



PEACHTREE BATTLE · CHASTAIN

# FIXIT ACE HARDWARE ASSOCIATE HANDBOOK

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## **Section A: Culture**

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### **INTRODUCTION**

We want to welcome you to the FixIt Ace Hardware family. Now that you have joined our team, there are many things you will want to know about your new company. This handbook has been prepared to help you learn more about your new job, by giving you a brief, general description of some company practices, regulations and benefits.

This handbook is not an employment contract. None of the policies and/or benefits described in this handbook are intended by reason of their publication to establish or confer any contractual obligations between FixIt Ace Hardware and its associates. Your employment is “at will”. This means you are free to terminate your employment at any time, for any reason; and FixIt Ace Hardware has the right to do the same.

FixIt Ace Hardware reserves the right to make changes in, deletions from or additions to the content of this handbook and all other terms and conditions of employment without prior notice to associates. Any reference to one gender in this handbook applies to both genders. We do not discriminate on the basis of race, color, religion, sex, sexual preference, national origin, age, marital status, handicap status or any other factor set forth in law.

No employee handbook can anticipate every circumstance or question about policy. As FixIt Ace Hardware continues to grow, the need may arise and FixIt Ace Hardware reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company’s policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed, made available or applicable to Associates.

Please take some time to familiarize yourself with the contents of the handbook. If you have any questions, please see any member of management.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

A handwritten signature in black ink that reads "Michael Harwell". The signature is written in a cursive style with a vertical line separating the first and last names.

Michael Harwell  
Owner

## HISTORY

FixIt Ace Hardware was started on July 22<sup>nd</sup> 2016 with the purchase of Ace Hardware of Peachtree Battle which was renamed FixIt Ace Hardware – Peachtree Battle. On June 29<sup>th</sup>, 2018 FixIt Ace Hardware grew with the purchase of Workbench Ace Hardware on Roswell Road. That location was renamed FixIt Ace Hardware - Chastain. FixIt Ace Hardware is affiliated with Ace Hardware Corporation based in Oak Brook, IL which is a retailer-owned hardware wholesaler that began operation in 1924. Both locations were well-established Ace Hardware stores for many years prior to becoming FixIt Ace Hardware locations with Peachtree Battle location opening in 1991 and the Chastain location opening in approximately 1950 as an independent hardware store.

## MISSION STATEMENT

To be the preferred retail provider of hardware, lawn & garden, and outdoor living products in our community by providing superior customer service and convenience at a competitive price.

## COMMUNICATION

Your ideas, suggestions or recommendations for improving store operations and procedures are always welcomed. Over the years associate input has resulted in the way we operate today.

We believe opportunities to communicate with each other are varied and many. No problem or concern of yours need ever go unanswered or lead to further misunderstandings. We encourage you to take advantage of any or all of the following communication opportunities to help make this store the best place to work.

- Informal communication between you and your supervisor is a good place to start when you have work-related ideas or concerns. If, however, you do not feel comfortable discussing a particular personal matter with your Supervisor, please feel free to bring your concern directly to the store owner, Michael Harwell.
- Store Meetings are another excellent communication format when management may update associates on business developments. These sessions will also allow you to offer suggestions and raise questions.
- Our Bulletin Board location varies by store so please ask your supervisor to point it out to you. Its sole purpose is to communicate business related information such as associate work schedules, training documents, etc. It is your responsibility to check and read the bulletin board on a regular basis.

As a part of our teamwork philosophy, we have a policy of open communication at all times and at all levels within the store. We are committed to an Open Door policy. Every associate is encouraged to discuss problems, needs or requests with those in supervisory positions. Our business is a challenging one that requires a healthy, helpful and positive attitude. By keeping our door open to you, we hope to keep problems or frustrations from diminishing your spirit for the job and meeting the needs of our customers.

Should you face a problem or need that requires special attention, your supervisor or store manager is a good place to start.

