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POLICY GUIDE

v. 2021

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About The Little Donut Bakery

The Little Donut Bakery was founded in 2019 by Keith and Jessa Bedford. Based in Calgary, we currently operate one trailer at western Canada's major outdoor fairs. As third-generation vendors, we have decades of experience making mini donuts. Jessa's grandparents, Eldred and Rosella Johnson, introduced mini donuts to western Canada in 1968 with a Tom Thumb Donuts franchise. Her parents, Steve and Annette Johnson, ended the franchise and started Those Little Donuts in 1984. They raised her in the business and hired Keith in 1993. We helped manage the operation until 2012, when they sold Those Little Donuts to Ken and Nathan Maier. We missed the industry too much and decided to start a new venture dedicated to making the best mini donuts and excellent customer service.

Our Values

The Little Donut Bakery has deeply-held core values that inform everything we do and every decision we make. **When you work for us, you represent the following:**

Quality and Service: We sell only the best mini donuts. Our customers expect a fresh and tasty product. If you wouldn't buy it, don't sell it. We also want our customers to have a great overall experience – we engage with them and ensure they walk away satisfied.

Integrity: As a third-generation, family-run business, we've built a legacy of trust and professionalism with our customers and our fair clients. Every decision and action should enhance the company's long-term success and never compromise our integrity or reputation.

Respect: We value every employee and every customer, and expect everyone to treat others as they wish to be treated. We will not tolerate any disrespectful behaviour.

Dedication: We are never complacent about our standards and performance, and are continuously looking for ways to improve our business and go the extra mile for our customers and staff.

Safety: We are committed to providing a safe and healthy environment for our staff and a trustworthy product to our customers. All staff must make the safety of themselves and others their first priority.

Social Values: We believe businesses can and should be a vehicle for the greater good. We believe in supporting our local economy and local charities as much as possible; providing work opportunities to those who need it most; and being environmentally responsible.

Shared Success: We view our staff as part of our family. Families work hard and sacrifice for each other, and our business is no different – we ask all our staff to put the business first so that we can all succeed. And when the business does well, we share that success with our staff as much as possible.

Fun: We work at fairs and festivals – of course we want our staff and our customers to have a great time!

Job Descriptions – Requirements and Responsibilities

Full-Time Manager / Traveler: Please see Supplemental Policies on page 13

Please note that part-time staff may work multiple positions, depending on scheduling needs.

Part-Time Dough Maker:

Tasks: Preparing dough by operating a kitchen mixer and filling dough cans;
Keeping kitchen and trailer clean, tidy and sanitized;
Receiving and organizing stock items;
Assisting other staff where needed.

Requirements: Ability to stand for long periods and lift 50 pounds;
Successful completion of an approved food handlers' training course;
Must be able to keep up with pace of production;
Conversational English;
No experience necessary (kitchen experience is an asset);
Must be at least 15 years old and able to work Fridays/Saturdays/Sundays.

Part-Time Food Handler:

Tasks: Take purchase tickets, count out donuts, bag and apply toppings to donuts;
Serve donuts to customers;
Light cleaning and assisting other staff where needed.

Requirements: Ability to stand for long periods;
Successful completion of an approved food handlers' training course;
Must be able to keep up with pace of production;
Conversational English;
No experience necessary (customer / kitchen experience is an asset).
Must be at least 15 years old and able to work Fridays/Saturdays/Sundays.

Part-Time Cashier:

Tasks: Operate cash register, electronic card reader, and receipt printer;
Enter all transactions into POS system and make change;
Customer service and assistance;
Issue a purchase ticket and direct customers to designated machines;
Check cash bills and coin for counterfeit before transaction is complete;
Light cleaning and assisting other staff where needed.

Requirements: Ability to stand for long periods and understand electronic system;
Successful completion of an approved food handlers' training course;
Conversational English;
No experience necessary (customer service / cashier experience an asset);
Must be at least 15 years old and able to work Fridays/Saturdays/Sundays.

