



MILBURN ORCHARDS EMPLOYEE HANDBOOK
"Your Farm For Family Fun"

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PART I.

WELCOME TO MILBURN ORCHARDS

We are so glad you're here! Get ready for the experience of a lifetime. Yes, really. We grow produce, but we also provide so much more - an experience to guests from near and far. That experience starts with you.

We are proud to be a highly respected establishment in our community, and we credit much of this success to our ancestors and dedicated employees. We invite you to take pride in your work no matter the role. We believe that success comes from working together, sharing ideas, encouraging others, and putting forth your best effort. Welcome to the Milburn Orchards team. Enjoy the adventure and have fun!

WHO WE ARE

Insert synopsis of farm history to what it is today

MISSION

At Milburn Orchards, we believe in using best practices to provide the freshest, best quality fruit, and wholesome farm fun for all ages. We strive to promote the importance of agriculture to ensure the longevity of our farm and others in Maryland.

VISION

To cultivate a love and respect for agriculture through authentic farm experiences by prioritizing practices that our ancestors would be proud of.

CORE VALUES

1. **Have Fun:** We believe fun should be a part of everything we do. We don't view this as a job but a calling, and we love it! Laugh. Be grateful, positive, and hospitable. Make people feel good.
2. **Honesty:** It is the quality of being truthful and transparent in all interactions. Honesty also creates a sense of respect and mutual understanding.
3. **Do the Right Thing:** We are guided by a strong moral compass and try to make a difference every day.
4. **Integrity:** It is the state of being whole and undivided, while practicing strong moral principles. People with integrity do not cheat or lie, and they keep their promises.

COMPANY CULTURE

We believe that working should be fun, and it is our goal that you sincerely enjoy working at Milburn Orchards. Why? Well, author Mark Twain said it best: "Find a job you enjoy doing, and you will never have to work a day in your life." Your happiness and success are crucial

to our operation. We are here to give you the tools that you need to succeed, so don't be afraid to ask for help!

YOUR PURPOSE

You are crucial to the success of Milburn Orchards. Your positive attitude and strong work ethic matter. We pride ourselves on the reputation of delivering quality fruit and products, experiences, and customer service. Please keep the customer experience top-of-mind no matter where you are on the farm. Even if you are working in a position that requires zero customer interaction, please be mindful of how your actions, duties, and demeanor affects those around you. Take pride in your work, pick up the dirty napkin on the ground, and smile. This is a team!

NO GOSSIP CULTURE

Gossip is defined as discussing anything negative with someone who can't help solve the problem. For example, if Peggy Sue doesn't sort the tomatoes correctly, please do not complain about it to another team member. Instead, speak to a manager so that they can help solve the problem. Or, even better, speak to Peggy Sue directly and kindly show her how to sort the tomatoes correctly. Teamwork makes the dream work! Gossiping is unfair to everyone involved. It's unfair to the gossipers because they must toil in a problem situation with no hope of resolution. It's unfair to others who hear the gossip because it undermines passion for their work and belief in the farm's mission. And it is unfair to management because they aren't given the opportunity to address a problem and solve it. Gossip fosters a negative spirit that will discredit Milburn Orchards.

If a team member is discovered gossiping, they will receive one verbal warning before disciplinary action is pursued. Please help us to foster a culture of positivity without gossip. Work is so much more fun that way.

CUSTOMER SERVICE EXCELLENCE

Employees are expected to exercise professionalism, common courtesy, and respectful behavior at all times for the benefit of guests, fellow team members, and Milburn Orchards as a whole. As a Milburn Orchards employee, you will interact with guests from near and far who are seeking an unforgettable experience in a family-friendly setting. It is our job to ensure that we meet and exceed guest expectations upon each visit. Therefore, we require all team members to:

1. Smile - to guests, coworkers, etc.
2. Stand tall and proud - confidence is key!
3. Notice and take action - something seem off? What can you do to help?

Everything that we do is driven by the guest experience, and it is our goal to provide each guest with customer service excellence.

These are our standards:

- Acknowledge every guest promptly: The moment you see a guest approaching, greet them with a smile and welcome them. Do not wait for them to approach you. Guests will appreciate this!
- Not working in a “customer-facing” role? You’re still required to greet guests that you may come in contact with in passing. The reality is that guests have no clue what your position is on the farm, and frankly, they don’t care. What they do care about is how they are treated by our team.
- These 3 words are prohibited: “I Don’t Know”. Never tell a guest that you don’t know the answer to a question. Instead, ask the guest to please hold while you locate someone who may be able to help you answer the question or call for a manager. When we say “I don’t know,” it diminishes the farm’s credibility and the guest experience. You may also give the farm’s email (info@milburnorchards.com) if the question does not require an immediate answer.
- Thank them for coming to Milburn Orchards. Some guests travel quite a ways to visit us and we should extend our appreciation for that!

