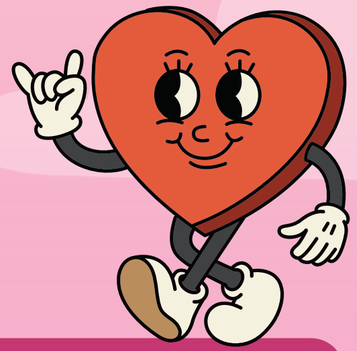
Welcome to the sweet side of strategy at Sugar Rush !

Onboarding guide for New Operations team members



The Recipe Behind our Success

- Born in Montreal (09-2025)
- Started with chocolates
- Grew with lollipops
- Sell to strangers on the street

Sugar Rush

Taste the crunch, feel the rush

We are excited to have you join our sugar confectionary

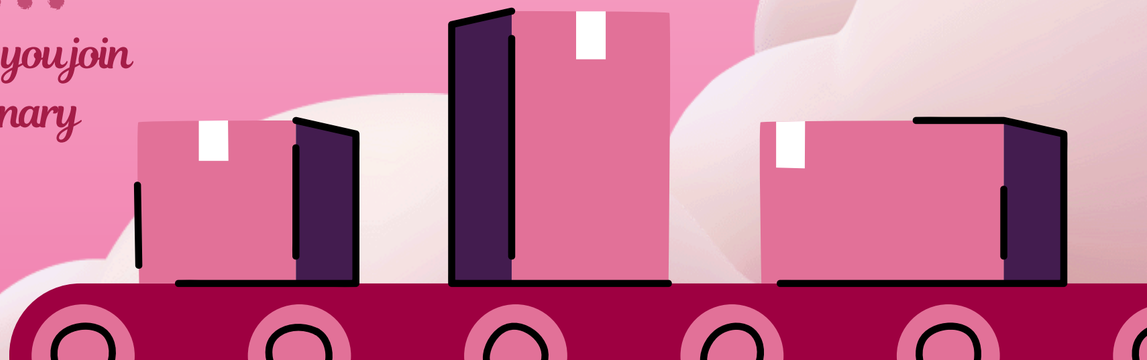
Our mission

Brighten everyday moments, one candy at a time

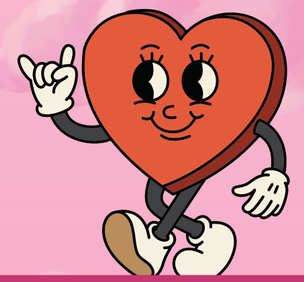
Values

- Support
- Respect
- Collaboration
- Communication





Organization & Daily Flow



Daily tasks

- Review goals and targeted locations for the day
- Prepare and divide inventory and team for selling
- Sell candies at assigned locations
- Regroup to discuss results

co-CEO: Marianna

co-CEO: Marlène

Lead company direction and vision

HR managers: Shira and Maya

Oversee hiring, training, company and employee well being.

COO: Vinoshiha

Runs daily operations, scouts locations and plans workforce.

CFO: Destiny

Manages budget, costs and predicts financial growth.

CMO: Nana

Promotes our products and builds Sugar Rush online brand presence

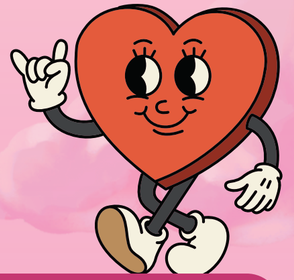
Communication

Biweekly in-person meetings

Instagram Group chat (only when needed)

At Sugar Rush, attendance is crucial for company and individual success

Welcome to OPERATIONS



Main responsibilities

- Location scouting
- Prepare, package and restock inventory
- Strategy development (team division during selling sessions)

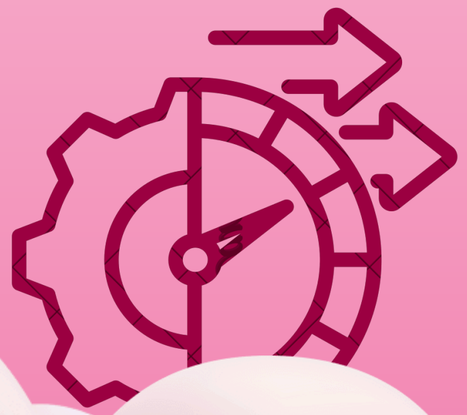


Day in our Life in Operations

Start of Day:
Present the targeted locations to the team and divide the team into two groups to maximize efficiency.