General Work Rules

Many of our employees have little or no work history, so these general rules will help them understand general expectations in the workplace:

Respect others: Treat customers, fair personnel, and co-workers with respect and courtesy. There is **zero tolerance** for bullying, harassment, aggression, or any other unprofessional behaviour that makes others feel uncomfortable, threatened, or undervalued. Also, for courtesy and safety reasons, mind your personal space and that of others.

Ask questions. Communication is critical to any job - if you are unsure about anything or a situation arises that you are not sure how to address, notify your supervisor immediately. Remember, this is a unique work environment and there are no dumb questions – it is always better to ask first than to have to fix a mistake later or risk injury.

Follow directions. Your supervisor is there to help you do your job as well as possible and to keep you, your co-workers, and our customers safe. However, if there is a problem with your supervisor, you must notify one of the owners so that they can address the situation.

Don't be late or miss a shift. Your supervisors and co-workers depend on you to be on time. If you're going to be late, call your supervisor to let them know as soon as possible. You will only be paid for time actually worked. If you must miss a shift, **we require 1 hour minimum notice** so that we can adjust the schedule. If you miss your shift and don't notify us, we will assume that you have quit and you will forfeit all bonuses.

Transportation to and from work is your responsibility. Whether you drive, walk, take transit, or use some other method, getting to work on time and getting home after your shift is your responsibility. Your stated schedule availability should take into account your means of transportation. We can help coordinate ride-sharing with other staff but we cannot provide transportation directly or reimburse costs for fuel, parking, transit, rentals, etc.

Cellphones: Cellphone or other device use is not allowed at any time when you are in the trailer on shift. It is disrespectful to customers and co-workers, and is a health and safety hazard. If you are caught using your device, it will be confiscated and returned to you at the end of your shift.

Personal belongings, valuables and backpacks: Our work space is very limited and there is only enough storage room for one bag or small backpack per worker, so only bring with you the items you need to get through your shift. **We are not responsible for lost, damaged or stolen items**, so don't bring anything valuable with you. Reasonable suspicion of theft is grounds for dismissal.

Social media: Our reputation is incredibly important to us, and we make every effort to maintain a professional, family-friendly presence. Remember that you represent our company even when you are not on shift. We encourage positive social media activity, however, if we find any pictures, posts, memes, or comments related to our company in any way that you have made (for example, photos in uniform), you may be asked to remove them if, in our sole opinion, they are or may be detrimental to our business. Serious misuse of social media will be grounds for dismissal.

Customer Service & Cash Handling

Always treat customers with courtesy and respect: remember, our customers pay all our wages, and we can never afford a dissatisfied customer. Customer service is not a chore – it's what we do!

Be attentive: Serving a customer always comes first. Never make a customer wait to be acknowledged. If you're talking to someone or doing something else, stop what you are doing and serve the customer first, then return to what you were doing. If you see a potential customer looking at the trailer or a customer with a ticket who looks like they're wondering where to go next, raise your hand and make eye contact so they notice you and find out what they need.

Be polite: Smile, make and maintain eye contact, and always address customers appropriately – adults as "sir" or "ma'am," and kids in a friendly way.

Be helpful: If a customer has a question or request that you're not sure if you can answer or accommodate, politely tell the customer "I'm not sure, let me get my supervisor" and have the supervisor address the situation. Don't make a big deal out of questions or requests that are easy or simple to handle.

Be patient: There are high-maintenance, difficult-to-please customers. Never confront a dissatisfied customer or talk back to them. If a customer has a complaint or other issue, notify the supervisor immediately and let them handle the customer.

Be engaging: We want our customers to have a positive, memorable experience. We also appreciate that new and younger workers may feel unsure about making conversation and how to break the ice. Start with "Hi, how can I help you?" If a customer has to wait for donuts being made, you can avoid awkward silences by asking "How's your day at the fair?" or "What's your favourite part of the fair?" Just keep it light, fun and friendly.

