

Store Operations



Manual

Asheville ABC Board

January 2017

Business Ethics and Conduct

The successful business operation and reputation of the Asheville ABC Board is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws, regulations and customs as well as a scrupulous knowledge of and regard for the highest standards of conduct and personal integrity.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor or the General Manager.

The continued success of the Asheville ABC Board is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to the Asheville ABC Board and its customers to act in a way that will earn the continued trust and confidence of the public.

The Asheville ABC Board will comply with all applicable laws and regulations and expects its officers and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and regulations, to refrain from any illegal, dishonest, or unethical conduct.

Customer Relations

To deserve the goodwill of the public is of the utmost importance. It is best gained by giving cheerful, competent service in attractive, well-stocked and clean stores.

Customers must be attended to promptly and pleasantly. Greet them with "Good morning (afternoon or evening)". Ask, "May I help you?" After a sale is completed, say "thank you". If engaged in other duties at the counter, stop such work when customers enter and be prepared to serve them. If additional help is needed for better service, ask a co-worker, manager or assistant manager for help. Refrain from cell phone use while a customer is in the store.

Should a customer be difficult in his or her attitude, remain courteous and patient. If communications deteriorate, do not hesitate to request assistance from the manager

The use of profanity or boisterous conduct is not acceptable. Do not read newspapers, magazines or books at the cash register. Do not eat or drink in the sales area of the store. Be attentive to your customers and their needs as soon as they enter the store.

Employee Relations

The Asheville ABC Board believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in the Asheville area. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice such concerns directly to the management team.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can remain positive. We believe that the Asheville ABC Board amply demonstrates its commitment to employees by responding effectively to all employee concerns.

Shoplifting

If you have witnessed a customer stealing product, the following techniques shall be followed:

Approach the individual from the front to speak with them regarding the incident in question. Do not speak in a loud voice that would bring attention to others. The conversation should be firm, to the point, and professional in nature.

If the individual attempts to exit the store, let them go. Do not try to detain the individual and never physically confront a customer. The use of force may escalate and cause you harm.

Never leave the store for any reason. Look out the window to gather information. Write down the make/model of the vehicle, license/tag number, direction the vehicle is traveling, and any other information which will aid law enforcement.

Call the Asheville ABC Law Enforcement from the store phone to report the incident. You can dial 811 from the store phone or call Law Enforcement Chief Al Bottego directly at 775-6675.

Robbery

In the event of a robbery, cooperate in every way possible with the demands of the robber. This policy is designed to protect you and not the assets of the ABC Board. Law enforcement will do diligent follow-up and oftentimes quickly apprehend the robbers.

Prevention

- Observe and acknowledge every person who enters your store
- Keep small amounts of cash in the registers
- Never leave cash out in the open, at the counter or in the office
- Be cautious when opening and closing the store (be aware of your surroundings)
- Do not let anyone enter the store after you have locked the doors

During a Robbery

- Do not resist! Obey all instructions!
- Observe suspect for later description and identification. Use all of your senses to focus on suspect's height, weight, clothing, voice, distinctive marks (to help in identification)
- Do not startle the robber with sudden movements
- Give what is asked for and no more! Do not volunteer any additional information
- If you are presented with a note, save it and handle it as little as possible
- If for any reason the robber starts discharging a firearm, get behind the closest cover, lie flat on the floor or in a fetal position and protect your head with your hands

After the Robbery

- Activate hold-up alarm after the suspect exits the building and no one is in danger
- Once the robber has left the store immediately lock the doors to keep them from re-entering, then activate the alarm. Keep employees and witnesses safely inside until police arrive. (Do not leave the store under any circumstances.)
- Contact our Asheville ABC Law Enforcement

- Call 911 immediately and stay on the phone until you are told to hang up
- Notify the Operations Manager who will notify the General Manager and ABC Board
- Protect the crime scene until the police arrive. Do not let anyone other than law enforcement enter the store. Do not let anyone tamper with possible evidence.
- Advise any witnesses not to leave or to discuss the incident with others until they are interviewed by law enforcement personnel. If they insist on leaving, get their names, addresses, and telephone numbers.
- Write down a description of the robber, what they touched, what they took, etc
- Do not discuss the robbery with anyone in the media.

Alcohol Sales Policy

North Carolina law requires a person to be at least 21 years of age to purchase or possess alcoholic beverages. Employees of this Board are prohibited from selling or giving alcoholic beverages to any person not 21 years of age. North Carolina law also prohibits the selling of alcoholic beverages to any person who displays any visible signs of intoxication.

By statute, any employee **convicted** of selling alcohol to a minor will be dismissed.

Workplace Violence Prevention

The Asheville ABC Board is committed to preventing workplace violence and to maintaining a safe work environment. The following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises are:

- All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times.
- Firearms and other dangerous or hazardous devices or substances are prohibited on store premises.
- Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public will not be tolerated.
- All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. When reporting a threat of violence, please be as specific and detailed as possible.
- All suspicious individuals or activities should be reported as soon as possible to a supervisor.
- Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or get into harm's way.
- The ABC Board encourages employees to bring their disputes or differences with co-workers to the attention of their supervisor(s) or the General Manager before the situation escalates into potential violence.
- The General Manager has an open-door policy and can be contacted directly 24-7.

Please refer to Article 6: Section 1 of the Personnel Manual for more Information

Lifting Requirements

All store and warehouse personnel must be able to lift cases weighing up to 40 pounds during an entire shift to include using hand trucks in the performance of daily duties as well as bending or stooping required in normal delivery, stacking, and stocking responsibilities.

Register Shortages

All store personnel are responsible for balancing their individual registers at end of their shift. The employee must make up any shortage at shift's end. The Manager can make arrangements for signed IOU's until the employee makes repayment. All overages are the property of the ABC Board. A separate deposit needs to be made for overages and let accounting know that such a deposit was made.

Bank Deposits

It is the policy of the Asheville ABC Board to make daily deposits unless the bank is not open for business. Weekend deposits will be made the following business day. All deposits must be securely stored in a Board designated location (i.e.: safe) until deposited at a commercial bank. Daily deposit totals should be called in to the finance office each night after store closing. ***Under no circumstances will an employee remove a deposit from the store unless for deposit into the ABC Board's bank account (do not take deposits home).***

Intoxicated Patrons

Visible signs of intoxication include but are not limited to:

- Slurred Speech
- Glassy eyes
- Strong odor of alcohol on person
- Swaying or staggering
- Loud
- Using abusive language
- Unsteady on feet
- Harassing other customers

Although one single visible sign alone does not mean a person is intoxicated, employees should weigh all the circumstances in determining whether or not to sell alcoholic beverages to a potential intoxicated customer. It shall be the employee's sole discretion as to whether or not they sell alcohol to a patron. The management team will support the decision of staff.

