
Bereavement Leave.....	36
Reproductive Loss Leave.....	36
Jury Duty and Witness Leave.....	37
Voting Time Off.....	37
Military Caregiver Leave (Part of Family and Medical Leave).....	37
Military Qualifying Exigency Leave (Part of Family and Medical Leave).....	37
Time off for Victims of Domestic Violence.....	38
Crime Victim Leave.....	38
Volunteer Civil Service/Emergency Responder Leave.....	39
Organ Donor/Bone Marrow Donor Leave.....	39
Parental Leave for School Activities.....	39
Pregnancy Leave.....	40
Extended Medical Leave.....	40
Thirty-Day (30) Personal Leave.....	41
Leave Procedures.....	42
Our Customer Service Standards.....	43
21 Tips for Excellent Retail Customer Service.....	44
.....	45
Contact Information.....	46

TheBeach Shops is incorporated under the laws of the State of California. It is organized

generate funds for scholarships, internships, and other student activities. We will design facilities to enhance academic learning, and be actively engaged in campus programs and activities that promote student success. We will measure our efforts to promote student success in the same way that we measure financial success with objective, empirical data that demonstrates our achievements.

We will seek beneficial business ventures and offer goods and services that appeal to our stakeholders. We expect our employees and managers to operate efficiently and effectively, and we will hold ourselves to the highest standards possible. Financial success is an indicator of customer satisfaction, as our students have many options when it comes to purchasing textbooks or food services. We must compete in the marketplace, and our financial success is dependent upon offering appealing goods and services with excellent customer service while maintaining competitive pricing.

We believe that supporting the educational mission of the University is a noble endeavor; therefore, we will perform our duties to the highest standards possible.

organizations, and continuously seek to improve our performance through the best

role in ensuring our success and will be responsible for the execution of their job duties and for the wellbeing of the corporation.

We must look for new ideas and better ways to manage our business. We are willing to take risks and adopt new ideas when they result in improved satisfaction, student success, and financial outcomes.

We must be willing to give and accept feedback from managers, peers, and stakeholders in order to realistically assess our performance. We must be willing to defend our values and hold one another accountable to our shared values.

We will include our employees and customers when considering new concepts and developing innovative ways to perform our jobs. We will communicate clear expectations, report on the progress of our efforts, and recognize the achievement of our employees as we seek to improve our operations.

We respect, appreciate, and value all individuals and will work to actively ensure equality of opportunity in our workplace.

We are part of the local community, and we support public service in many forms. Our community service includes volunteering time and effort, donation of funds and in-kind contributions, and encouraging employee engagement in community service organizations and projects.

Employment at the BeachShops is not for a fixed term and BeachShops employees
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the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact Human Resources and discuss the need for an accommodation. The BeachShops will engage in an interactive process with the employee to identify possible accommodations that will help the applicant or employee perform the job. If you require an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles), you should also contact Human Resources and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the BeachShops will make the accommodation. The BeachShops will not retaliate against you for requesting a reasonable accommodation.

The BeachShops believes that hiring qualified individuals contributes to our overall strategic success. Background checks serve as an important part of the selection process and it is used for employees that are being hired into sensitive positions, where the employee will be exposed to confidential and personal customer/employee data. This requirement aligns with the California State University Policy. This information we

may work beyond their normal schedules and will receive overtime compensation when applicable in accordance with state and federal law

The corporation operates on a Wage and Salary Plan designed to provide salaries based on the duties and responsibilities of the position held and commensurate with pay rates established by comparable markets to our unique industry. Pay scale is included in job postings and

Rest Breaks

All non-exempt employees are entitled to rest break periods during their workday. If you are a non-exempt employee, you will be paid for all such break periods, and you will not be required to clock out. You are required to remain on the work premises during your rest break(s). You are expected to return to work promptly at the end of any rest break.

Number of Rest Breaks

You will be permitted to take one (1) ~~15~~ minute rest break for every four (4) hours you work. A rest break need not be authorized for employees whose total daily work time is less than three and one half (3.5) hours.

If you work a shift from three and one half (3.5) to six (6) hours in length you will be entitled to one (1) ~~15~~ minute rest break. If you work more than six (6) hours and up to ten (10) hours, you will be entitled to two (2) ~~15~~ minute rest breaks. If you work more than ten (10) hours and up to fourteen (14) hours, you will be entitled to three (3) 15 minute breaks.

