



## BECKER FARMS HANDBOOK

Dear Employee,

Welcome to Becker Farms and Vizcarra Vineyards! You have been chosen to work for a premier employer, and we are proud to welcome you to our business. You were hired because we believe you can contribute to the achievement of our goals and to the bottom line of success, and share our commitment to our customers.

Becker Farms is committed to distinctive quality and unparalleled customer service in all aspects of our business. As part of the team, you will discover that the pursuit of excellence is truly a rewarding aspect of your career with Becker Farms. As a team member, you must “own” the results of your productivity.

This employee handbook contains the key policies, goals, benefits, and expectations of Becker Farms, as well as information that you will need as a part of our team.

The success of Becker Farms is determined by our success in operating as a unified team. We have to earn the trust and respect of our customers everyday in order to maintain our standard as the best banquet facility in the area. Our success is guaranteed by creative, productive employees who are empowered to make suggestions while working hard. Your job is essential to fulfilling our mission to provide distinctive quality and unparalleled customer service everyday to more people who trust and respect us. The primary goal at Becker Farms is to live our mission statement and continue to be an industry leader. We achieve this through dedicated hard work and commitment from every employee. It is the desire of Becker Farms’ management, from top to bottom, to have every employee succeed in their job, and assist in achieving our goals.

You should use this handbook as a ready reference as you pursue your career with Becker Farms. Additionally, the handbook should assure good management and fair treatment of all employees. At Becker Farms, we strive to recognize the contributions of all employees.

Welcome to the family farm. We look forward to your contribution.

Sincerely,

### **ABOUT THIS HANDBOOK**

This handbook is for your information. It is not an employee contract. Your employment is an “at will” arrangement that may be ended either by you or by the company at any time, with or without notice, for any reason.

Sometimes we have to change the policies of the company, or benefits we offer our employees. If those changes affect you, your manager will let you know. You are expected to follow new procedure once you know about it, even if it is different from what you are used to or if it is different from what you read here.

Our managers are not authorized to make promises beyond what you read here; if a manager does so anyway, we are not required to honor any promise.

### **OUR FAMILY BUSINESS**

Becker Farms is a fifth generation family owned and operated business. Mindy and Oscar Vizcarra are the owners, and all three of their children work and live on the farm, Amanda, Andres, and Oscar Jr. The private events division of Becker Farms was started in 2007 and has been a wonderful addition to our growing business. Becker Farms is a premier agri tourism destination specializing in service, hospitality and quality artisan products. Our establishment consists of a real working farm, Bakery, Winery, Brewery and of course the Private and Public events division. With over 50 team members and over 80,000 visitors annually it is up to us to shine as our customers experience what we have to offer. Not only will this position give you flexibility in showing your creativity but it will provide you with a great learning experience and leave you with an invaluable sense of accomplishment.

### **Goals, Values & Beliefs**

#### **Mission Statement**

- Grow and produce quality agricultural products in an economically viable and ecologically sound manner
- To provide all who visit a hands on unique experience that showcase the fruits of our labor.
- Becker Farms will provide its customers with experiences that foster tradition, family, friends and memories throughout the course of their lives and generations to come.
- Becker Farms mission is to strengthen our community by providing our employees with a

job that allows them to have an increased quality of life by providing them with the right tools to succeed.

### **Core Values**

- Pursue growth, learning, and education.
- Build Open and Honest relationships through communication
- Build a positive team and family spirit
- Be passionate and determined
- Full disclosure and transparency through all divisions
- Create unique, positive and unforgettable memories
- Eat local and support fellow farmers and businesses

## **EMPLOYMENT PRACTICES**

### **Equal Employment Opportunity**

Becker Farms is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, sex, national origin, age, disability, or veteran status. This policy affirms Becker Farms' commitment to the principles of fair employment and the elimination of all vestige of discriminatory practices that might exist. We encourage all employees to take advantage of opportunities for promotion as they occur.

### **No Harassment Policy**

We will not tolerate any conduct designed to intimidate, retaliate, harass or otherwise discriminate against any employee or customer. Report any concerns to management or owners. All charges of harassment will be investigated thoroughly. Evidence of harassment found in the course of an investigation, or making false claims to mislead investigation, will result in disciplinary action or dismissal.