Family Member or Relative's Request

Some family members or relatives may request that an employee not sell to a spouse or relative due to medical or dependency reasons. It shall be the policy of this Board that the following procedure be followed should such a request be made:

- Explain to the person that as long as the relative is over 21 years old and not intoxicated, the patron is authorized by law and the ABC Board to purchase alcoholic beverages.
- If the person persists, refer any questions to the General Manager

Proper Identification

Although North Carolina laws do not specifically require that formal identification(s) be checked prior to the sale of alcoholic beverages, it is the policy of this Board that any person appearing to be under the age of 30 be asked for proper identification. An employee may ask for identification at any time independent of this policy. Proper identification includes:

- North Carolina Special Identification Card
- Driver's License (any state)
- Passport
- Military Identification Card

Checking identification provides a defense to unknowingly selling alcoholic beverages to an underage person. Accepting any other form of identification than those listed above may result in loss of this defense. The management team will support the decision of staff who refuses to sell due to suspicious identification documentation.

Personal Appearance

The board provides employees with uniforms to look presentable with visible logo to customers. Uniforms are provided to wear while on duty or at NCABC sponsored functions and should not be worn when off duty

- Dress pants, slacks, jeans, khakis, knee length shorts and a collared shirt will be worn while on duty. Asheville ABC logoed shirts are provided and are a required part of the daily uniform.
- Clothing with liquor logos are not permitted.
- Shoes should be comfortable and clean with no open toes.
- Facial hair must be clean, well-trimmed, and neat.
- All employees are expected to have good personal hygiene.
- Clothes shall be clean and neat.

Loan of Money

It is a violation of ABC Board policy for an employee to loan money to a customer to facilitate the purchase of alcoholic products.

The Asheville ABC Board does not lend money to employees. Any funds "borrowed" from the ABC Board is by definition "embezzlement" and could lead to disciplinary action up to and including dismissal and/or subsequent criminal prosecution.

Attendance and Punctuality

To maintain a safe and productive work environment, the ABC Board expects employees to be reliable and punctual in reporting for scheduled work. Attendance and punctuality are core competencies, and chronic tardiness and or/absences may affect the employee's annual work evaluation. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

The Asheville ABC Board's retail stores are currently open each day from 10:00 am to 9:00 pm. Employees scheduled to open are to be at the store at 9:45 to ensure morning duties are completed prior to opening for sales. These duties include, vacuuming interior, cleaning windows, reconciling the previous day's sales, counting cash drawers and getting registers open for the day's business.

Timekeeping

Accurately recording time worked is the responsibility of every employee. Federal and state laws require the Asheville ABC Board to keep an accurate record of time worked in order to assure that both the employee and employer are following all applicable labor laws.

The Asheville ABC Board entrusts each employee to fill out their own timesheet which shows the actual hours worked. It is considered fraud to intentionally certify hours worked when they were not.

It is the employees' responsibility to confirm hours worked and sign their time records to certify the accuracy of the document. The supervisor will review and also sign the time record before submitting it for payroll processing.

Timesheets

Timesheets should be filled out each day and faxed to the office on the last day of the pay period (As of this document, that day falls on a Saturday). Fax number is 210-1437

Two sample timesheets are included in the back of this handbook to ensure that they are filled out correctly. One sample timesheet shows a normal work week and the second sample shows how to properly document vacation and sick days.

Paydays

All employees are paid every other Friday (bi-weekly). Each paycheck includes earnings for hours worked performed through the end of the previous payroll period. All payroll checks are issued via direct deposit.

Holidays

The Asheville ABC Board is closed on the following holidays:

- * New Year's Day
- * Memorial Day
- * Fourth of July
- * Labor Day
- * Thanksgiving
- * Christmas

The Asheville ABC Board may at its discretion grant paid time off to eligible employees. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) multiplied by the number of hours the employee would otherwise have worked on that day. The only 'eligible' employee classifications of the ABC Board is: "regular full-time employees."

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided in lieu of the paid time off benefit that would otherwise have applied.

If a recognized holiday falls during an eligible employee's scheduled day off, the eligible employee will be compensated their regular shift hours to be paid on their next paycheck.

If a recognized holiday falls on a Sunday, the Asheville ABC Board may elect to close the following Monday. Paid time off for holidays will not be counted as hours worked for determining overtime as prescribed in Federal regulations.

The Asheville ABC board also grants eligible employees one (1) paid floating holiday per calendar year. This day can be taken at the employee's discretion (with proper management approval). This floating holiday is available 90 days after the full-time hire date. The floating holiday must be taken during the calendar year or it will be forfeited.

Returned Check Policy (Insufficient Funds)

It is the policy of the Asheville ABC Board to allow MXB (Mixed Beverage) customers to pay for their order with cash, check, or credit/debit card. Our returned check policy is as follows:

- 1st Returned Check - \$20.00 returned check fee
- 2nd Returned Check - \$20.00 returned check fee (Customer not allowed to write another check for 1 year – must pay via cash or credit card)
- 3rd Returned Check - \$20.00 returned check fee (Customer not allowed to write another check indefinitely) – must pay via cash or credit card

Unusual Occurrence Forms

If anything out of the ordinary happens at a store location, i.e.: shoplifting, customer argument, customer accident, please fill out an ***unusual occurrence form*** immediately. Please make sure our Asheville ABC Law Enforcement receives them within 3 days so they can open a file on the occurrence. If the unusual occurrence is administrative in nature, please make the General Manager or Operations Manager aware of the incident as soon as possible. **An *unusual occurrence form* is included in the back of the handbook.**

Customer Travel Permits

A ***travel permit*** is for the purchase and transportation of “over 50 Liters of Unfortified Wine and/or 8 Liters of either Fortified Wine or Spirituous Liquor or any combination of the two”. This permit being authorized shall be valid for only one purchase on the date shown. The permit must accompany the alcohol during transit. Both the permit and the alcohol must be provided to any law enforcement officer upon request.

A North Carolina Alcohol Purchase and Transportation Amount guide is included in the back of this handbook.

Smoking

In accordance with Rule 2R .1703 smoking is prohibited inside ABC stores and storage areas.

Customer Returns

Customers are allowed to return **unopened** product with an accompanying receipt; however, the product(s) must be returned to the same store of purchase. The type (cash, credit/debit) of refund should always match the method of purchase.

Cell Phone Use

The use of employee cell phones should be limited to urgent matters or emergencies. Such calls should be handled away from customers and when on break whenever possible.

Brand Recommendations

While you should not show preference regarding the sale of certain brands, you may make recommendations when asked. You are expected to assist the customer who is uncertain as to what he/she wants, or who asks for information about merchandise. It is not considered to be “good marketing” to encourage a customer to purchase a more premium brand of merchandise.