For shifts in excess of 14 hours, you will continue to be entitled to additional paid 15 minute rest breaks for every four (4) hours you work.

Timing of Rest Breaks

You are authorized and permitted to take a rest break in the middle of each four hour work period. Your rest break may be scheduled by your supervisor or location manager.

Meal Period

All non-exempt employees will be provided an uninterrupted unpaid meal period of at least 30 minutes if they work more than five hours in a workday. You must clock out for your meal period. You will be permitted a reasonable opportunity to take this meal period, and you will be relieved of all duty. During your meal period, you are free to come and go as you please and are free to leave the premises. You must clock in at the end of any meal period and return to work promptly.

If your total work period for the day is more than five (5) hours per day but no more than six (6) hours, you may waive your meal period. This cannot be done without the mutual written consent of you and your location manager. You must discuss any such waiver with y

Second Meal Period

If you work more than ten (10) hours in a day, you will be provided a second, unpaid meal period of at least 30 minutes. Again, you must clock out for your meal period. You will be permitted a reasonable opportunity to take this meal period, and you will be relieved of all duty. There will be no control over your activities during your meal period. During your meal period, you are free to leave the premises and are free to come and go as you please. You are expected to return to work promptly at the end of meal period.

Depending on the circumstances, you may be able to waive your second meal period if you took the first meal period and if your total hours worked for the day is no more than twelve (12) hours.

This cannot be done without the mutual consent of you and your location manager and must be in writing. You must discuss the duty meal period agreement waiver with your location manager in advance.

Timing of Second Meal Period

This second meal period will be provided later than the end of your tenth (10) hour of work. Your second meal period may be scheduled by your supervisor or location manager.

Recording Meal Periods

Non-exempt employees must clock out for your meal period and record the start and end of the meal period.

Anytime you miss a meal period that was provided to you (or you work any portion of a

You may use ordinary paid rest breaks or may take other reasonable break time when needed. If possible, the lactation break time should run concurrently with scheduled meal and rest breaks already provided. Your location manager will work with you to schedule appropriate break times.

All BeachShops Employees are eligible to receive discounts on certain purchases. Please note that discounts are exclusive for active Shops employees, and are not transferrable and cannot be shared. An employee must present their student ID/employee ID for purchase.

Employee discounts include

- Text Books 10% off
 - Employees must provide class schedule to verify your textbook purchases.
 - Textbook must be physically sold in the Bookstore.
 - Includes rentals; excludes all digital course material

- Bookstore Retail Purchases 20% off
 - Excludes

As an employee of the BeachShops, you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow employees and your supervisor. When you are absent, your assigned work must be performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their entire work schedule, except for meal periods and rest breaks or when required to leave on authorized BeachShops business. Late arrivals, early departures or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided. Unless it is at the request of your supervisor, employees cannot clock in early. Employees must clock in at the start of their scheduled shift.

If you are unable to report for work on any particular day, you must provide reasonable advance notice as required by your department manager before the time you are scheduled to begin working for that day. You must inform your supervisor of the expected duration of any absence. If you fail to provide reasonable advance notice before your scheduled time to begin work and do not arrive on time for your assigned shift, you will be considered tardy for that day. If the circumstances for your tardiness or absence were unforeseen, inform your supervisor as soon as practicable of the reason for the tardiness or absenteeism.

that completion of normal work requirements is adversely affected. These absences may have been excused or unexcused and caused by medical or other reasons. An employee must be notified that absences are excessive before such incidents can be considered for disciplinary action. A supervisor may not designate medical or Family Medical Leave Act absences as excessive without the concurrence of the Human Resources Department. Excessive absenteeism or tardiness, providing false information, or abuse of leave laws will not be tolerated. Excessive absenteeism is defined as three or more occurrences of unexcused absence in a 30-day period and may result in disciplinary action. Eight occurrences of unexcused absence in a 12-month period are considered grounds for disciplinary action.

Generally any employee who fails to report to work for a period of three days or more without notifying their supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship. Employees who terminate the employment relationship via job abandonment will not be eligible for rehire.