Mind your safety: As much as we prioritize our customers, your safety is most important to us. If you feel at all threatened or at risk by an aggressive or intoxicated customer, notify your supervisor immediately. **Do not try to handle the situation alone.** Your supervisor is authorized to refuse service to a customer presenting a major threat or risk to staff safety.

Cash handling:

- All sales must be entered in the cash register and all sales must include a purchase ticket. Food handlers cannot accept cash directly at their machines and must direct customers to the cash windows.
- Be vigilant for counterfeit bills and coins (learning how to spot counterfeit is part of the pre-event orientation).
- We only accept Canadian and American currencies. We accept American coin at par (equal to Canadian value). American bills must be shown to a supervisor before they are accepted.
- Check all Canadian \$50 and \$100 bills before accepting them.
- When making change, present each bill to the customer and announce the total they are receiving back in change.

Health & Safety

Our first priority is the health and safety of our staff and customers. We make every effort to mitigate hazards and prevent incidents from occurring. To do so effectively, we require all staff to be mindful of potential hazards and to observe the following rules.

Potential Hazards in the Workplace

Workers will be trained on how to control the following hazards before they start work. You may review the written special hazard assessments and controls at any time for further details.

- Hot cooking oil: Our fryers are kept at 425* degrees Fahrenheit. Oil can cause burns on contact and can melt certain fabrics, like synthetics.
- Oil vapours can be flammable and cause respiratory irritation.
- Sharp metal corners / edges: Be mindful of your space and movements.
- Extreme weather: We operate outdoors and may be exposed to the elements.
- Illness / biological contaminants: exposure to public spaces
- Extreme heat / humidity: Always stay hydrated and take your breaks in a cool, shady area.
- Chemical cleaners (bleach, ammonia, sanitizers, degreasers)
- Electrical equipment and hand tools
- Lifting / standing for long periods
- Fatigue (long hours)
- Violence, bullying and harassment

General Health & Safety Rules

- Do not perform any tasks if it is unsafe to do so, and immediately notify your supervisor if a hazard or threat presents itself. **You have the right to refuse unsafe work.**
- Report incidents of any kind, including threats or harassment, to your supervisor.
- Wash your hands each time you enter the trailer.
- No horseplay in or around the trailer. Mind your space and that of others.
- Never touch or handle equipment that you have not been fully trained to use.
- No cellphones or devices while in the trailer.
- Non-staff individuals are not allowed in the trailer unless admitted by a supervisor.
- If you need to cough or sneeze, turn away from the food / serving areas and do so into the crux (inside) of your elbow.
- Cuts, abrasions, and any other tissue injury must be bandaged and covered.
- **Food and beverages:** Food is not allowed to be consumed in the trailer. We recommend staff stay hydrated with water or other non-sugary drinks. Staff may only use spill-proof containers.

- **Smoking** tobacco is allowed in designated areas only and never in the trailer.
- **Keep any personal pressurized containers (inhalers, vape pens, etc)** with your personal belongings and away from the fryers at all times.
- **Impairment:** We adhere to a fit-for-duty standard. You must be able to perform your duties safely and efficiently. If you come to work or return from your break impaired, or are reasonably suspected to be impaired, and unable to perform your job to the expected standard, you will be sent home without pay.
- **Drugs and alcohol:**
 - Possession, consumption or other use, or trafficking of illegal substances while on site or in uniform is grounds for immediate dismissal.
 - Staff shall not consume alcohol or cannabis while on site or in uniform.
 - The fit-for-duty standard applies to legal substances, including alcohol, cannabis, and prescription or over-the-counter medication.
 - If you are required to take medication that could affect your ability to work, you must notify your supervisor. You do not have to explain why you are taking the medication.

Dress Code & Uniforms

This dress code is to ensure professionalism and compliance with health and safety standards.
Failure to comply with any part of this dress code or other safety rules will result in your inability to work without pay until you are compliant.