Mixed Beverage (MXB)

Daily sales to the commercial establishments such as bars and restaurants (MXB) are one of the most important services that the Asheville ABC Board provides. While it's not possible to list every task involved in the MXB operation, below is a listing of some of the most common:

- Make sure to change the posting date on each open (not picked up) MXB order from the prior day
- If the permittee doesn't pick up their order and it's the last day of the month, you will need to delete and re-enter the order so any price changes can take effect at the start of the new month
- Attempt to get the permittee to pick up their order prior to inventory. This will help in the counting process
- Please ask the permittee to check off their order by their MXB order sheet for accuracy
- Permittees are allowed to return a reasonable amount of bottles if they were purchased during the same month. These bottles must be returned to location that they were purchased. The bottles returned is at the discretion of the Store Manager but should never exceed the amount of their next order for we do not give refunds to MXB customers. Bottles returned should be entered as negatives, (I.E. -1 or -2 etc.) on their next order which will reconcile inventory. ***An example of this is in the back of this handbook.***
- Make sure to change the date on the MXB stamp gun each morning before opening. It is important for all bottles to be stamped correctly with the correct date, permit number, and order number.
- Permittees are allowed to purchase special orders. Unlike walk-in customers, they are not required to pay for the case ahead of time. If at all possible the Asheville ABC Board would ask that the permittee purchase the whole case or at least half of the case that they order unless we have other MXB customers who will potentially buy the extra stock. We can't special order a case of liquor for a permittee just so they can buy 1 bottle because under ABC rules we are not allowed to sell the extra special order stock to walk-in customers. Also, stores do not have the capability or the extra room to become a warehouse for the bars and restaurants.
- Make sure all MXB orders that are picked up and paid for are posted each night.
- When MXB customers change their permittee number, please contact law enforcement to schedule the re-stamping of their previously purchased bottles.

Store to Store Transfers

Times will arise when another location will have bottles of product that you need for your store for a retail customer or Mixed Beverage account. When this happens, you can contact another store and ask them to transfer bottles to your store. The ***store to store transfer sheets*** are located in each store location (Each transfer contains 3 copies. White, Yellow, and Pink.) There will be a place to **enter the date, code number, brand, # of bottles transferred**, and a place for the **sender to initial and the receiver to initial**. After the transfer is made, please fax the White Copy to the office (210-1437), so it can be reconciled in inventory. Make sure you enter the date of transfer. The receiving store keeps the yellow copy and the sending store keeps the pink copy. You will receive an office copy of the transfer for your records and reconciliation.

A blank *store to store transfer sheet* is included in the back of this handbook.

Special Orders

Customer requests for spirituous liquors not on the approved state list should be willingly accepted and referred to the manager. Once you have the name of the item that the customer is interested in, please contact the Administrative Assistant at the Administrative office. She will get in touch with the proper channels to find out if we are able to get the product and at what price. Please take down the customer's name and phone number. Once staff contacts you with the information they received, please call the customer. Give the customer the details and explain to them that special order products require **prepayment and must be purchased by the case**. Also, explain to them that we will be unable to give them a delivery time. Special orders sometimes take 2 to 3 months to arrive but most are typically quicker. Contact the Administrative Assistant if the customer agrees to the price and wants the product ordered. Debbie will place the order once the customer has come back to the store and completed the transaction. Keep a copy of the customer receipt with their information so you can contact them when their case arrives.

In Accordance with NC ABC Commission Rules, Customers are NOT allowed to return special orders.

Electronic Media

- Only software that has been legally acquired and licensed to the ABC Board may be installed on the Board's computers or other electronic devices.
- Employees are not permitted to copy, resell or transfer any software from the ABC Board's computers
- Employees are permitted to utilize word processing or other computer functions including e-mail and Internet access for the ABC Board business only.

Emergency Closings

At times, emergencies such as severe weather, fires, or power failures may disrupt store operations. In extreme cases, circumstances may require the closing of stores, warehouse, administrative office, or the entire operation.

When stores are ordered by management to be officially closed due to emergency conditions, the time off from scheduled work will be paid to full-time employees present and on the work schedule. Part time employee's hours will not be paid after operations are suspended.

Pricing Discrepancies

In the unusual event that a customer presents a product for purchase at the register and a price discrepancy is discovered between the shelf/price tag and the register, we will allow the customer to purchase the product at the lower price. After the sale, notify the manager so that he/she may correct it.

Included in the back of this handbook is a **price discrepancy form** that should be filled out and given to the Asheville ABC Chief Financial Officer so the store can be reimbursed for the difference.

Counterfeit Bills

There may be times when you take your deposit to the bank and the bank finds a counterfeit bill. The bank will take the bill and give you documentation stating this fact. Please get this documentation to the Chief Financial Officer at the Admin Office for reimbursement. Also, please take money from the safe to make the original deposit correct. If you find the bill before you make your deposit, please make the deposit correct with cash from the safe. Contact our law enforcement and fill out an **Unusual Occurrence Report**. Please provide a copy of the Unusual Occurrence Report to the Chief Financial Officer so that the account can be reimbursed.

Breakage

Each store needs to have their breakage (damaged stock) written up and sent to the office on the Thursday before inventory each month. Inventory is always on the last Tuesday of the month. In the event that the last Tuesday of the month falls on the last day of the month, typically inventory would be done the Tuesday before. The breakage sheet that is filled out will include the store number, the month of the breakage, the number of bottles, the state code, the brand, the distiller, and the adjustment code. Also, each bottle needs to be stamped with the code number somewhere on the bottle. **A breakage sheet is included in the back of this handbook.**

Direct Deposit

It is mandatory for each employee to have their paycheck directly deposited. If there are any changes that need to be made to the bank that you use, you will need to fill out a new **Authorization Agreement for Automatic Deposits (ACH Credits)** form. This form needs to be filled out and given to the Chief Financial Officer or the Accountant as soon as possible. **A blank direct deposit form is included in the back of this handbook.**

Employee Purchases

ABC Employees desiring to make purchases from the store shall make purchases through another employee. Employees are not permitted to ring up their own purchases.

The purchased item will be taken off the premises to the employee's vehicle. If an employee purchases alcohol from the ABC store, the employee should retain the receipt as proof of purchase.

Acceptance of Gifts

It is the policy of the Asheville ABC Board that all board members and employees shall comply with the Gift Law (G.S. 133-32). Employees and board members are prohibited from accepting gifts or anything of value from any individual with whom the ABC Board has a business relationship.