### **Open Door Policy**

Communicating with one another can prevent many problems and resolve most others. If issues arise in your workday that you are unable to personally solve, speak to your immediate manager. If you feel your manager has not addressed your concern, you may wish to take the concern to the next management level for review. If you cannot discuss the issue with your manager, you may go directly to the owners, Mindy or Oscar.

## **WORKPLACE PROCEDURE**

### **Dress & Hygiene**

We are a business where impressions mean everything. Our grooming and dress standards reflect the professionalism and pride we feel about our jobs and ourselves. These standards apply to dress, grooming, and personal hygiene.

- You are not permitted to wear headsets, pagers, cell phones, or any other non-medical electronics while working unless Becker Farms provides them as part of your job.
- All staff members must adhere to the dress code outlined in their job description when on the clock. See the Becker Farms Look Book for reference
- Kitchen staff is expected to follow health code standards and maintain clean uniforms.
- Any employee in direct contact with food must maintain extremely good hygiene, paying close attention to wash hands often and thoroughly, wear gloves, and follow health codes.
- Staff must have hair cut short, pulled back, or in a hair net at all times when in contact with food. Any questions of hygiene should be addressed with management immediately.
- Failure to follow dress & hygiene codes may result in disciplinary action, up to and including termination.

For Some Positions within Becker Farms, the company will supply employees with a portion of the uniform. This could include name tags, ties or uniforms. For any company supplied uniforms, Becker farms will supply the first item at no charge to the employee along with a deposit. If the item is lost or damaged, the employee is responsible for replacing the item at their own cost. If the portion of the uniform is returned in fair condition the deposit will be returned. Upon termination, or end of season, the employee is responsible for returning all items supplied by the company, including clothing apparel, name tags, ties, uniforms or other items. Should the item not be returned the deposit will not be returned. The employee has signed and dated a copy of this statement stating that he/she understands the above statement; a copy of the statement is kept in the employee's file.

### **Parking**

All staff must park in the back parking lot, past the Garden Pavilion, so as not to take up close parking for our guests.

### **Payday**

Payday is every Friday after 3:00pm. If you have any problem with your pay, please consult your manager. Direct deposit is mandatory in most departments. A voided check may be required. Please ask your manager in this may be a problem.

### **Use of Company Property**

Becker Farms will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use or removed from the physical confines of Becker Farms, unless approved by management.

Walkie Talkies/Headsets : At times, staff will be required to wear a walkie-talkie and headset while on duty. Walkie-talkies are Farm property and will be treated as such. Those who are required to wear walkie talkies have the opportunity to purchase a walkie from Becker Farms, place a deposit on a walkie for return at the end of the season, or bring in a walkie of their own if compatible. Unnecessary chatter over the walkie-talkies will not be permitted, and will result in a ban of use for the offending employee. A list of codes will be provided with each walkie-talkie; other than those times, walkie-talkies will be used only in the capacity dictated by the division manager.

### **RIDE - ON EQUIPMENT POLICY**

Unless specifically instructed, under no circumstances are staff to use the ride-on equipment. This includes Gators, Kubotas, and Tractors. Only staff who are 18 years of age are permitted to operate this equipment - NO EXCEPTIONS. Staff who abuse the privilege of using the ride-on equipment will have that privilege revoked.

Computer equipment may not be used for personal reasons: this includes word processing and computing functions. It is forbidden to install any other programs to a company computer without permission from your manager or supervisor. Internet is available for company use only; Internet use for personal business is strictly prohibited. Streaming music during business hours is prohibited.

The telephone lines at Becker Farms must remain open for business calls and to service our customers. Employees are requested to discourage any personal calls, incoming and outgoing, unless it is an emergency or you obtain permission from a manager. No long distance calls are to be made on company phones which are not strictly business related.

### **Meal & Break Periods**

If you are scheduled to work between four and seven hours a day, your manager will permit you one 15- minute paid break, as business permits. You do not clock in or out for these breaks. Becker Farms pays this time; therefore, you are asked not to leave the premises while on break. These breaks are upon request. If you work 8hrs through a lunch hour or dinner hour you must take a 30 minute break. This should be indicated in our POS system and needs to be recorded as per NYS labor laws.