Down Time? There’s No Such Thing

There is always something to be done at Milburn Orchards - even on the slower days! Use this time wisely and follow these protocols during quiet moments. Feel free to customize based on your position and location. Remember The “Three Ts”:

1. Tidy Up! Use this time to sweep, organize workspaces, and clear any trash that you see lying around. A clean workspace is efficient!
2. Take Action! Is the produce stacked tall & proud? Are pricing signs accurate & legible? Are the labeled jars facing the right way? This is your opportunity to create magic within the details (without being asked)!
3. Talk To ‘Em! This should go without saying but always prioritize talking to guests. Ask how their day is going, where they are from, and if there is anything we can do to enhance their experience with us!

PART II.

PAYDAY

The standard seven-day payroll work week for Milburn Orchards begins on Monday and ends on Sunday. The pay period for all employees is weekly. Paydays are every Friday, and you are paid for the previous week’s hours. If any questions with payroll or employee checks arise, please see Olivia or Melinda.

TIMEKEEPING WITH SQUARE

Employees will utilize either a software called “Homebase” OR a timeclock machine to clock in/out during each shift. Your method of clock-in is assigned on your first day of work. Employees are not permitted to clock in or out for one another. For Homebase, you sign in using your 4-digit employee code, which is typically the last four digits of your phone number, or another code of your choice. This code is set up on your first day. Do not share your code with other coworkers. If using the timeclock machine, remember to write your first and last name on your card. Use 1 card for an entire pay period (Monday-Sunday). Timeclock machines are located by the indoor bathrooms and the packing house. Homebase clock in can be done at a register.

If you use Homebase, you may download Homebase from the App Store, create an account, and see your hours from your phone. Please note that to do this, you will need to locate the link sent to your email address you have provided on your new hire forms. You can only sign on once a manager has fully input you into the Homebase system and you receive that email.

Employees should clock in no sooner than five minutes before their scheduled shift unless permitted by a manager otherwise. If there is a need and you have been approached by a manager, we are flexible with clock out time. We appreciate when employees can stay to help if needed. Employees do not need to clock in and out for lunches and breaks exceeding 20 minutes.

PART III.

OUR SEASON

Milburn Orchards offers a variety of activities including a Farm Market, BIG BackYard, U-Pick Adventures, Orchard View Deck, and seasonal festivals. Hours for these all vary by season and event.

Farm Market & BIG BackYard

June-Aug: Tues-Sat 8am-6pm & Sun 10am-5pm (closed Mondays)

Sept-Thanksgiving week: Mon-Sat 8am-6pm & Sun 10am-6pm

Monday after Thanksgiving-Dec 31: Tues-Sat 8am-5pm & Sun 10am-5pm (closed Mondays)

U-Pick Adventures

Cherries: open Tuesday to Sunday until they're gone

Berries & Grapes: Wed 8am-12pm, Sat 8am-4pm, Sun 9am-4pm

Apples: Starting Labor Day Weekend Sat/Sun (plus Labor Day Monday) 9am-4pm, open til 5pm in October

Orchard View Deck

Wednesday-Sunday 11am-5pm

subject to change

Seasonal Festivals in the BIG BackYard

Hours vary for the Easter Festival (spring), Summer Harvest Parties (summer), and Fall Festival (fall).

Milburn Orchards is closed on the following holidays: 4th of July, Thanksgiving Day, Christmas, and the day after Christmas.

HOURS OF WORK

Employees are expected to be ready to work at the start of their scheduled shift. Employees will be given their work schedule weekly by a manager. If the scheduled work hours are changed, or if Milburn Orchards changes its operating hours, employees will be given notice. You are responsible for obtaining your schedule and knowing when you work. If you are on the schedule and something comes up, it is your responsibility to find someone to cover your shift. Openers and closers will start approximately one hour before opening and stay a 1/2 hour to 1 hour after closing to complete tasks. This timeline can change depending on your position. We appreciate team members who are available every Saturday and Sunday throughout the season and those who are flexible with closing times on busy days.

MEAL PERIODS & BREAKS

All employees are entitled to take a 20-minute paid meal period. Clocking out is not required for the 20-minute break. If a lunch break longer than 20 minutes is granted by a manager you will be required to clock out.

EMPLOYEES 17 & UNDER

Employees aged 17 years old and under must complete & submit a working permit before their first day on the job. The form must be filed online, printed, and signed by the employee and a parent/guardian.

ATTENDANCE & TARDINESS

Employees are expected to be at work and ready to go when their scheduled shift begins or resumed from a break. If there is an emergency and you last minute are unable to be at work on time, or at all, you must notify your manager via text message or phone call no later than 30 minutes before your shift is scheduled to begin. If your manager is not available, please contact another member of the management team. If you are physically unable to contact Milburn Orchards, please seek another person to make contact on your behalf. Parents/guardians should only contact Milburn Orchards on behalf of employees if the employee is physically unable to do so.