## CUSTOMER SERVICE

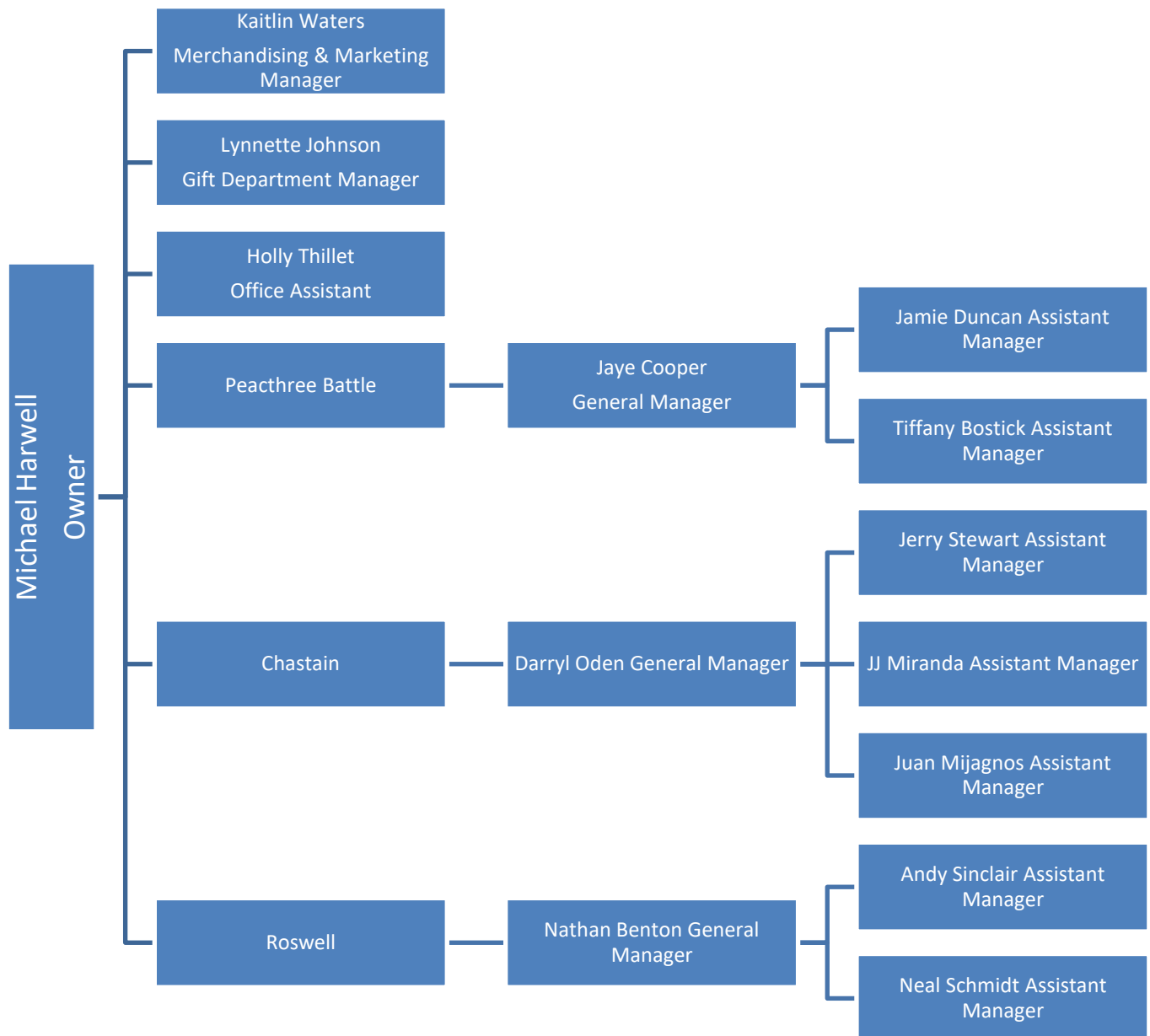
Our customers are the only reason we are in business and thus FixIt Ace Hardware is committed to the Ace Helpful Pledge which states:

**“We pledge to be Ace Helpful.**

**Helping you (our customer) is the most important thing WE have to do today”**

This is the foundation of our legendary customer service and early in your employment, you will learn how this pledge applies to all phases of your job performance.