Counseling Statement

There are times that a Manager will need to write a counseling statement to a subordinate co-worker in order to discuss poor behavior that needs to be changed. ***A blank copy of this counseling statement is included in the back of this manual.***

Personal Relationships in the Workplace

In compliance with G.S. 18B-700(k), the Asheville ABC Board will not allow two or more members of an immediate family to be employed if such employment will result in one member of the family supervising another member or if one member has influence over another member's employment, promotion, salary or other personnel consideration.

Board members' family members are prohibited from being employed by the Asheville ABC Board.

No Part-Time employee will be eligible for Full-Time status as long as their previously hired Full Time family member is still employed with the Asheville ABC Board.

See Article 7: Sections 1 and 2 of the Asheville ABC Board Personnel Manual

Customer Accident/Injury

Complete a ***store unusual occurrence report*** with a full description of what happened. Record witnesses' names and phone numbers. If possible, take pictures of the accident and of the area where the accident occurred. Advise injured party that we will report the incident to our Administrative staff and someone will contact them. Report the occurrence to your supervisor and to the General Manager. ***REMEMBER: Make no comments regarding fault or liability.***

An unusual occurrence form is included in the back of this manual.

Solicitation

Impermissible forms of solicitation include:

- * The collection of money, goods, or gifts for community, religious or political groups
- * The sale of goods, services, or subscriptions outside the scope of official ABC Board business
- * The circulation of petitions
- * The distribution of literature not approved by the Asheville ABC Board

Personnel Data Changes

It is the responsibility of each employee to promptly notify the ABC Board of any changes to their personal data. Such as: mailing address, telephone number, number and name of individual to be contacted in the event of an emergency, or other information of a similar nature. ***An employee change of address form is included in the back of this manual.***

Moonlighting

The Asheville ABC Board has no desire to regulate what an employee does with his/her time outside of working hours. However, the Asheville ABC Board shall consider employment at the ABC Board, if such is on a full-time basis, to be an employee's primary employment and will, therefore, not tolerate any outside employment that involves a conflict of interest, interferes with, or hinders the employee's performance at the Asheville ABC system.

The determination of whether the employee's outside employment conflicts or interferes with job performance at the Asheville ABC system shall be within the sole discretion of the General Manager.

Store Closing

At no time should a store close with only one associate on site. If an emergency arises which leaves only one employee on the premises, please contact the Operations Manager or Scheduler to come up with alternatives. In very rare cases, if all avenues are exhausted, the store may be ordered closed early. The early closing of a store is at the discretion of the Operations Manager or General Manager.

Safety

Each employee is expected to obey all safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor for immediate correction.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should immediately notify the General Manager or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and/or workers' compensation benefits procedures.

Overtime

Employees may be scheduled to work overtime hours when the need arises. Whenever possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour regulations. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will **not** be considered hours worked for purposes of performing overtime calculations.

Tax Withholdings

If an employee wishes to change their tax withholdings on their paycheck, a new NC-4 or W-4 should be completed, signed and dated. This form should be submitted to the finance office. **Current forms may be obtained from the Finance Office at any time.**

Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted in June of each year. These formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

The Asheville ABC Board awards merit-based pay adjustments in an effort to recognize truly superior employee performance. The decision to award merit pay is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

Merit pay increases typically go into effect the first full pay period in July. (New fiscal year). Allocations for merit increases must be determined by the Asheville ABC Board each year.

Included in the back of this handbook is a copy of the *Asheville ABC Board Pay Range Scale* as of May 2015. The ABC Board's goal is to have our pay scale re-evaluated every two years to ensure the Asheville ABC stays current and up to date with market salaries.

Confidentiality

The protection of confidential business information is vital to the success of this ABC Board. Personnel records are the property of the System and the System protects the confidentiality of the information contained within them. Employee records may not be copied or removed from the premises unless required by law or authorized in writing by the General Manager. The employee is entitled to review his or her personnel records upon request and under supervision. If you are interested in reviewing your file, contact the General Manager.

Employee Benefits

Eligible employees are offered a wide range of benefits. Benefits eligibility is dependent upon a variety of factors, including employee classification. Some benefit programs require contributions from employees, but most are fully paid by ABC Board.

The following benefit programs are available to eligible employees:

- * Vacation
- * Paid Holidays
- * Sick Leave
- * Bereavement Leave
- * Jury Duty Pay
- * Health Insurance (employee financial participation)
- * Life Insurance (employee financial participation)
- * 401(K)
- * Retirement Plan (LGERS-Local Government Employee Retirement System) Mandatory employee contribution

Workers' Compensation Insurance

The Asheville ABC Board provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

The employee needs to fill out **Form 18 (included at the back of this handbook)** as soon as possible and turn in to our Administrative Assistant at the main office. It's very important that this is done in a timely manner. Contact the ABC Board's benefits manager for specifics.

Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Every effort will be made to accommodate the employee.

Up to 3 days of paid bereavement leave will be provided to eligible regular full-time employees. Bereavement pay is calculated based on the base pay rate at the time of absence.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

ABC Board defines "immediate family" as the employee's spouse, parent, child, or sibling, or the employee's spouse's parent, child, or sibling.

Jury Duty

The ABC Board encourages eligible employees to fulfill their civic responsibilities by serving jury duty when required. The eligible employee will be paid for their normal scheduled work hours in return for the jury duty paycheck they receive. This check must be turned over to the Asheville ABC Board Chief Financial Officer

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Employees are expected to report for work whenever the court schedule permits.

ABC Board will continue to provide health insurance benefits for the full term of the jury duty absence. Vacation, sick leave, and holiday benefits will continue to accrue during unpaid jury duty leave.

Vacation Benefits

Vacation time off with pay is available to all employees classified as **regular full-time**.

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule: Workdays are based on 8 Hour days

Less than one year – 1.85 hours per paycheck x 26 paychecks = 48 hours per year
1 year up to 10 years – 3.7 hours per paycheck x 26 paychecks = 96 hours per year
10 years + - 4.62 hours per paycheck x 26 paychecks = 120 hours per year

Each eligible employee will earn annual leave at the rate of one-half (1/2) workday per calendar month for the first one (1) year of full time service. After one (1) year, they will earn annual vacation leave at the rate of one (1) workday per calendar month. After ten (10) years, they will earn annual vacation leave at the rate of one and one-fourth (1 ¼) workdays per calendar month. No annual vacation leave will be accrued by an Employee who is not in an active pay status with the Asheville ABC Board. In the event that available vacation is not used by the end of the benefit year, Employees may carry unused time forward to the next benefit year. During the first ten (10) years of employment, the maximum limit for accrued annual vacations leave that may be carried into a subsequent year will be twenty-four (24) workdays. This is equal to 192 hours (24 days x 8 hours). After ten (10) years of employment, the maximum limit for accrued annual vacation leave that may be carried into a subsequent year will be thirty (30) workdays. This is equal to 240 hours (30 days x 8 hours). If the total amount of unused vacation time reaches the cap of 24 or 30 days, any unused vacation time will then roll over into your unused sick time which can accrue indefinitely.