### **Lost and Found**

Immediately give your manager any item you find that does not belong to you. Customer valuables (money, credit, cards, jewelry,etc.) must be placed in safekeeping while management attempts to contact owner. Failure to turn over guests' property will result in immediate termination.

### **Work Scheduling**

A tentative work schedule will be available at the beginning of each Month, it is your duty to let your manager know if there are any conflicts. We highly encourage you to let us know the last week of the Month if you are unable to work any days in the upcoming month. We will entertain time off requests two weeks in advance but can not guarantee any time off once monthly schedule has been printed. In the event that you need time off after scheduling it is your responsibility to find a replacement and have it approved by management. Your work schedule is subject to change at any time. Work schedules are based on business needs; you will be required to work nights and weekends.

## **WORKPLACE PROCEDURES(continued)**

### **Timekeeping**

We keep an accurate record of your time worked in compliance with all state and federal laws. It is your responsibility to clock in or out as scheduled. You may not work off the clock. Leaving before the end of your scheduled shift or without management approval will be considered job abandonment, and is grounds for termination.

### **Personal Records**

It is important that the personal records of Becker Farms be accurate at all times. Becker Farms expects that employees will promptly notify appropriate office management of any change of name, home address, telephone number, marital status, number of dependents, or any other pertinent information which may change.

## **SAFETY**

### **Housekeeping & Safety Guidelines**

We all prefer to work in a clean and organized environment. Not only does it make us more efficient, but it is also safer and more considerate of our fellow employees. Maintaining a clean facility takes the efforts of everyone. Please ensure your work area is kept safe, clean, and organized. Your cooperation in our safety program is very important, yet very simple- all it involves is your using common sense. If you notice any unsafe condition, report it at once to your manager. Suggestions for improving safety are highly encouraged and should be given to your manager.

### **Injuries**

Chances are you will not be injured on your job, but it is wise to know what to do in the event you are. If an injury occurs:

- Report all injuries immediately to your manager
- Know where first aid kits are kept
- Cooperate with your manager in completing all accident investigation reports
- Follow any instructions you are given to ensure recovery and prevent recurrences

### **Safety Rules**

Familiarize yourself with these rules and follow them at all times:

- Report every accident or injury to your manager at once.
- Immediately report any unsafe conditions or other safety violations to manager.
- Comply with all federal, state, and local safety laws and regulations posted in the facility.
- Practical jokes and horseplay lead to accidents; such actions are forbidden in the workplace.
- Running, pushing, or crowding in passageways, clock in areas, or on steps or stairs is strictly prohibited.
- Do not attempt to lift objects that may be too heavy. Use proper lifting techniques and get help with heavy or bulky loads.
- Know your job. If you do not thoroughly understand something, ask your manager for further instructions.
- Keep your work area clean and neat. A clean environment is safer, more pleasant, and efficient.
- Know established emergency procedures to follow for specific situations. If you are not sure, ask your manager.
- Safety applies to all property owned by Becker Farms. This is especially important in driveways and parking areas. Drive slowly and cautiously, as staff and guests are pedestrians, and have the right of way.

Common sense is the most important safety rule of all.

Failure to follow any of these safety guidelines will be grounds for immediate termination.

### **Emergencies**

In the case of an emergency, it is important to listen to authorized employees. If you are the first to come across an emergency situation, depending on the gravity call 911, then immediately contact the manager in charge. In any situation we expect you to act responsibly-first, in the interest of your own safety and that of others, and then for the protection of Becker Farms assets.

### **CONTROLLED SUBSTANCES**

Possession, use, distribution, or sale of alcohol or illegal drugs on Becker Farms' premises is grounds for immediate dismissal

## **VIOLENCE**

### **Weapons & Explosives**

Other than law enforcement officers hired for security purposes, no employee may possess a weapon or explosive of any kind on Becker Farms property. If you know anyone who brings weapons or explosive to work, notify your manager or the local authorities at once.

### **Workplace Violence**

Our goal is to provide a safe workplace for all employees. For this reason, we will not tolerate threats, threatening language, intimidation or other acts of aggression or violence.

If you are confronted with such behavior, do not respond with violence. Instead remove yourself from any immediate threat, then immediately report all threatening or dangerous behavior.

