



Employee Handbook

Effective September 2011

5991 17th Street
Grantville, Kansas 663429

785.246.0800
www.garyspumpkinpatch.com

Gary's goal is to provide a fun and safe environment for employees and guests.

Gary's SPECIAL

This is a most special, unique and fun place to work. There are however, situations that may arise that are specific to our environment. Gary's Service Philosophy is to treat guests with respect. Keep the following in mind:

- Some guests are RUDE. Employees should respond with a calm voice and specific action needed to address the issue or resolve the complaint. In extenuating circumstances, employees will seek the supervisor to resolve the issue. NEVER try to appease a guest that is unreasonable, simply call the supervisor.
- NEVER touch or grab a guest.
- Do not use suggestive or lewd comments to guests or co-workers, or anyone.
- If a guest is injured- CALL the supervisor immediately and do NOT move or touch them.
- If a parent is missing a child, notify Gary or supervisor immediately.
- Guests may receive warnings or be escorted out depending on the seriousness of the situation. Consult the supervisor when in doubt.

Work Areas / Assignments

In general, employees should remain in the work area for which they are assigned. Each work area has specific policies, procedures and items to know.

Corn Cops must patrol the area to respond to emergency calls, ensure the crops are not damaged and guests are not 'tormenting' other guests.

Hayride loader assists guests getting in and out of the hayride wagon. There is no need to rush; everyone will have the opportunity to ride. Ensure children are with their parents, or the parent approves the ride without them. Ensure individuals are away from moving parts.

Jumping pillow requires timing guests to ensure fair and equal time. No sharp objects, no keys, no spikes in clothes or body, remove shoes, no flips- generally ensure safety of all.

Maze staff will patrol area to guide guests through the maze (but not solve it for them, unless they are frantic). Ensure there are no inappropriate behaviors inside the maze. Guests should not cut through the corn, throw corn, or vandalize the corn. Tactfully ask the guest to stop the inappropriate behavior without being rude.

Pumpkins should not be smashed, as this is vandalism.

Ticket booth staff must ensure accurate collection of fees and make correct change.

Ticket takers must physically take the ticket from the guest at the time of use.

Tractor drivers must take extreme caution; people are everywhere. Driving slow is mandatory. Ensure individuals are safe.

Walkie-Talkies are to communicate emergencies, unruly customers, fire/medical emergencies, custom complaints, requests for breaks and water, report equipment malfunction and the like.

Most importantly:

- Have FUN! The more fun you have the more fun the guests have.
- Do not leave equipment unattended (laying on the ground, etc.)
- Before leaving your assigned area for a break, request for and wait for a replacement.
- Flashlights and walkie-talkies are provided for your safety.
- Ensure guests have the appropriate wristbands.

Employees are provided walkie-talkies. This is your direct communication tool with management. Utilize when necessary.

Arrival to work and Absences

Employees must report to work and clock in (document arrival time) prior to shift. Upon arrival report to *the red building* and sign in the notebook to log work hours worked. Employees must log/document departure times prior to leaving. Immediately report to the supervisor for further instructions.

In the event an employee must be absent, employees must call the supervisor two hours prior to shift start.

Breaks and Meals

Prior to taking a break or meal period, employees must find a replacement to work the assigned area. Employees are paid for breaks and meals.

Meals are provided to employees, or items can be purchased at the concession stands for a 50% discount.

Company Property

Company property issued to employees during employment must be returned to Gary's at the end of each shift. Property may include such items as walkie-talkies, costumes, flashlights, etc.

Dress Code

Employees are provided shirts to wear during working hours. Pants, jeans or shorts (no more than 2 inches above the knee) are acceptable. Tennis shoes or work boots are acceptable footwear (no flip-flops), depending on the position assigned. If an employee arrives in inappropriate attire, the employee will be released from work duties until properly dressed.

Employees represent Gary's to the community. Employees' facial hair must be professionally groomed. Beard and goatees are to be neat and clean; unshaven beards are not acceptable. Loose clothing, neckties or jewelry should not be worn when operating machinery; long hair is to be securely tied back. Tattoos must be covered during working hours and body piercings must be removed during working hours.

Weather changes frequently. Employees should be prepared for hot and sunny, rain or cold weather. Additional items should be kept in personal vehicles if needed.

Parking

Designated parking areas are identified for employee use. Employees should park on the east side of the parking lot.

Schedules

Employees are responsible to work the hours assigned.

Team Player

Employees are expected to work well with other members of the team, management and serve guests in a professional, courteous and respectful manner. Employees should refrain from behavior or conduct deemed offensive or undesirable.