Once employees reach regular full-time classification, they begin to earn paid vacation time according to the schedule. They can request use of vacation time after it is earned. In special cases, employee may request leave without pay if they haven't accrued enough time and there is coverage. This is at the discretion of the Store Manager.

Paid vacation time can be used in minimum increments of one hour. To take vacation, employees should request advance approval from their supervisor. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

For extended absences, vacation time accrual will cease after the first pay period and will resume when the Employee returns to work. Vacation time off is paid at the employee's base pay rate at the time of vacation.

Upon termination of employment for any reason, if an Employee has completed one or more years of continuous service, the Employee will be paid for unused accrued annual vacation leave up to a maximum of thirty (30) days. (240 hours) Employees who have not completed one or more years of continuous service, will automatically forfeit all unused accrued annual vacation leave upon termination of employment. Upon the death of a Full-Time Employee who completed one or more years of continuous service, the Asheville ABC Board will make payment for unused accrued annual vacation leave to his or her estate, up to a maximum of thirty (30) days. (240 hours).

Sick Leave Benefits

Sick leave with pay is available to all employees classified as regular full-time.

The amount of paid sick leave employees receive each year increases with the length of their employment as shown in the following schedule: Workdays are based on 8 Hour days

Less than five years – 1.85 hours per paycheck x 26 paychecks = 48 hours per year
5 years up to 10 years – 3.7 hours per paycheck x 26 paychecks = 96 hours per year
10 years + - 4.62 hours per paycheck x 26 paychecks = 120 hours per year

Each eligible employee will earn sick leave at the rate of one-half (1/2) workday per calendar month for the first five (5) years of full time service. After five (5) years, they will earn sick leave at the rate of one (1) workday per calendar month. After ten (10) years, they will earn sick leave at the rate of one and one-fourth (1 ¼) workdays per calendar month. No sick leave will be accrued by an Employee who is not in an active pay status with the Asheville ABC Board.

Unused sick leave benefits will be allowed to accumulate indefinitely. However, accrued sick leave has no cash value, and upon retirement, resignation, or other termination of employment for any reason, no payment shall be made to Employee for unused accrued sick leave. Unused, accrued sick leave is allowed as credible service at the time of retirement to employees who participate in LGERS.

Once employees reach regular full-time classification, they begin to earn paid sick leave according to the schedule. They can request use of sick leave after it is earned.

Notification of the desire to take sick leave should be submitted to the Employee's supervisor prior to the leave, when possible, or not later than two (2) hours after the beginning of a scheduled workday. The supervisor must also be notified each day for successive absences.

If an Employee is absent for three or more consecutive days due to illness or injury, a physician's statement may be required verifying that the Employee was ill and is now fit to return to work. The ABC Board reserves the right to request a physician's statement verifying sick leave absences in other instances, and may require such verification as a condition to receiving sick leave benefits.

Sick leave benefits will be calculated based on the Employee's base pay rate at the time of absence. For extended absences, sick leave accrual will cease after the first pay period and will resume when the Employee returns to work.

401(k) Savings Plan

The Asheville ABC Board has established a 401(k) savings plan to provide employees the potential for future financial security for retirement. All full time employees are eligible to receive the 401k savings plan. (Asheville ABC Law Enforcement, by N.C. Statutes, receives a 5% contribution).

The Asheville ABC currently contributes 2% into your 401k savings plan. This does not require any employee contribution, but we highly encourage you to do so.

The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs.

Health Insurance

The ABC Board's health insurance plan provides employees and their dependents access to medical and dental insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- * Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between the Asheville ABC Board and the insurance carrier.

The Asheville ABC Board allows employee spouses to be enrolled in the health plan, provided that said spouse is unable to enroll in insurance elsewhere. ***A sample form certifying the spouse cannot be covered otherwise is included in the back of this manual.***

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

Contact the General Manager for more information about health insurance benefits

Sexual and Other Unlawful Harassment

The Asheville ABC Board is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, especially sexual harassment. Actions, words, jokes, or comments based on an individual's gender, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Any Manager who becomes aware of possible sexual or other unlawful harassment shall immediately advise the General Manager so it can be investigated in a timely and confidential manner.

See Article 2, Section 2 of the [Asheville ABC Personnel Manual](#) for full details.

Employee Conduct and Work Rules

It is not possible to list all the bad behaviors that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action up to and including dismissal.

- * Reporting to work intoxicated or under the influence of alcohol, nonprescription drugs or other intoxicants
- * Possession of pornographic or other offensive materials or objects on Board property
- * Bringing or consuming alcoholic beverages on ABC Board property
- * Bringing sexually oriented materials on ABC Board property
- * Theft or inappropriate removal or possession of property
- * Falsification of timekeeping records
- * Working under the influence of alcohol or illegal drugs
- * Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- * Fighting or threatening violence in the workplace
- * Boisterous or disruptive activity in the workplace
- * Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- * Insubordination or other disrespectful conduct
- * Violation of safety or health rules
- * Smoking in prohibited areas
- * Sexual or other unlawful or unwelcome harassment toward fellow employees or customers
- * Possession of dangerous or unauthorized materials, such as knives or firearms, in the workplace
- * Excessive absenteeism or any absence without notice
- * Unauthorized absence from work station during the workday
- * Unauthorized use of telephones, mail system, or other employer-owned equipment
- * Unauthorized disclosure of business "secrets" or confidential information
- * Violation of personnel policies
- * Unsatisfactory performance or conduct

See Article 9, Section 2 of the [Asheville ABC Personnel Manual](#) for full details

Legal Subpoena Service

Employees who are served subpoenas for district court in this or any other judicial district for activities or events that they are listed as the victim and or witness shall appear and testify as instructed. The service of the subpoena can be executed by ABC Enforcement, the local Sheriff's office, the district attorney's office or the defense attorney for the suspect in the case. The service of the subpoena cannot be refused. In the event the employee does refuse service the criminal repercussions of that refusal are the responsibility of the employee and outside the scope of his or her employment at the Asheville ABC Board. The Asheville ABC Board's Law Enforcement division will, at the employee's request, assist in any way possible to simplify the court appearance.

Family Leave

The ABC Board provides family leaves of absence without pay to eligible, regular full-time employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Eligible employees may request family leave only after having completed 180 calendar days of service. Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 8 weeks of family leave within any 12-month period. Any combination of family leave and medical leave may not exceed this maximum limit. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days. Employees will be required to first use any accrued paid leave time before taking unpaid family leave. Married employee couples may be restricted to a combined total of 8 weeks leave within any 12-month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by ABC Board until the end of the month in which the approved family leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from family leave, benefits will again be provided by ABC Board according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

Medical Leave

The ABC Board provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees who are classified as regular full-time are eligible to request medical leave as described in this policy.