TheBeachShopsrequires all employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. It requires that employees and representatives of the organization practice honesty and integrity while conducting business on behalf of the organization. All employees must comply with all applicable laws, regulations and organizational policies as a condition of employment.

It is the policy of theBeachShops to encourage its employees to report any action or suspected action considered to be fraudulent, in violation of federal, state, or local laws, or in violation of any adopted policy of theBeachShops.

TheBeachShops Whistleblower Policy establishes policy and procedures for: the submission of concerns by employees on a confidential basis, the reporting and disposition of complaints received by the organization, and the protection from retaliatory actions of stakeholders reporting concerns. No employee who, in good faith, reports a concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, an employee or volunteer who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including termination of employment.

TheBeachShops has an open-door policy to address any issues or concerns. Please follow the complaint procedure outlined in this handbook.

Employees are to conduct onlyBeachShops business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.

All employees

The Shops will in good faith support employee efforts to pursue teaching opportunities on the CSULB campus. Teaching on campus is considered a separate employment with

access to data via all methods of communication and unauthorized transferring of such data, including: jump drives, portal drives, email, or via unauthorized cloud based storage services. Any breach of this policy will not be tolerated, and legal action may be taken by the BeachShops.

Each employee is responsible to ensure that we safeguard all company property and that of our fellow employees, customers and guests. All property that is left behind must be reported to your supervisor, and taken to Lost and Found in ID Card Services, on the second floor of the University Bookstore. This includes property left at any retail location throughout our operations.

As a part of your employment, you may be issued company property in order to have access to buildings, company vehicles or resources needed to perform your job. Company property may include: building keys, access codes to cash registers, cash register void cards, safe codes, computers, cell phones, lap top iPads, product and inventory, public restricted areas, cash rooms, protected computer/server rooms, etc. All company property that is assigned to you, or that you are exposed to as a part of your employment is to be respected and secured at all times. All company property must be used as intended, and employees are limited to who and what they can access, based on the requirements of their job. Please work with your Supervisor or Manager to identify company property that is required for your position. Please also note that all company property must be turned over to the BeachShops when the company property is no longer required to perform a job duty, or when the employee leaves the organization.

As a part of your employment, you may have opportunities to travel on business. All travel must be preapproved, and follow several policies and procedures set in place, to ensure that we are in compliance with regulatory standards, as well as ensuring the safety of the employee(s) traveling on our behalf. If there are traveling opportunities that arise, and you are not sure if this meets our policy requirements, please contact your manager. Please note that all travel must be formally preapproved, per our policies, before travel arrangements are made and employees depart to a conference, meeting, or event off campus.

All media inquiries to employees regarding BeachShops and its operations must be referred to the Communications and Marketing Department of the BeachShops. Only the Communications and Marketing Department, or a designee is authorized to make or approve public statements on behalf of the BeachShops or its operations. No employee, unless specifically designated by the Communications and Marketing

Department, is authorized to make those statements. Any employee wishing to write and/or publish an article, paper, social media post, or other publication on behalf of the BeachShops must first obtain approval from the Communications and Marketing Department before publication.

TheBeachShops also have several social media accounts that are used to communicate with the campus community and a broader audience. The Communications and Marketing Department handle all such accounts and centralize all social media activity for the organization. Please note that no employee is authorized to open accounts public or internal for department employees, without the authorization of the Communications and Marketing Department.

Electronic Communication

TheBeachShops provides various technology resources, including electronic communications systems, to authorized employees to assist them in performing their

image, and is respectful of other employees.

All messages sent and received, including personal messages, and all data information stored on theBeach -mail system, voice mail system, or computer systems, are corporation pro-4(olo792 G [() TJ ET Q q)-3(p)-4(o)7(rat)-6(io)7(nE)e(son70 1 27

The Beach Shops has a general standard that cell phone use is not permitted while on the clock. This includes the unauthorized use of head phones, head sets, earbuds or audio head gear. Cell phone use is ok during scheduled rest and meal breaks. There are a few departments where cell phone, head phone, head set, earbud, or audio head gear use is permitted as a part of your job. For details of your department rules and guidelines about cell phone use, please contact your immediate supervisor. Please use good judgement and leave personal cell phone use, checking emails and text messages to your rest breaks and meal periods.

