

# Retail Employee Handbook

This template is a general starting point for information only — it is not legal advice. Employment, wage, leave, and at-will rules vary by country, state, and city and change over time. Have a qualified employment attorney review and tailor this handbook before you distribute it, and delete any policy that does not apply to your organization.

## 1. Welcome

Welcome to {{Store / Company Name}}. Every customer's experience comes down to the people on the floor, and that's you. This handbook explains how we work together and the rules we all follow — on service, scheduling, cash, and conduct. {{Add a line or two about your brand and the kind of shopping experience you want every customer to have.}} It is not a contract and does not cover every situation; when you are unsure, ask your {{shift lead / store manager}}.

*Open with a short, genuine welcome and one or two lines on your mission and values. This sets the tone before the policies begin.*

## 2. Employment Basics

- Equal opportunity: {{Company Name}} is an equal opportunity employer and does not discriminate on the basis of any characteristic protected by applicable law.
- Employment relationship: {{Describe your employment relationship — e.g., employment is at-will where permitted by law, meaning either party may end it at any time, with or without cause}}.
- Employee classifications: {{Define full-time, part-time, temporary, and exempt vs non-exempt as you use them}}.
- Probationary / introductory period: {{Length and what it means, if you use one}}.

*At-will employment is not valid everywhere — outside the US, and in some agreements, different rules apply. Confirm the correct wording for every location you employ people with your attorney.*

## 3. Code of Conduct

- Give every customer warm, helpful, and honest service, and treat your co-workers the same; we do not tolerate harassment, bullying, or discrimination of any kind, including conduct based on any characteristic protected by applicable law. Report concerns to {{your manager / HR}}, and we {{do not tolerate retaliation}} for a good-faith report.
- Be on the sales floor and ready at the start of your shift, off your personal phone, and present and attentive to customers — phones stay in the back except on breaks.
- Handle difficult customers calmly and follow our de-escalation and refusal-of-service guidelines; call a manager for anything you cannot resolve.

- Follow the dress code and wear your {{uniform / name badge}}: {{describe the dress code, grooming, and any safety footwear}}.
- Be honest in every transaction; theft, sweethearting (giving unauthorized discounts or free items to friends), register manipulation, and unauthorized returns are grounds for {{immediate termination}} and may be reported to law enforcement.
- Respect that your purchases as an employee follow our discount and purchase-review policy, and {{describe bag-check or package-check rules}} that apply to everyone fairly.

*Cover professional behaviour, anti-harassment and anti-discrimination, attendance, dress, and conflicts of interest. Say how to report a concern and state a clear no-retaliation commitment.*

## 4. Working Hours, Pay & Timekeeping

- Shifts are posted {{where and how far ahead — e.g. in the scheduling app by Wednesday for the next week}}. To swap or give away a shift, {{get manager approval / use the app}}; you are responsible for your shift until it is covered. {{Note any predictive-scheduling/fair-workweek rules that apply in your city.}}
- Clock in and out for every shift and every unpaid break using {{the POS / time clock}} — only for yourself and only when you are working. Off-the-clock work, including setup or cleanup, is not allowed.
- We pay {{weekly / every two weeks}} on {{payday}} by {{direct deposit / pay card}}.
- Non-exempt employees earn overtime as required by {{the law where you work}}; get {{manager}} approval before going over {{the overtime threshold}}. Take the meal and rest breaks {{required where you work}} and clock out for unpaid meals.
- Be reliable: if you will be late or absent, {{call the store / notify your manager}} as early as possible — a text to a co-worker is not enough. {{Describe your attendance and no-call/no-show policy.}}
- If your hours or pay look wrong, tell {{your manager}} that week so we can correct it.

*State the standard schedule, pay periods, how overtime is handled for non-exempt staff, and how time is recorded. Wage-and-hour rules are heavily regulated — match them to your jurisdiction.*

## 5. Time Off & Leave

- Time off: {{describe paid time off, if any, how it accrues, and how to request it for a business your size}}. Request it in {{the scheduling app}} at least {{notice period}} ahead when you can.
- Sick leave: {{describe paid or unpaid sick time and how to call in; many states and cities require paid sick leave — follow the rule where you operate}}. Staying home sick is never held against you when reported properly.
- Holidays: {{state which holidays you close, your peak-season blackout dates, and how holiday pay works for anyone who works the day}}.
- Legally required leave — family, medical, jury duty, military, voting — {{describe what applies to}}

a business your size; some laws cover only larger employers, so confirm what applies}}.