Eligible employees may request medical leave only after having completed 180 calendar days of service. Exceptions to the service requirement will be considered to accommodate disabilities. Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to ABC Board. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by ABC Board until the end of the month in which the medical leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from medical leave, benefits will again be provided by ABC Board according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

An employee on medical leave is requested to provide the ABC Board with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, ABC Board will assume that the employee has resigned.

Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Employees will continue to receive full pay while on leave for two-week training assignments and shorter absences. The portion of any military leaves of absence in excess of two weeks will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with ABC Board. Although advance notice is not required, ABC Board requests at least 2 weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee may be considered ineligible for rehire.

Drug and Alcohol Use

It is the Asheville ABC Board's desire to provide a drug-free, healthful and safe workplace. Employees are required to report to work in-appropriate mental and physical condition to perform their duties in a satisfactory manner. No employee will consume or permit the consumption of any alcoholic beverages on the premises of an ABC store or warehouse.

For more information please refer to Article 8: Section 1 and 2 of the [Asheville ABC Personnel Manual](#).

Life Insurance

The ABC Board provides a basic life insurance plan for eligible, regular full-time employees.

Accidental Death and Dismemberment (AD&D) insurance provides protection in cases of serious injury or death resulting from an accident. AD&D insurance coverage is provided as part of the basic life insurance plan.

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between ABC Board and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the General Manager for more information about life insurance benefits.

Longevity

In order to compensate employees for long service and to encourage employees to stay in the system, the Asheville ABC Board adopted a table of longevity pay on September 28, 1979, based on years of service. This longevity check will be paid to you each year about the first week of December.

Table:

3 months to 1 year = ½% of annual wages
Over 1 year but less than 3 years = 1%
Over 3 years but less than 6 years = 2%
Over 6 years but less than 9 years = 3%
Over 9 years but less than 12 years = 4%
Over 12 years = 5%

Longevity pay is **no longer** available for new Full Time hires as of **January, 1, 2012**. Also, if an employee receiving longevity pay is promoted to a new position in the company, the promotee is no longer eligible for longevity pay.

Holiday Performance Bonus

For all Full-Time employees who are not receiving longevity pay, the Asheville ABC Board has adopted a new Holiday Performance Bonus program effective July 1, 2016. This bonus of \$300.00 will be paid out to all non-longevity, full time employees if the Asheville ABC Board reaches at least a 10% profit percentage to sales for the previous fiscal year (July 1-June 30). Managers will be updated at the monthly manager's meetings as to where we are in relation to our 10% goal. This performance bonus was enacted to reward employees who aren't eligible for longevity pay. This bonus will be paid out when longevity checks are paid. To be paid this bonus, you must have been hired full time prior to the June 30 deadline of the current year. For example, newly hired employees must be Full Time before June 30, 2017 to be eligible for the bonus paid out in December 2017. These employees will be eligible for the bonus the following year.

Vacation and Sick Requests Including Holiday

Faye and I have had numerous discussions at the Manager's Meeting's about employees taking vacation days or sick days without notifying us. This causes numerous scheduling issues when we are trying to find someone to work. For example, we will call a Part Timer that is supposed to be off but find out they are working somewhere that they aren't scheduled. In this case, everyone loses. We simply want a vacation request, phone call, or email.

If you or a part timer are going to be off work for any reason, sick or vacation, you **MUST** let the office know immediately. We approve timesheets each Payroll week so we will be able to see the days that employees have taken off.

From this point forward, if there is no record of the employee contacting us when a vacation or sick day is entered on their timesheet, the employee will receive a counseling statement for their file. Multiple counseling statements could reflect poorly on your performance evaluation.

There are certain holidays during the year that are much busier than others. As of January 1, 2018, no vacation requests, for Full Time store personnel, will be approved for the Wednesday before Thanksgiving unless extenuating circumstances are reviewed and approved by the Operations Manager. It is customary to grant no vacation time two weeks prior to Christmas through New Year's Day.

North Carolina Alcohol Beverage Control Board

Asheville ABC Board Policy and Procedure Manual

Index

401k Savings Plan.....	18	Loan of Money.....	6
Acceptance of Gifts.....	11	Longevity Pay.....	23
Alcohol Sales Policy.....	3	Medical Leave.....	21
Attendance and Punctuality.....	6	Military Leave.....	22
Bank Deposits.....	4	Mixed Beverage.....	9
Bereavement Leave.....	15	Moonlighting.....	13
Brand Recommendations.....	8	Overtime.....	13
Breakage.....	11	Paydays.....	7
Business Ethics and Conduct.....	1	Performance Evaluations.....	14
Cell Phone Use.....	8	Personal Appearance.....	5
Confidentiality.....	14	Personal Relationship.....	12
Counseling Statement.....	12	Personnel Data Changes.....	12
Counterfeit Bills.....	11	Pricing Discrepancies.....	10
Customer Accident/Injury.....	12	Proper Identification.....	5
Customer Relations.....	1	Register Shortages.....	4
Customer Returns	8	Resignation.....	22
Customer Travel Permits.....	8	Returned Check Policy.....	7
Direct Deposit	11	Robbery.....	2-3
Drug and Alcohol Use.....	22	Safety.....	13
Electronic Media	10	Sexual Harassment.....	18
Emergency Closings	10	Shoplifting.....	2
Employee Benefits.....	14	Sick Leave Benefits.....	17
Employee Conduct and Work Rules ...	19	Smoking.....	8
Employee Purchases.....	11	Solicitation.....	12
Employee Relations	1	Special Orders.....	10
Family Leave.....	20	Store Closing.....	13
Family Member or Relative's Request....	5	Store to Store Transfers.....	9
Health Insurance.....	18	Tax Withholdings.....	13
Holiday Performance Bonus.....	23	Timekeeping.....	6
Holidays.....	7	Timesheets.....	6
Intoxicated Patrons.....	4	Unusual Occurrence Forms.....	8
Jury Duty.....	15	Vacation Benefits.....	16
Legal Subpoena Service.....	19	Vacation and Sick Requests.....	24
Life Insurance.....	23	Workers Comp Insurance.....	15
Lifting Requirements.....	4	Workplace Violence Prevention....	3

ASHEVILLE ABC BOARD
Store to Store Transfers

Asheville Board of Alcohol Control

From Store # _____

To Store # _____

	Date of Transfer	Code	Brand	#Bottles	Initials	
					Sent By	Rec'd By
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
White - Original Copy						
Canary - Receiving Store						
Pink - Transferring Store						

Asheville Board of Alcoholic Control

Store # _____

Date of Sale _____

Item Code	Shelf/Bottle Price /	Cash Register Price	Difference to Customer (including tax)	Employee	Customer Name	Customer Acknowledgement of Receipt Contact #

When a difference between the register price and the shelf/bottle price is discovered, the customer should be given the difference plus tax. Your cash drawer will be replenished upon proper completion of this form and its submission to the finance office. The shelf/bottle price should be corrected immediately upon completion of the transaction.