General Dress Code: Uniform

- Staff must wear a Little Donut Bakery T-shirt at all times when on shift. The T-shirt may not be altered in any way or showing a bare midriff.
- Staff must wear a Little Donut Bakery hat at all times when in the trailer.
 - *Exceptions will be made for those with religious or medically necessary head coverings, as long as their hair is neatly secured, and the head covering cannot catch on other items and/or does not impair their mobility. Hairnets are an acceptable alternative if hats do not fit.
- Uniforms should be clean and neat at all times. It is your responsibility to keep your uniform clean and stain-free.
- Staff will receive their first T-shirt and hat for free. Replacements are \$25 for each T-shirt and \$15 for each hat.
- In cold or rainy weather, staff may wear long sleeves under their T-shirt or a jacket or hoodie, as long as the layers do not impede their mobility and have no offensive graphics or words on them.

General Dress Code: Hygiene

- Medium and long-length hair must be tied back and secured so that no loose hair can fall into a food preparation or serving area. Hats or hairnets are also required.
- Staff must be clean-shaven unless facial hair is trimmed and neat. Long beards may require a beard net.
- Facial piercings must be closed or plugged to minimize touching and irritation.
- Makeup and jewelry should be minimal. Bear in mind grease vapor can melt certain makeup, glitter and lash adhesives. Bracelets and excessively long or complicated manicures are not allowed.

General Dress Code: Safety (to mitigate hot oil hazard)

- Legs, ankles and feet must be fully covered hip to toe
- No shorts, cut-offs, leggings, skirts, capri's
- Pants material must be durable and absorbent (cotton, denim)
- No synthetic materials allowed (nylon, rayon, polyester, mesh, etc)
 - No yoga or athletic pants unless cotton-based, absorbent
- Feet must be covered – socks and proper closed-toe shoes (no sandals or Crocs)
- Shoes must be flat, have traction and be comfortable to stand in for long periods – work boots, in-soles and/or cross-training/running shoes are recommended

Scheduling

We make every effort to be flexible and accommodate different schedules and needs. However, we employ a variety of individuals and our events have established hours. We depend on you keeping to the availability you provided us and following these instructions.

- **Mandatory working days:** Most of our events are busiest on weekends and holidays. Therefore, you must be available to work a shift on Fridays, Saturdays, and Sundays, as well as Labour Day.
- **Days off:** Requests must be pre-approved by your supervisor with a minimum 24 hours' notice. We cannot guarantee the ability to grant any requests once the event has started and the schedule is established.
- **Lateness:** If you are late for your shift, you must call your supervisor and let them know. You will only be paid from the actual time you start work, not your scheduled start time.
- **Sickness or impairment:** We cannot allow you to work if you are ill or impaired.
- If you are sick or must miss a shift unexpectedly, you must provide us with a **minimum one-hour notice by phone call**.
- **Breaks:** We will provide a 30-minute unpaid break after 5 hours' continuous work, at minimum. If we cannot provide the required break, we will pay an overtime rate of 1.5x the regular wage for the missed break time. Half-hour breaks will be paid if we instruct you to remain available. Shorter 15-minute or washroom breaks will be provided as well.
- **Failure to provide sufficient notice** for lateness, sickness, or missed shifts may be grounds for dismissal or forfeiture of bonuses. **All notices must be by phone call – text messages are not acceptable.**

Wages & Compensation

- Unless otherwise agreed, staff will earn the minimum wage mandated by their province.
- Overtime will be paid to local / part-time employees for any time worked in excess of 8 hours per day, excluding unpaid half-hour breaks, at 1.5x the regular rate.
- **Minimum wages may be supplemented by bonuses** determined at the sole discretion of supervisors:
 - Completion: work all of their scheduled shifts and finish the event
 - Availability: for staff who work after 12 am until closing (must be 18+)
 - Performance: exceptional work ethic, speed, attitude, punctuality, showing improvement
- Tax and other payroll deductions will be withheld when applicable. If no deductions are taken, the employee will **not** receive a T4 in January.
- Records of Employment (ROEs) will be issued to qualifying employees upon request.
- Part-time staff will be paid by cash or cheque.
- **Expense reimbursement:**
 - We will cover admission passes and uniforms unless they are a replacement of the one given to staff. If staff requires a replacement, they will be charged \$25 for a T-shirt, \$65 for a hoodie, \$15 for a hat, and admission passes at cost (varies by event).
 - We will **not** cover costs related to transportation, food, training certification, or replacement clothing or valuables.