The Beach Shops has a no tolerance stance on the use of alcohol, marijuana, illegal drugs or controlled substances within the workplace. Use of these substances can detract from an employee's work performance, efficiency, safety, and health, and seriously impair Beach these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes Beach Shops to the risks of property

This policy prohibiting harassment applies to all persons involved in the operation of the BeachShops including the off duty conduct of employees. The BeachShops prohibits harassment, disrespectful or unprofessional conduct by any employee of the BeachShops, including supervisors, managers and workers. The BeachShops harassment policy also applies to vendors, customers, independent contractors, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, comments, posts or messages;

- Visual displays such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;

- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;

- Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;

- Retaliation for reporting or threatening to report harassment; and

- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by organization policy.

This policy applies to all phases of employment, including, but not limited to, recruiting, hiring, onboarding, promotions, demotions, transfers, layoffs, terminations, rates of pay, benefits, and selections for training opportunities.

If you believe you have been subjected to unlawful harassment, please follow the complaint procedure outlined in this handbook. Employees must report conduct prohibited by this policy whether or not they are personally involved.

The BeachShops strongly discourages romantic or sexual relationships between a manager or other supervisory employee and an employee who reports directly or indirectly to that person, because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the staff employee. Moreover, given the uneven balance of power within such relationships, consent by the staff member is suspect and may be viewed by others, or at a later date by the staff member, as having been given as the result of coercion or intimidation. The atmosphere created by such appearances of bias, favoritism, intimidation, coercion or exploitation undermines the spirit of trust and mutual respect that is essential to a healthy work environment. If there is such a

relationship, the parties need to be aware that one or both may be moved to a different department or other actions may be taken.

If any employee of the BeachShops enters into a consensual relationship that is romantic or sexual in nature with an employee who reports directly or indirectly to that employee, or if one of the parties is in a supervisory capacity in the same department in which the other party works, the parties must notify Human Resources or other appropriate corporate officer. Because of potential issues regarding quid pro quo harassment, the BeachShops has made reporting mandatory. This requirement does not apply to employees who do not work in the same department or to parties where neither one supervises or otherwise manages responsibilities over the other.

Once the relationship is made known to the BeachShops, the company will review the situation with human resources in light of all the facts (reporting relationship between the parties, effect on coworkers, job titles of the parties, etc.) and will determine whether one or both parties need to be moved to another job or department. If it is determined that one party must be moved, and there are jobs in other departments available for both, the parties may decide who will be the one to apply for a new position. If the parties cannot amicably come to a decision, or the party is not chosen for the position to which he or she applied, the HR director and senior management will decide which party will be moved. That decision will be based on which move will be least disruptive to the organization as a whole. If no other jobs are available for either party, the parties will be given the option of terminating their relationship or resigning.

During working hours and at work locations, employees are expected to refrain from intimate exchanges so that others are not distracted or offended. During working hours, such as lunches, breaks, and before and after work periods, employees are not precluded from having appropriate personal relationships at work locations as long as their conversations and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person. These provisions apply regardless of the sexual orientations of the parties involved.

Employees who allow interpersonal relationships with coworkers, regardless of whether they are romantic and/or sexual in nature, to adversely affect the working environment

Failure to modify behavior and observe appropriate standards of employee conduct shall be viewed as a serious disciplinary matter.

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If you believe you have been subjected to unlawful retaliation, please follow the complaint procedure outlined in this handbook.

- Full-time employees will accrue an average of 8 hours of paid sick leave each month.
- Unused paid sick leave for full-time employees will be carried over from year to year.
- All paid sick leave requests must be submitted through ADP before the close of the pay period in which the time-off was taken.
- Any unused paid sick leave will not be paid out upon termination to any full time employee hired after 1/1/1989.

As mentioned above, the intent of Paid Sick Leave is to minimize economic hardships that may result from an unexpected short-term illness or injury. Sick leave abuse is not permitted. Sick leave abuse includes using paid sick leave for reasons other than those stated in the policy, misrepresenting the reasons for using paid sick leave, completion of normal work requirements is adversely affected, or there is reasonable suspicion of sick leave abuse, employees may be asked to supply a note to Human Resources. Furthermore, sick leave abuse will lead to appropriate disciplinary measures as detailed in the Progressive Disciplinary Process.

three or more consecutive scheduled shifts. The note will not require a medical diagnosis/medical condition but should note that the employee was seen by a health care provider, is healthy enough to return to work, and stipulate any period of incapacity or job-related restrictions.

