

Employee Handbook (Excerpt)

Harborline Outfitters, Inc. — Grand Rapids, MI

Fictional sample for workshop practice. Upload this as your agent's knowledge file. Note for the curious: some policies are deliberately NOT in this excerpt.

Section 1 — Welcome

Harborline Outfitters operates two retail stores (Eastown and Knapp's Corner), a warehouse/fulfillment operation, and a small office team in Grand Rapids, Michigan. This handbook covers policies for all full-time and part-time employees. Where a policy differs by role, the section says so. Questions go to your manager first, then to the operations director.

Section 2 — Work Hours and Remote Work

2.1 — Standard full-time schedule is 40 hours per week. Store schedules are posted at least ten days before the start of the month.

2.2 — Office and administrative employees may work remotely up to two (2) days per week with manager approval. Remote days must be scheduled in advance; ad-hoc remote days require same-morning manager sign-off.

2.3 — Core collaboration hours for office staff are 10:00 AM to 3:00 PM Eastern. Employees working remotely must be reachable during core hours.

2.4 — Retail and warehouse roles are on-site by nature and are not eligible for remote work.

Section 3 — Paid Time Off (PTO)

3.1 — Full-time employees accrue PTO by length of service: Years 1–2: 12 days per year. Years 3–5: 17 days per year. Year 6 and beyond: 22 days per year.

3.2 — Part-time employees accrue PTO on a prorated basis by average weekly hours.

3.3 — PTO requests of 3 or more consecutive days require two weeks' notice. Single days require 48 hours' notice except in emergencies.

3.4 — Up to 5 unused PTO days roll over to the following year. Rollover days must be used by March 31.

3.5 — June through August, no more than two store employees per location may be on PTO simultaneously ("peak season rule").

Section 4 — Paid Holidays

4.1 — Harborline observes nine (9) paid holidays: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve, and Christmas Day.

4.2 — Stores close at 2:00 PM on New Year's Eve. Employees scheduled that day are paid for their full scheduled shift.

Section 5 — Expenses and Reimbursement

5.1 — Business expenses must be submitted within 30 days of being incurred, through the expense app, with itemized receipts for any expense over \$25.

5.2 — Meal limit during business travel is \$75 per person per day. Alcohol is not reimbursable.

5.3 — Mileage for business use of a personal vehicle is reimbursed at the current IRS standard rate.

5.4 — Expenses over \$500 require operations director approval BEFORE the purchase, not after.

Section 6 — Dress Code

6.1 — Store staff wear Harborline-branded tops (provided) with clean, practical clothing suitable for demonstrating gear.

6.2 — Office dress is casual. When client-facing or representing Harborline at events, business casual applies.

6.3 — Closed-toe shoes are required at all times in the warehouse.

Section 7 — Employee Discount

7.1 — Employees receive 40% off retail on Harborline house-brand (Bench Series) products and 25% off other brands, for personal use only.

7.2 — Discount purchases for resale are prohibited and are grounds for termination.

7.3 — Immediate family members receive 15% off with the employee present.

End of excerpt. This excerpt intentionally does not cover every policy. Topics not covered here (for example: parental leave, bereavement, 401(k) details) live in the full handbook maintained by the operations director.