Supplemental Policies for Full-Time Managers / Travelers

Job Description

Tasks:

- Represent the business and its owners in a professional manner
- Supervise and assist part-time staff; issue breaks and performance feedback
- Ensure working environment is safe and on task
- Set an example for staff by following and enforcing policies
- Proper and safe operation of donut machines
- Ensure product quality and safety
- Ensure trailer is clean, tidy, and open for business on time
- Responsible for inventory and cash-out
- Be proficient in other positions (dough, cash, donut bagging)
- Fill in where needed to maximize sales and efficiency
- Proactively drive sales – ensure appropriate number of machines open, help part-time staff call in customers and direct customer traffic
- Resolve staff and customer disputes and issues
- Documentation of staff hours/breaks, incidents, inventory, and other notes

Requirements:

- Must be 19 years old or over and legal to work in Canada
- Mature demeanor and ability to keep composure under stress
- English proficiency (written and conversational)
- Ability to stand for long periods, work 12+ hour shifts, and lift and carry 40-50 pounds
- Must be available full-time from May 1 to Sept 15 with very limited days off
- Approved food handling certification in Alberta, BC and Saskatchewan
- No experience necessary but kitchen / cashiering, mechanical skills are an asset
- Preference will be given to those with a valid driver's licence and experience driving trailers

Accommodations:

- Full-time travelers accompany the business for its season. You will be living on-site in RV accommodations with the other traveling staff. This is similar to remote work sites or barracks, and requires you to be conscientious. There is no cost for this space, however we reserve the right to deduct expenses related to damage, negligence or abuse from your bonus.
- Wi-fi will be provided in the living quarters and food trailer, but business use takes priority over personal activity.
- If we are at an event in a city where you live or have friends/family you can stay with, you are free to stay off-site as long as you are on time and still work your regular shift.

Supplemental Policies for Full-Time Managers / Travelers

General Rules & Exemptions

- Unless otherwise stated, the same policies apply to both full- and part-time staff.
- One supervisor must be present in the trailer at all times – no exceptions.
- Full-time travelers are expected to be at the trailer and to start preparing for opening no less than one hour before public opening, unless there is a designated sleep-in.
- Full-time travelers may wear shorts that come within 2" of the knee *at their own risk*. During set-up and travel days, travelers should not wear a uniform and should instead wear casual clothing appropriate to the weather and tasks.
- Report failures and incidents immediately – equipment down time costs sales and should be fixed as soon as possible
- Cellphone use is allowed on shift as long as personal calls are kept to a minimum or postponed to your break, a hands-free earpiece is used, and use does not interfere with your job performance or health and safety
- Travelers may select music played in the trailer as long as it is family friendly and not offensive, and not played at a distracting or harmful volume
- Follow any instructions issued to you by the event's security, law enforcement, or other authority.
- Clean vehicles after travel.

RV & Vehicle Rules

- At all times, we all must observe rules governing the RV lot and site access as set out by the site owner / event organizer.
- Respect your bunk mates and pack light – space is limited so only bring basic necessities like bedding, clothing, toiletries, and medication with you. If you bring a laptop or tablet for entertainment, make sure to bring headphones as well. You will have to share kitchen and storage space in the RV with others, so be considerate.
- Respect your neighbours in the RV lot – be quiet after hours, keep socializing inside the RV or otherwise away from other vendors/crews trying to sleep, and be clean.
- Vehicles may be used with the owners' approval by travelers who have provided a current drivers' abstract. Travelers must drive vehicles in a manner appropriate to the road/weather conditions and in accordance with traffic laws. Travelers may not drive vehicles while under the influence of alcohol or any drug, legal or not. Travelers must clean the vehicle after each use.

