

# Amendment 1.1 to the Kerby's Nursery Employee Handbook

Date: 8/18/2021

## **Updated Phone Policy to clarify Excessive Phone Use from pg. 38**

I say to everyone that I hire that the leadership team isn't naïve. We know that you have a phone. But the fact is, phones are disruptive. When every e-mail, post, tweet, snap, amazon delivery, and tik-tok dings in your pocket, it is a constant interruption. And in our FOMO\* world, we immediately want to check it. However, checking every notification that we receive crosses over into what our handbook describes as Excessive Phone Use. Here are a couple of ground rules for using personal devices while you are working at Kerby's:

- You may not answer personal calls while you are on the clock and on the sales floor. If you have a particular phone call you are expecting (from a doctor, concerning a family member, or other call that is critical) please let your manager know that you may have to take an important phone call. When you do, move to an area that is away from customers.
- Personal phones may not be visible to customers. They may not be out on a counter or tucked behind a register screen. When you are on the sales floor or at a register station, you are being paid to focus on the customer, not your phone. Customers are what make Kerby's what we are, they deserve our attention.
- To this end, we have to address ear buds as well. If you are customer-facing, you may not have ear buds in. It impairs your ability to hear the things going on around you, and frankly it can make a customer feel like they are interrupting you when they have an inquiry. If you have a task that does not have you in contact with customers, you may use earbuds (for example – watering the plants in the online greenhouse), but I reserve the right to modify this policy if earbud use impedes inter-staff communication.
- If you want to use your personal phone to show plants pictures to customers or look up something for them, that is fine, but it is not required. We have a nursery cell phone and laptops for that purpose as well.

In summary, we encourage you to limit your personal phone use while at work. It isn't professional. It isn't customer centric. It isn't a part of working hard towards the Kerby's Vision. You have breaks and lunch to scroll away. There are few things in life that require immediate attention, including most of what happens on our phones.

\*Fear of Missing Out