## **CONFLICTS OF INTEREST**

To avoid possible conflicts of interest, Becker Farms has the following guidelines:

Relatives and/or domestic partners; This policy for “relatives” applies to all residents of a persons’ home, whether or not related. If during the course of employment, two employees share a household, the relationship cannot interfere with job performance. If the relationship affects job performance, the situation will be addressed through counseling or any other means Becker Farms regards appropriate.

Personal Relationships: Personal relationships are a natural result of working with others. But if Becker Farms determines that a relationship is interfering with job performance, we will address the situation through counseling or any other means we regard appropriate.

## **ADDITIONAL POLICY**

**Green Initiatives/Water Bottles-** Staff should not use plastic or disposable cups on their shifts. Each employee that has been gifted a water bottle must use these for water at work. If an employee forgets their water bottle they may purchase a disposable cup for \$.25.

## **CONFIDENTIALITY**

In your position at Becker Farms, you may become privy to information which is confidential and/or intended for Becker Farms use only. All employees are required to maintain such information in strict confidence. This policy benefits you, as an employee, by protecting the interests of Becker Farms.



Confidential information includes, but is not limited to: customer names, customer lists, supplier and vendor information, employee information, recipes, financial information, know how and the like of.

Discussing sensitive information with unauthorized individuals can do damage both professionally and personally, so we request that you avoid such discussions.

### **SOLICITATION/DISTRIBUTION OF LITERATURE**

This policy is intended to provide a comfortable work environment. Employees should not be disturbed or disrupted while performing their jobs or be asked to make purchases, donations, or commitments of times. The distribution of advertising materials, handbills, and all printed or written literature in the working areas of Becker Farms is prohibited. Solicitation of any kind by anyone who is not employed by Becker Farms and/or the distribution of literature by non-employees on Becker Farms' premises are forbidden at all times.

### **CODE OF CONDUCT**

The following list details some, but not all, of the conduct that is considered grounds for immediate dismissal, although unusual circumstances may warrant other disciplinary action:

#### **Becker Farms/Vizcarra Vineyards Code of Conduct**

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##### **Conduct resulting in Immediate Termination**

- Job Abandonment: No call, no show; leaving before the end of a scheduled shift; leaving without Manager's approval
- Arriving to work under the influence of alcohol/any controlled substance; use of alcohol/controlled substances while on the job
- Possession of illegal drugs/substances on Becker Farms property
- Possession of weapons, firearms, and/or explosives
- Theft of money, equipment, and/or personal property
- Threatening words/actions toward a guest or another employee
- Serving alcohol to a minor

##### **Conduct resulting in Corrective Counseling/Warnings up to and including Termination**

- Dishonesty
- Gross Misconduct
- Gross Negligence
- Policy/Law Violation
- Malicious Statements
- Poor Job Performance as per job description and handbook
- Poor Attendance/Tardiness
- Unprofessional Conduct

- Failure to follow Safety Procedures
- Failure to follow Operational Procedures
- Gambling
- Miscellaneous Behaviour

\*Detailed descriptions of conduct found in Employee Handbook\*

**-written/verbal warnings will be issued and filed**

**-repeated warnings (3+) will result in termination**

### **ATTENDANCE & PUNCTUALITY**

We apply a “no fault” policy to absenteeism; there are no “excused” or “unexcused” absences (other than approved vacations and leave of absences.)

You are expected to work your scheduled time. If you are not able to do so, you must notify a member of management prior to the start of the shift. You must call each scheduled day unless excused from doing so by your manager. Except for emergencies, time off requires a month notice. Two weeks if you find a manager approved replacement.

No Call, No Show-Job Abandonment: Not calling or showing up for a shift is considered job abandonment, and is grounds for immediate dismissal. Leaving a scheduled shift early, without management approval, is also job abandonment and will result in immediate dismissal.

Absence & Tardiness Policy: Attendance affects the success of an event. For this reason, tardiness and absences will be documented by management and will not be tolerated. Incidents of tardiness and/or absences will be handled with corrective action, up to and including termination.

### **Arrival**

Please arrive to work ready to work; do not punch in until you are dressed and ready to begin your shift. After punching in, look over the event details and events going on during the week provided by your manager. If you are an employee required to use a headset sign one out at this time. Socializing, getting beverages, getting dressed for your shift, etc. will not be permitted on company time.