ABSENCES & ILLNESSES

Work absences should be arranged as far in advance as possible. When an employee needs to be absent during the work day they should attempt to schedule the outside appointment or obligation so that the absence has a minimal impact on business operations. If you have prior commitments that may interfere with working hours, or would

like to request time off, there is no such thing as giving too much notice! Please submit time off requests with a minimum of 3 weeks' notice in writing to a scheduling manager, and we will do our best to accommodate!

If you become ill during your scheduled work day and feel that you may need to leave before the end of your shift, please notify a manager immediately. If an employee is unable to perform their job at an acceptable level, they may be sent home until they are well enough to work.

RECRUITING

We invite you to be Milburn Orchards "on-the-ground" personal recruiter! If you have a friend, neighbor, or relative who you think would be a great fit for our farm, encourage them to apply to work with us! The final hiring responsibility rests with the management team, but YOU can help by keeping your eyes open to find our next wonderful hire - much like yourself!

PART IV.

PERSONAL APPEARANCE & HYGIENE

In creating a quality experience, uniformity is key. Guests should be able to clearly identify staff.

EMPLOYEE DRESS CODE

Employees are expected to present a professional image, both through behavior and appearance. Employees must wear work-appropriate attire during the workday or any time they are representing Milburn Orchards, whether working closely with customers or behind the scenes! Clothing should be clean and neat in appearance.

The following are generally not acceptable:

- Flip flops or no shoes
- Sagging pants, short shorts, or skirts
- Sexually provocative clothing or exposed undergarments
- Clothing with offensive slogans or pictures
- Clothing showing excessive wear and tear + jeans with holes
- Any clothing or accessories that would present a safety hazard
- Visible tattoos that are not appropriate in content

Tops.

You will receive 2 short-sleeve T-shirts when you start working with us. If you'd like to have additional farm shirts, please see a manager about purchasing extras for a discounted price. All tops must be sized appropriately for comfortable movement and to prevent any safety issues while working. The Milburn Orchards logo must be visible at all times.

Bottoms.

The bottom half of the employee uniform for Milburn Orchards consists of full-length pants for cool weather or shorts in warm weather. Shorts should be fingertip length. Just as they shouldn't be too short, pants or shorts need to cover any undergarments and not be loose to falling off. No rips, tears, or holes in pants are permitted. Closed-toed shoes are required.

Hair.

Men and women should keep a neat hairstyle, out of the eyes for safety and visibility. Hair of unnatural colors (purple, pink, blue, etc.) will be evaluated on a case-by-case basis.

Grooming, Jewelry, & Make-up.

Show up to work clean and ready to sparkle! Personal odor, dirty fingernails, or general dishevelment do not reflect our family-friendly farm brand. Men should be properly shaved or have neatly trimmed facial hair. Piercings, earrings, tattoos, and necklaces should be in good taste and as family-friendly as possible. Facial make-up should be light, bright, and appropriate. Managers are responsible for monitoring dress and grooming standards. Any employee whose appearance does not meet these standards may be counseled.

Prepare for all weather conditions! Wind, rain, snow, etc. We highly recommend dressing in layers during the fall months and bringing an extra change of clothing with you. Hats, gloves, and extra socks are smart to have on hand.

PART V.

VISITATION POLICY

We do require your full attention while working and, therefore, ask that interactions with personal visitors be brief. Friends and family are encouraged to visit once your shift concludes.

CELL PHONES & EARBUDS

Cell phones and earbuds may be used during break times only. Cell phones are only allowed for managerial use or with special permission during working hours.

If allowed, please use it only for work purposes. Cell phones and earbuds are a distraction to guests, and we are here to serve them. If you are caught checking your phone without permission, you will receive one verbal warning before disciplinary action is pursued.

CUSTOMER CONFLICTS

Now and then we will have an unhappy guest. In these situations, listen without interrupting and apologize on behalf of Milburn Orchards. Most of the time they just want to be heard. Offer to call a manager to talk to the guest. Never argue with a guest, and always treat them with respect!

NON-SMOKING/TOBACCO POLICY

The use of tobacco products including cigarettes, e-cigarettes, and “smokeless tobacco” is prohibited during working hours and may be utilized during break times only. Smoking or tobacco use shall be permitted only in designated smoking area outside behind the outdoor freezer. Please ask where this space is.

PART VI.

ADVANCEMENT OPPORTUNITIES, PROMOTIONS & PERKS

Employees considered for promotion will be evaluated on the following basis: knowledge of the job, quality of work done, productivity and personal initiative, ability to work without constant supervision, promptness, dependability, ability to work with others, customer relations skills, an appropriate representation of Milburn Orchards to others, company loyalty, and those who uphold the Milburn Orchards standards. Employees who have experience may be asked to mentor new hires and take on additional responsibilities.