## MANAGEMENT STRUCTURE



## Section B: Employment

### EMPLOYMENT CATEGORIES

It is the intent of FixIt Ace Hardware to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and FixIt Ace Hardware.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by FixIt Ace Hardware management.

In addition to the above categories, each employee will belong to one other employment category:

**REGULAR FULL-TIME** employees are those who are not in a temporary or introductory status and who are regularly scheduled to work FixIt Ace Hardware's full-time schedule. Generally, they are eligible for FixIt Ace Hardware's benefit package, subject to the terms, conditions, and limitations of each benefit program.

**PART-TIME** employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 40 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of FixIt Ace Hardware's other benefit programs.

**INTRODUCTORY** employees are those whose performance is being evaluated to determine whether further employment in a specific position or with FixIt Ace Hardware is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. FixIt Ace Hardware uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or FixIt Ace Hardware may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Employees who are promoted or transferred within FixIt Ace Hardware must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If FixIt Ace Hardware determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within FixIt Ace Hardware, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and FixIt Ace Hardware's needs.

Upon satisfactory completion of the initial introductory period, employees will have a formal performance evaluation

with their supervisor at which point a decision will be made to keep the employee and allow them to enter the "regular" employment classification or to terminate the employee.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other FixIt Ace Hardware-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within FixIt Ace Hardware.

**TEMPORARY** employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of FixIt Ace Hardware's other benefit programs.

### **PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify FixIt Ace Hardware of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the supervisor.

### **EQUAL EMPLOYMENT OPPORTUNITY**

FixIt Ace Hardware is committed to equal opportunity for all qualified persons, without regards to race, color, religion, sex (including pregnancy, childbirth, and related medical conditions), national origin, ancestry, age, physical disability, mental disability, medical conditions, family care status, veteran status, marital status, or sexual orientation, to the extent required by law. This applies to all employment practices, including hiring, promotions, training, disciplinary action, termination, and benefits. We expect all associates to show respect and sensitivity toward all other associates, and objectives. If you observe a violation of this policy, you should report it immediately to the owner, Michael Harwell.

Violation of this policy may result in disciplinary action, up to and including possible termination.

### **IMMIGRATION REFORM AND CONTROL ACT**

FixIt Ace Hardware is committed to full compliance with the federal immigration laws and will not knowingly hire or continue to employ anyone who does not have the legal right to work in the United States. As an ongoing condition of employment, you will be required to provide documentation verifying your identity and legal authority to work in the United States.

### **AMERICANS WITH DISABILITIES ACT (ADA)**

FixIt Ace Hardware does not discriminate and ensures equal opportunity for persons with disabilities in employment. We offer equal opportunity in selecting, testing, and hiring qualified applicants with disabilities. We will provide reasonable job accommodation for applicants and workers with disabilities when such accommodations would not impose "undue hardship".



## **NEPOTISM AND FRATERNIZATION IN THE WORKPLACE**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

With the exception of the owner and the owner's family members, relatives of current employees may not occupy a position that will be working directly for or supervising their relative. FixIt Ace Hardware also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment.

## **OUTSIDE EMPLOYMENT**

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with FixIt Ace Hardware. All employees will be judged by the same performance standards and will be subject to FixIt Ace Hardware's scheduling demands, regardless of any existing outside work requirements.

If FixIt Ace Hardware determines that an employee's outside work interferes with performance or the ability to meet the requirements of FixIt Ace Hardware as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with FixIt Ace Hardware.