- Report any on-the-job injury — a slip, a strain from lifting, a cut from a box cutter — to your manager the same shift, however minor; workers' compensation is handled per {{your state's law}}.

*List paid time off, holidays, sick leave, and any legally required leave (such as family, medical, or jury duty). Required leave varies widely by location — verify each entitlement before you publish.*

## 6. Benefits Overview

This section summarizes the benefits {{Company Name}} offers, including {{health insurance, retirement plan, and any others}}. Official plan documents govern in all cases; where this summary and a plan document differ, the plan document controls. {{Describe eligibility and enrolment.}}

*Keep benefits descriptions short and point to the official plan documents for detail. Never let the handbook contradict an insurance or retirement plan document.*

## 7. Workplace Health & Safety

- Work safely on the floor and in the stockroom: lift with your legs, use a ladder (never a shelf) to reach high stock, keep aisles and exits clear, and clean up or sign off spills immediately to prevent slips.
- Use box cutters and equipment safely, cutting away from your body, and store them properly; report damaged fixtures, carts, or equipment to your manager.
- Know what to do in an emergency: where the exits, fire extinguisher, and first-aid kit are, and your store's plan for a fire, a medical event, or a robbery — in a robbery, comply, stay calm, and never chase or confront; your safety comes first.
- Follow safe practices for any age-restricted or hazardous products you sell, and check ID where the law requires it for {{alcohol, tobacco, or other restricted items}}.
- Report any injury, accident, or unsafe condition to your manager the same shift so we can give first aid and document it.
- Be aware of your surroundings during opening, closing, and cash handling, and follow the {{buddy/closing}} procedure; report anything that feels unsafe.

*Cover how to report injuries and hazards, emergency procedures, and any safety rules specific to your workplace. Reference the safety regulations that apply to your industry by name.*

## 8. Technology & Acceptable Use

- The POS, handhelds, and any store devices are for work; log in under your own cashier number only, never share it, and never ring sales or returns under someone else's login.
- Handle cash and payments honestly: count your drawer at the start and end of your shift, get a manager to approve voids, returns without a receipt, and overrides, and follow our cash-handling and drop procedures. Shortages and unauthorized discounts are taken seriously.

- Follow loss-prevention procedures: watch for theft, follow the policy on approaching shoplifters (observe and report — do not pursue or detain unless trained and authorized), and keep fitting rooms and high-theft areas monitored per policy.
- Protect customer information at the register and in our systems — names, phone numbers, loyalty data, and card details. Never write down full card numbers, share customer data, or take it home, and follow our PCI payment-card rules.
- Do not post about customers, co-workers, sales figures, or anything behind the scenes on social media; {{point to your social-media policy}}.
- Report a lost handheld, a POS or card-reader problem, or any sign of tampering or a card skimmer to your manager immediately.

*Set expectations for company devices, accounts, email, and data. Be clear about what is monitored and what is private, and reference your data-protection obligations.*

## 9. Confidentiality & Company Property

Employees are expected to protect {{Company Name}} confidential information, customer data, and intellectual property during and after employment, and to return all company property on departure. {{Reference your confidentiality or IP agreement where one applies.}}

*Tie this to any separate confidentiality, IP-assignment, or data-protection agreement employees sign, rather than restating it all here.*

## 10. Discipline & Leaving the Company

This section describes how {{Company Name}} addresses performance and conduct issues and what happens when employment ends — including notice expectations, final pay handled per applicable law, return of property, and any exit steps. {{Describe your progressive-discipline approach, if you use one, and keep it consistent with the at-will language above.}}

*If you describe a progressive-discipline process, add that the company may depart from it at its discretion — otherwise it can be read as a promise that undercuts at-will employment.*

## 11. Acknowledgement of Receipt

I acknowledge that I have received and read the {{Company Name}} Employee Handbook. I understand it summarizes current policies and is not a contract of employment, that employment is {{at-will, where permitted by law}}, and that {{Company Name}} may update these policies at any time. I agree to follow the policies it describes.

|                                                            |                                                        |
|------------------------------------------------------------|--------------------------------------------------------|
| Employee<br>Name: _____<br>Signature: _____<br>Date: _____ | Date<br>Name: _____<br>Signature: _____<br>Date: _____ |
|------------------------------------------------------------|--------------------------------------------------------|

*Have every employee sign and date this page, and keep the signed copy on file. It is your record that the handbook was received and understood.*