AUTHORIZATION AGREEMENT FOR AUTOMATIC DEPOSITS (ACH CREDITS)

Employee Name _____

Employee Number _____

I hereby authorize the Asheville ABC Board of Alcoholic Control, hereinafter called BOARD, to initiate credit entries and to initiate, if necessary, debit entries and adjustments for any credit entries in error to my ___Checking ___ Savings account (select one) initiated below and the depository named below, hereinafter called DEPOSITORY, to credit and/or debit the same to such account.

Depository Name _____

Branch _____

City _____

State _____

Zip _____

Transit/ABA NO. _____

Account No. _____

This authority is to remain in full force and effect until BOARD has received written notification from me of its termination in such time and in such manner as to afford BOARD and DEPOSITORY a reasonable opportunity to act on it.

NAME _____

Number _____

(Please Print)

Date _____

Signed X _____

*****Attach a Voided Check*****

EMPLOYEE CHANGE OF ADDRESS

EMPLOYEE NUMBER _____

NAME: _____

NEW ADDRESS:

SIGNATURE: _____

DATE: _____

ENTERED IN PAYROLL BY: _____ DATE: _____

ENTERED IN ORBIT BY: _____ DATE: _____

REPORTED TO INSURANCE BY: _____ DATE: _____

OTHER _____ BY: _____ DATE: _____

Asheville ABC Board Pay Range

Proposed 2015 (Representing Market Increase of 3%)

Position/Title	Minimum	Midpoint	Maximum
General Manager	-	-	-
Chief Financial Officer	\$40.54	\$45.04	\$54.05
Operations Manager	\$35.37	\$39.31	\$47.16
Chief ABC Officer	\$25.64	\$28.48	\$34.18
Distribution Manager	\$23.78	\$26.43	\$31.71
Store Manager	\$22.02	\$24.46	\$29.36
Warehouse Manager	\$20.27	\$22.53	\$27.03
ABC Law Enforcement Officer (Agent)	\$19.47	\$21.63	\$25.96
Accountant/Technology Coordinator	\$17.91	\$19.91	\$23.89
Administrative Assistant	\$17.07	\$18.96	\$22.76
Purchasing Agent/Accounts Payable	\$17.02	\$18.90	\$22.68
Assistant Store Manager	\$15.34	\$17.04	\$20.45
Assistant Warehouse Manager	\$12.61	\$14.01	\$16.80
Full-time Clerk	\$10.30	\$11.43	\$13.72
Part-time Clerk	\$9.35	\$10.39	\$12.47

NOTICE OF ACCIDENT TO EMPLOYER AND CLAIM OF EMPLOYEE, REPRESENTATIVE, OR DEPENDENT (G.S. §§97-22 THROUGH 24)

IC File # _____

Emp. Code # _____

Carrier Code # _____

Employer FEIN _____

The I.C. File # is the unique identifier for this injury. It will be provided by return letter and is to be referenced in all future correspondence.

The Use Of This Form Is Required Under The Provisions of The Workers' Compensation Act

Employee's Name, Address, City, State, Zip, Home Telephone, Social Security Number, Sex, Date of Birth, Employer's Name, Telephone Number, Employer's Address, City, State, Zip, Insurance Carrier, Policy Number, Carrier's Address, City, State, Zip, Carrier's Telephone Number, Carrier's Fax Number

EMPLOYEE - This form must be filed with the Industrial Commission within two years of the date of injury or occupational disease or your claim may be barred. Notice shall be given to the employer immediately after the accident or as soon as practicable and within 30 days. (This form should also be used for occupational disease claims; however, for asbestosis, silicosis and byssinosis, Form 18B is to be used.)

Notice is hereby given, as required by law, that the above-named employee sustained an injury or contracted an occupational disease, described as follows: _____ on _____ at _____. Describe the injury or occupational disease, including the specific body part involved (e.g., right hand, left hand) _____ Describe how the injury or occupational disease occurred: _____

Occupation when injured: _____ Nature of employer's business: _____ Number of days out of work due to injury: _____ Medical treatment received? Yes _____ No _____ Weekly wage: _____ Number of hours worked per day: _____ Days worked per week: _____

NOTE: If employee is unable to sign this form, another may sign for him. This form should be typewritten, if possible. Employee should retain one signed copy of this notice, mail one signed copy to the Industrial Commission at the address below, and provide one signed copy to employer.

Signature of (Check One) [] Employee, [] Attorney, [] Representative, or [] Dependent _____ Telephone Number _____

Address _____ City _____ State _____ Zip _____ Date Completed _____

EMPLOYER: This notice is being sent to you in compliance with requirements of the North Carolina Workers' Compensation Act, in order that the medical services prescribed by the Act may be obtained; and, if disability extends beyond 7 days duration, or if death ensues, compensation may be paid according to law.

FOR IC USE ONLY RESEARCHER: CC: EC: DATA ENTRY:

MAIL TO: NCIC - CLAIMS ADMINISTRATION 4335 MAIL SERVICE CENTER RALEIGH, NORTH CAROLINA 27699-4334 MAIN TELEPHONE: (919) 807-2500 HELPLINE: (800) 688-8349 WEBSITE: HTTP://WWW.COMP.STATE.NC.US/

Employee: Employee-X

Employee #

101

Store/Dept. # 5

PAYROLL DATES: FROM 4/20/2014

TO

5/3/2014

Day	Date	Time In/Out	Regular Hours	Overtime Hours	Holiday	Sick	Vacation	Comp Time	Total
Sunday	4/20/2014								
Monday	4/21/2014	9:45-9:15	10.00						10
Tuesday	4/22/2014	9:45-9:15	10.00						10
Wednesday	4/23/2014	9:45-9:15	10.00						10
Thursday	4/24/2014	9:45-9:15	10.00						10
Friday	4/25/2014								
Saturday	4/26/2014								
Week Total			40						40

Day	Date	Time In/Out	Regular Hours	Overtime Hours	Holiday	Sick	Vacation	Comp Time	Total
Sunday	4/27/2014								
Monday	4/28/2014								
Tuesday	4/29/2014								
Wednesday	4/30/2014	9:45-9:15	10						10
Thursday	5/1/2014	9:45-9:15	10						10
Friday	5/2/2014	9:45-9:15	10						10
Saturday	5/3/2014	9:45-9:15	10						10
Week Total			40.00						40

Total Hours Paid for Pay Period

80								80
----	--	--	--	--	--	--	--	----

Explanation of overtime or time earned/used under compensatory time:

Compensatory (Comp) time applies to certain non-exempt administrative staff and law enforcement agents only

I certify by my signature that the above information is accurate and true.