Supplemental Policies for Full-Time Managers / Travelers

Notes on Supervision

- The best way to lead is by example.
- Staff safety is our first priority – address and de-escalate disputes if you can, but don't hesitate to call for help from the owners or site security. Supervisors and owners are ultimately responsible for protecting their workers.
- In an emergency or extreme weather, call for help so that someone can monitor part-time staff and escort them to safety if necessary, and another is able to secure the trailer and equipment.
- Respect is earned by being fair, firm and friendly
- Clearly communicate your expectations, and be reasonable and consistent when giving staff feedback and disciplinary measures
- Encourage staff with positive feedback when they do something right, and if they're wrong, provide constructive criticism and show them the right way
- Be patient with young and new workers – we were all there once, so give them the benefit of the doubt and a chance to improve
- Be aware of power dynamics and don't abuse your authority – when you provide feedback, explain why it's important and how it helps them
- Romantic or sexual relationships with part-time staff are prohibited while the part-time staff is a current employee.

Scheduling, Wages and Compensation

- We will do our best to provide days of rest whenever possible. However, travelers should generally expect to have very few days off during the work term.
- Full-time travelers will be paid a salary negotiable based on experience, skills, and availability. This salary will be subject to full withholding and a T4 will be issued in January. ROEs will be completed at the end of the season.
- Salaries will be paid two times per month by cheque or direct deposit.
- In lieu of days of rest, full-time travelers will receive one month's wages at the end of the season.
- The following expenses will be paid for or reimbursed with a valid receipt:
 - Travel to/from home at start and end of season (ticket fare, fuel)
 - \$300/week non-taxable per diem for food
 - Accommodations (RV bunk space and hotels)
 - Travel meals with owners (liquor excluded)
 - Food safety certification
 - Uniforms and laundry costs
 - Admission passes
 - Directly related out-of-pocket expenses (with owners' approval)
 - Personal cellphone costs up to \$100 per month if personal phone used for business activity
- Travelers may be eligible for one or a combination of bonuses:
 - Season completion
 - Personal performance
 - Overall performance of the business (similar to profit-sharing)
 - Retention bonuses for the following season negotiable

Contact Information

All questions, notices, and other communication should be directed to:

Jessa Bedford: 587-222-1685

Keith Bedford: 587-229-0993

*Please note that we are not able to take calls before 9 am.

Other correspondence can be directed to:

Email: thelittledonutbakery@outlook.com

Mail / Courier: 7 Templeside Bay NE
Calgary, AB T1Y 3L6

Frequently Asked Questions

Q: How does the company work with the event?

A: We are subcontractors of the event organizer with a contract to rent space. We are therefore subject to rules and contract conditions that we must follow, including our hours of operation and behaviour rules.

Q: Are the donuts safe for food sensitivities or allergies?

A: Our batter contains wheat, soy, dried egg yolk, and skim milk powder. We use vegetable or canola oil for frying. There are no nut products in the batter or oil.

Q: What if the media or fair personnel approaches us?

A: Direct all media inquiries to the owners. If the owners can't be reached, have the supervisor take down contact information.

Q: Where did the company get its machines?

A: The machines are custom-made based on a family design. They cannot be bought elsewhere and they are not for sale.

Q: Is this the same donut company as the others?

A: No. We are not affiliated with any other donut vendor. We previously owned and operated Those Little Donuts, but that has been under new ownership since 2012.

Q: So what about my free donuts?!

A: Staff are allowed to bring a takeout bag of donuts home with them at the end of each shift for their own consumption. Staff cannot give donuts away during business hours to friends or family unless first approved by a supervisor. Part-time staff may not, under any circumstances, trade donuts for other food or other items. Because supervisors are traveling without access to home amenities and they become familiar with our colleagues, they may make trades with the owners' approval.