Next:
Prepare inventory for efficient selling, participate in selling and test out new locations

End of Day:
Note findings on new locations and present them to the team.
Draft a report summarizing the day and on possible new locations for the next selling period and buy more inventory, if needed.



Systems We Use

- Google Maps (locations)
- Canva (reports)
- Instagram (Communication)

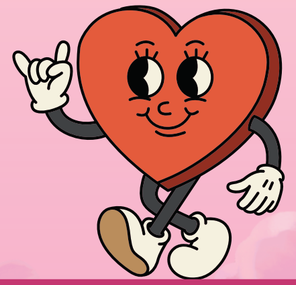
How to access them?

1. Find your assigned email and password in the message sent by Sugar Rush to your phone number.
2. Activate the account by logging in to Google. You can then change your password if you please.
3. Use this Google account to log in to all the systems.

An in-depth training on all systems will be provided on Day 2.

Your Mission

as Operations Manager



Key responsabilities

Your main tasks would be to assist me.

Location evaluation

Evaluate selling locations and report insights to COO (me).

Team Oversight

Ensure each team goes to assigned locations and stays in the same team. Report to me any changes.

Inventory and Supply Tracking

Monitor candy stock levels and make necessary runs if needed after the end of day meeting.

Data & Reporting

Record daily sales at each location and report observations to me.

Continous Improvement

Suggest ways to improve in terms of packaging, choice of candy and locations

Day in Your Life

- Check messages on IG and review daily plan to prepare for meeting
- Confirm stock levels and prepare supplies for each selling point
- Meeting #1
- After meeting, participate in selling and visit selling points. Note all observations
- Meeting #2
- After end of day meeting, log sales and insights
- Summarize observations and findings and submit them to the CEO

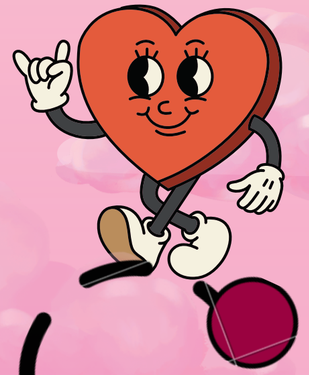
Training

To ease the process of joining a new team, here is a step-by-step schedule of the next few weeks:

Day 1:
Overview of the company and the operations department.
Meet the team during meeting.
Connect to all systems.

Day 2:
Overview of how each department is connected.
Learn how all three main systems work

Day 3-5:
In-depth training on strategy planning and shadowing me during selling period.



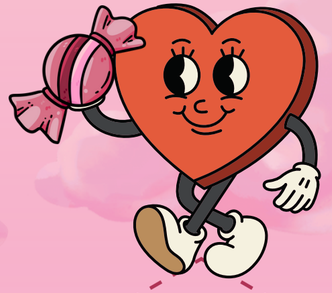
Week 2:
Continue shadowing and start drafting reports following my example from previous sessions.
Share insights during team meetings.

Week 3:
Start participating independently during selling sessions and meetings.
Continue submitting reports to me according to feedback received.

During your training and after, your mentor will be me (Vinoshiha). Do not be afraid to ask questions. Any and all comments are always welcome even from Day 1.

Tools, Ressources & Benefits

At Sugar Rush, we value each employee and their wellbeing.



You can ask questions in person or through IG group chart:

Supervisor (ME)
For any work issues, guidance and ideas

HR department
For confidential support, workplace concerns or safety

Anyone
Quick help with daily tasks and scheduling



At Sugar Rush, your well-being comes first.

If you ever face harassment, discrimination, or any uncomfortable situation, please reach out to HR in any way that you are comfortable with – whether that is in person, through email, or a private message.

Every concern will be handled with confidentiality and care.

Finally, we are excited to have you join our sweet team!



Benefits Motivation

Employees will receive a free candy for every 15 candies sold.



As a member of Sugar Rush, you have the right to know and understand all your employee rights. To help you stay informed, you can visit the the Éducaloi and CNESST website.