Please contact Human Resources for questions regarding Paid Sick Leave, or for a copy of the detailed policy.

The Beach Shops has a detailed list Leave Policy that contains a list of Leaves available to its employees. Below is an example of leaves available to our employees. Please contact Human Resources to learn more about Leave options.

The Beach Shops grants 5 paid work days to employees in the event of the death of the brother, sister, grandparent, or grandchild; or mother, father, sister, brother, son, or daughter-in-law. The Beach Shops provides employees with such a death in the family for up to five workdays of paid bereavement with the approval of their supervisor. The days do not need to be consecutive, but the 5 days must be taken within 30 days of the death of the person for whom you are taking the leave.

The Beach Shops grants 5 days of unpaid work days to employees in the event of a reproductive loss. Reproductive loss is defined as failed adoption, failed surrogacy,

activities. If not, your parental time off will be unpaid. For scheduling purposes, you must notify your supervisor at least one week before the date of the school activity, that your work duties may be covered.

All BeachShops employees are eligible for an unpaid, job-protected time off when they are unable to perform essential job functions due to pregnancy, child birth or a pregnancy-related condition for up to four months. The employee may also be eligible for the leave if they are unable to perform any job duties without undue risk to the employee or the successful completion of the pregnancy.

Employees are required to notify Human Resources that they will be taking the leave at least 30 days prior to the beginning of the leave. If advance notice is not possible, the employee must notify Human Resources as soon as possible. Medical certification be required.

Employees will not lose any seniority and benefits will not be terminated. Employees will be required to provide documentation from their health care provider releasing them to return to work.

A medical leave of absence may be granted for work-related medical disabilities (other than pregnancy, childbirth, and related medical conditions) with a doctor's written certificate of disability. Extended disability leaves will also be considered on case-by-case basis, consistent with BeachShops disability laws. Employees should request any leave in writing as far in advance as possible. A medical leave begins on the first day your doctor certifies that you are unable to work, and ends when your doctor certifies that you are able to return to work. Please provide your supervisor or Human Resources with documentation from your doctor, showing the date you were disabled and the estimated date you will be able to return to work. Unless applicable law provides otherwise, an employee returning from a

Employees on a personal leave of absence do not accrue seniority or benefits and sick pay will stop accruing when on leave, but will begin accruing again when the employee returns to work. An employee who takes a personal leave of absence will not

Our key to success is an enthusiastic staff made up of individuals who are willing and able to give courteous, friendly, personal service to our customers. Effective customer service requires commitment and constant attention from everyone who represents Corporation. Customer service is treating others the way you would wish to be treated as a customer.

Each time you interact with a customer, you should:

- Initiate interaction by smiling, making eye contact and providing a personal greeting.
- Work cooperatively as a team member.
- Provide quality work.
- Maintain a service orientation toward our customers by supporting our front staff.
-
- Be safety conscious.
- Maintain a clean, well-groomed appearance.

Every complaint from a customer should receive serious consideration and immediate settle the matter should be made. If not, please call your supervisor and stay with customer until the problem is resolved.

Excellent customer service is a priority. The customer is the most important person in our business. Remember to treat the customer with warmth, courtesy, respect, and consideration.

Attached are several guides that we follow as a standard for customer service.

- A. Arrive on time
- B. Believe in the job you are doing
- C. Choose an attitude of service
- D. Dress appropriately
- E. Empathize with customers
- F.
- G. Give every customer outstanding service
- H. Help coworkers when needed
- I. Initiate contact with customers
- J. Justify your reasoning and offer
- K. Know as much as possible about your job
- L. Leave your personal problems at the door
- M. Mind your manners say please and thank you
- N.
- O. Own problems
- P. - people come first
- Q. Question policies that hinder your ability to give good service
- R.
- S. Speak clearly and professionally
- T. Treat people fairly
- U. e
- V. Verify that your customers are satisfied
- W. Walk customers through any complicated processes or procedures
- X. X-out complaining, personal conversations or other behaviors that reduce your ability to remain positive and engaged
- Y. Yell and yell back at no one while at work
- Z. Zero in on how you can listen more and talk less

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