Employees who do not work collaboratively with supervisors and others, act in a disrespectful manner, or participate in insubordination are subject to discipline, up to and including termination.

Time Off

Employees needing time off must speak with the Scheduler as soon as possible. It is generally understood that employees hired work for the season. Time off is not granted unless in a case of emergency.

SECTION II: Benefits

Working at Gary's is FUN. To enhance the fun, the following are provided to employees and their families.

Discounts

Gary's extends a 50% discount on products purchased from the concessions stands.

Meals

While working, it is difficult to take breaks. Gary's prepares and provides meals free of charge meals for employees. Meals are provided on days of operation.

Pay Periods

Employment with Gary's is seasonal. Due to the nature of the business and the brief period of time Gary's is open, two pay periods are recognized. In general, the first pay period is on a Wednesday, approximately half-way through the season. The final pay period is at the Employee and Family Picnic. If an employee does not pick up the paycheck in person, paychecks will be mailed within one week of processing.

Employees cannot designate others to pick up paychecks for them without a written document indicating such.

Legal Items to know:

- Gary's is an employer at will.
- Management reserves the right to change and amend policies as best for the business.
- Harassment of employees, guests, vendors, management or others is not permissible.
- If you have an issue, complaint or suggestion, speak with Gary.
- If an injury occurs, employee or guests, notify Gary immediately.

General Policies:

The following are prohibited behaviors:

- Do not create an unsafe environment.
- Alcohol, illegal substances or over-the counter substances not taken in accordance with directions may be grounds for immediate termination.
- Possession of firearms, weapons or explosives on company property. Unless this is a requirement of the position.
- Horseplay, defined as one or more employees engaged in rough or rowdy behavior that can result in unintentional physical harm, will not be tolerated. Injury to an employee *participating* in horseplay is *not* covered under the Kansas Workers Compensation Act.
- Theft or unauthorized possession of property, unauthorized possession or removal of company property, equipment, costumes, etc.
- Inappropriate interactions with guests, co-workers, management, vendors, suppliers, or the general public.
- Violation of safety or health rules.
- Smoking is permitted in designated area.
- Failure to immediately report damage to, or an accident involving, Gary's equipment.
- Abuse of work time.
- Insubordination or refusing to obey instructions properly issued by the supervisor pertaining to work; refusal to assist with a special assignment.
- Loss, destruction or abuse of company property or the property of co-workers.
- Dishonesty, including: falsification or misrepresentation on your application for employment or other work records, lying about illness or paid benefit leave, falsifying reasons for a leave of absence or other data requested by Gary's, alteration of company records or other documents.
- Willfully hindering production or operations.
- Actions that may be detrimental to Gary's efforts to operate profitably.
- Obscene or abusive language toward a supervisor, employee or customer; indifference or rudeness toward a customer or fellow employee; disorderly/antagonistic conduct on Gary's property.
- Derogatory comments (verbal, print, text, online, and the like) regarding Gary's guests, supervisors, or vendors.
- Violation of Gary's rules.

In case of Fire

Fire Extinguishers are located throughout the property at the food shacks.

- If fire is small and contained, locate the nearest fire extinguisher.
- If possible, immediately contact the supervisor and evacuate employees and guests from the area.
- Dial 911 or the local fire department.
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.
- When the fire department arrives, direct the crew to the fire. Do not go near the fire until permission is received from the Fire Department.

Employees should meet in the area North of the Gary's property, in front of the white house, to ensure employees safe.

Employee Acknowledgment

Employee Copy

I acknowledge that I have received a copy of the Employee Handbook from Gary's.

I understand it is my responsibility to read and comply with the policies and procedures contained in the Employee Handbook and revisions made to it. I understand that I should consult my supervisor regarding questions not answered in the Employee Handbook.

I understand that Gary's reserves the right to modify, change, delete, supplement, rescind or revise information contained in the Employee Handbook, as Gary's deems necessary or appropriate at its discretion and without notice. Changes will be communicated through standard communication channels. The Owner must approve revisions to the Employee Handbook. I understand that the Handbook is the property of Gary's and must be returned to Gary's at the conclusion of my employment.

I understand that my employment with Gary's has no specified duration and that either Gary's or I may terminate the employment relationship whenever either of us believes it is desirable to do so, without consideration of cause or notice. I understand that the at-will nature of our relationship may not be changed except by a separate written agreement signed by the Owner.

In the event of employment termination, whether voluntary or involuntary, I hereby agree not to disclose, utilize or exploit confidential or proprietary information with any other individual or company.

I agree to comply with the policies within the Employee Handbook.

Name (printed) _____

Signature _____

Date _____

Supervisor (signature) _____

Date _____

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