Employee Discount

Employees of Milburn Orchards receive a 20% discount around the farm; This includes purchases in the Farm Market*, Orchard View Deck, U-Pick Adventures, & the BIG BackYard. Another employee must always check you out – you cannot do it for yourself – so be prepared to provide proof of employment if you are not on duty. Please note you are not permitted to share your discount, as the discount is only applicable for employees of Milburn Orchards.

You cannot combine/stack discounts. An already-discounted item is not eligible for further discount (i.e. a pie that is marked as 20% off or is marked as buy one get one free cannot be further discounted with the employee discount).

*Other items in the Farm Market that cannot be discounted include Gift Cards and goods made by local artisans, including Glandon Bowls, Aprons by Debbie, Bows by Luisa, and some others. If you are unsure, just ask.

Admission

Full season employee (June to December): 4 regular non-festival tickets & 2 Fall Festival tickets

Summer Season Employee (June to August): 2 regular non-festival tickets

Fall season employee (September to mid-November): 2 Fall Festival tickets

Once the tickets are used, admission is then eligible for the employee discount so long as the off-duty employee is accompanying the group entering the BIG BackYard; employees are not permitted to share their discount.

Employee Appreciation Bonfire

At the end of the fall season, we host a bonfire for all employees and their families to celebrate and show appreciation for their hard work! Be sure to sign up to attend once the sheet is posted in October.

Freebie Shelf

Farm Managers place produce and other goods that cannot be sold in the market on the “Freebie Shelf” for employees to take home for free. You may “shop” the shelf at the end of your shift *after* you have clocked out. If there are apple cider donuts leftover after we close for the day, they are free to take home at the discretion of a manager. These leftovers can be grabbed only *after* closing time, otherwise they are to be paid for. Please respect everyone’s right to utilize the freebie shelf and donut leftovers.

SUGGESTIONS

We’d love to hear your ideas! Team creativity is what allows us to grow. We’ll occasionally reward good suggestions with a bonus. To submit a suggestion, email it to info@milburnorchards.com

EMPLOYEE RECORDS & PERFORMANCE

You are responsible for informing the farm of any changes in name, address, telephone number, marital status, number of dependents, military status, persons to notify in case of an emergency, etc. Each employee's personnel file shall contain the following records:

- IRS Form W-4, I-9 Form, Direct Deposit Form, MD Work Permit for Minors
- Notes of outstanding performance or disciplinary actions
- Any other material relating to your employment

RESIGNATION

Milburn Orchards requests that employees provide written notice of their intent to resign. This notice should be submitted to an employee's manager.

TERMINATION

All employment with Milburn Orchards is “at-will.” This means that either Milburn Orchards or the employee can terminate the employment relationship at any time, with or without notice, and for any reason allowed by law or for no reason at all.

PART VII.

EMPLOYEE PARKING

Employees are to only park across the street from the Farm Market in the further rows so as to save the best parking for our customers.

OPEN DOOR POLICY

Milburn Orchards has adopted an Open Door Policy for all employees. This means that every manager's door is open to every employee. The purpose of our open-door policy is to encourage open communication, feedback, and discussion about matters of importance. Our open-door policy means that employees are encouraged to talk with their manager if there are any issues or concerns.

Responsibilities Under an Open Door Policy

If any area of your work is causing you concern, you have the responsibility to address your concern with a manager. Whether you have a problem, a complaint, a suggestion, or an observation, your managers want to hear from you. By listening to you, the farm is able to improve, address complaints, and foster employee understanding of the rationale for practices, processes, and decisions.

Before You Pursue the Open Door Policy

Most problems can and should be solved in discussion with whom you may have an issue; this is encouraged as your first effort to solve a problem. But, an open door policy means that you may also discuss your issues and concerns with the upper levels of management. No matter how you approach your problem, complaint, or suggestion, you will find that managers at all levels of the organization are willing to listen to help bring about a solution.

Benefits of the Open Door Policy

By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, our employees have the opportunity at all times, through the open door policy, to be heard and understood.

No Retaliation

The open door policy includes the assurances that an individual employee who pursues their rights to talk to any level of management will experience no retaliation whatsoever.

Please sign next page.

MILBURN ORCHARDS EMPLOYEE HANDBOOK EMPLOYEE SIGNATURE

Thank you for taking the time to read the Milburn Orchards employee handbook! We hope that the information will be a useful tool for you as a Milburn Orchards employee. Be sure to keep the handbook in a safe place and refer to it when questions arise. If you have questions on something not touched on in the handbook, please ask.

Please sign & return this page to your manager with acknowledgment that you have read and understand all policies and terms of this handbook. This page may be delivered in person or emailed info@milburnorchards.com

Name: _____ Date: _____

We look forward to working with you!