Employee Signature

Manager Signature

Asheville ABC Board Time Sheet

Employee: Employee X			Employee # 101			Store/Dept. # 5			
PAYROLL DATES: FROM 4/20/2014			TO 5/3/2014						
Day	Date	Time In/Out	Regular Hours	Overtime Hours	Holiday	Sick	Vacation	Comp Time	Total
Sunday	4/20/2014								
Monday	4/21/2014	8:45-9:15	11.00						11
Tuesday	4/22/2014	8:45-4:30	7.25						7.25
Wednesday	4/23/2014	8:45-4:30	7.25						7.25
Thursday	4/24/2014	8:45-4:30	7.25						7.25
Friday	4/25/2014	8:45-4:30	7.25						7.25
Saturday	4/26/2014								
		Week Total	40						40
Day	Date	Time In/Out	Regular Hours	Overtime Hours	Holiday	Sick	Vacation	Comp Time	Total
Sunday	4/27/2014								
Monday	4/28/2014								
Tuesday	4/29/2014	1:30-9:15	7.25						7.25
Wednesday	4/30/2014				7.25				7.25
Thursday	5/1/2014					7.25			7.25
Friday	5/2/2014						7.25		7.25
Saturday	5/3/2014						11		11
		Week Total	7.25		7.25	7.25	18.25		40
Total Hours Paid for Pay Period			47.25		7.25	7.25	18.25		80
Explanation of overtime or time earned/used under compensatory time:									
Compensatory (Comp) time applies to certain non-exempt administrative staff and law enforcement agents only									
I certify by my signature that the above information is accurate and true.									
Employee Signature					Manager Signature				

Unusual Occurrence Report Form Directions

To be completed by the end of the shift the occurrence took place and returned to or recovered by the administrative representative upon completion.

1. Incident Date and Time: Please be sure to indicate the date and time of the incident
2. Agency Name: Please enter store location
3. Event#: Each event sequence begins at the start of the calendar year. Check the previous unusual occurrence report for this event number.
4. Reporting Time: This should be the time that this report is generated
5. Address or Location of Incident: Self explanatory
6. Person Reporting Incident: To include name and title
7. Preferred Method of Contact: This the information that will allow the reporting person to be contacted for additional details as needed. This contact could take place outside of the work environment so provide information accordingly.
8. Affiliation: If the involved person is affiliated with a subcontract or contract agency provide the name and contact number for the agency, co. or person for further information should it be needed.
9. Time, Dates: Referring to date, time and camera number for recovery of digital images. It will be necessary to search the DVR/Surveillance system to provide accurate information in this block.
10. Type of Incident: Provide an accurate type of incident for example: Customer injury, shoplift, physical encounter or confrontation, medical emergency, etc.
11. Incident description: Please print clearly and legibly, a typed incident description would be acceptable but the time constraint is still in place. The description should be one that is clear and accurate to allow the reader to have as good an understanding as someone who was present at the time.
12. Attachments: If additional information is attached to this report circle yes and provide the total number of pages. These additional documents should be stapled to the original report so they cannot become separated in transit

Asheville Board of Alcoholic Control

P.O. Box 8834, Asheville NC 28814

1 Cherry St. Asheville, NC, 28801

Phone: (828) 251-6192 Fax: (828) 210-1437

Email: info@ashevilleabcboard.com

1. Incident Date/Time	2. Agency Name	3. Event#	4. Reporting Date/Time
5. Address or Location of Incident			
6. Person Reporting Incident			
7. Preferred Method of Contact			
Email:		Address:	
Phone:		Fax:	
8. Affiliation		9. DVR Times/Dates Camera #	
10. Type of Incident			
11. Incident Description: Be as specific as possible. Include names, addresses, times, dates, etc. Use separate sheets of paper if necessary.			
12. Attachments Yes/No # of pages or Documents _____			
Final Disposition:		EMSA Incident:	
Reviewed By:		Date Received:	
		Date Closed:	

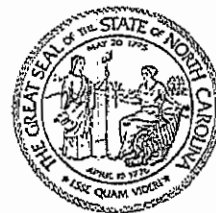
North Carolina

Alcohol Purchase and Transportation Amounts

North Carolina General Statute 18B-400 allows up to (8) eight liters of spirituous liquor or fortified wine or a combination of the two to be transported in a motor vehicle at one time. A Purchase Transportation Permit must be obtained to transport greater amounts.

AMOUNTS THAT MAY BE PURCHASED AND TRANSPORTED WITHOUT A PERMIT

- (4) 1.75 liter + (1) .75 liter
- (3) 1.75 liter + (3) .75 liter + (1) .375 liter
- (2) 1.75 liter + (5) .75 liter + (1) .375 liter
- (2) 1.75 liter + (3) .75 liter + (5) .375 liter
- (1) 1.75 liter + (6) .75 liter + (4) .375 liter
- (1) 1.75 liter + (8) .75 liter
- (10) .75 liter + (1) .375 liter
- (8) .75 liter + (5) .375 liter
- (21) .375 liter



ABC
COMMISSION
NORTH CAROLINA

ASHEVILLE ABC BOARD

COUNSELING STATEMENT

Employee's name: _____ Date: _____

Employee's Job title: _____ Full time: Part time:

1. Description of what happened:

2. This is the: First time Second time this issue has been discussed.

3. Describe what the employee agrees to do to stop behavior(s):

4. Employee comments:

_____ (attach additional sheets if necessary).

5. I understand do not understand what we have discussed today. I also understand that if I do not stop the behavior(s) described above, that it will lead to further disciplinary action (Disciplinary document, suspension, etc.).

Employee's Signature: _____ date: _____

Supervisor's Signature: _____ date: _____

Cc: Personnel file

ASHEVILLE BOARD OF ALCOHOLIC CONTROL

SPOUSAL COVERAGE AFFIDAVIT

Effective March 1, 2012

Policyholder/Plan Member Name _____

Check appropriate box, sign, and date this form. You must submit it along with the proper documentation to Debbie Bradley at the administrative office.

- My spouse is employed but is not eligible for or not offered health benefits through the employer. A letter, on the employer's letterhead with an employer contact person's name and phone number, that states your spouse's name and that your spouse is not offered health benefits is attached.
- My spouse is unemployed and not covered under any other employer-sponsored health coverage.

I do hereby attest that the above information is true and correct to the best of my knowledge.

Signature _____ Date _____