Outside employment will present a conflict of interest if it has an adverse impact on FixIt Ace Hardware including profiting off of any work deemed inherent to the business of FixIt Ace Hardware. No employee will be authorized to perform any service or sell any good that would directly compete with FixIt Ace Hardware.

## **NON-DISCLOSURE**

The protection of confidential business information and trade secrets is vital to the interests and the success of FixIt Ace Hardware. Such confidential information includes, but is not limited to, the following examples:

- inventory management practices
- pricing strategies
- member lists
- compensation data
- computer processes
- computer programs and codes
- customer lists
- customer preferences
- financial information
- labor relations strategies

- marketing strategies
- new materials research
- pending projects and proposals
- production processes
- research and development strategies
- scientific data
- scientific formulae
- scientific prototypes
- technological data
- technological prototypes

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **EMPLOYMENT AT WILL**

Your employment is with mutual consent of you and FixIt Ace Hardware. Consequently, both you and FixIt Ace Hardware have the right to terminate the employment relationship at any time, with or without cause or advance notice. This employment at will relationship will remain in effect throughout your employment with FixIt Ace Hardware. This employment at will relationship may not be modified by any oral or implied agreement.

### **SEPARATION OF EMPLOYEMENT**

FixIt Ace Hardware makes a strong commitment to our associates to assist them to be successful contributing members of our team, but we recognize that people may decide to resign. We know that the reason for resignation is often related to a family move or you may be returning to school; but if your reason for resigning is based upon lack of knowledge of the company, its policies or because of a misunderstanding, give us a chance to discuss the situation with you before you make your decision final. Two weeks prior notice is requested regarding any resignation.

## Section C: Policies and Procedures

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### ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, FixIt Ace Hardware expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on FixIt Ace Hardware. 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.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

All employees will be required to meet the attendance requirements of FixIt Ace Hardware. The attendance policy is as follows:

All employees are expected to show up for their shifts on time. The grace period for clocking in is three minutes from the scheduled start of your shift. If you are late beyond the grace period for any reason you will be required to fill out a tardy form. If you are tardy two times in 30 day or three times in 90 days you will receive a written warning. If you are tardy again within 90 days of your written warning, you will receive a second written warning. If you are tardy within 90 days of your second written warning you will be given a third and final written warning. Any tardiness at all after the final warning may result in termination.

### TRAINING AND DEVELOPMENT

We strongly recognize that well-trained associates contribute to a higher level of job satisfaction as well as a higher level of customer legendary service. Your comprehensive and ongoing training will be multi-faceted and include:

- Customer service
- Product knowledge
- Systems knowledge
- Safety
- Teamwork
- Business operations
- Job expectations

### PERFORMANCE/RECOGNITION

We conduct an associate performance evaluation to appraise your progress and assist you in fulfilling your responsibilities. You should expect informal and formal feedback related to your job performance frequently, i.e. daily, weekly and/or monthly; however, you will receive a written appraisal annually by March of each year for the previous calendar year. For more information on introductory employment period and other employment categories, please refer to the Employment Categories section in this handbook. This annual formal performance appraisal will be conducted by a supervisor. For sales associates and cashiers, the appraisals will be conducted by a Store Manager. For managers, the appraisals will be completed by the VP of Retail Operations, Lynnette Johnson. During a performance appraisal you are encouraged to discuss your progress and establish objectives. You are also encouraged to discuss these issues with your supervisor on an informal basis at any time.

Every attempt will be made to insure that you are well-trained, and we will fairly evaluate your performance through our formal performance appraisal program. If your performance does not meet required standards, we will make

reasonable attempts to reeducate, retrain, or re-task you; however, all associates will be held to the same performance standards.

Pay increases are merit based and dependent on your overall job performance and the performance of the store as reflected in the annual performance appraisal. Any employee with a disciplinary write up will not be eligible for a raise or bonus for that year.

### **WAGE AND SALARY ADMINISTRATION**

FixIt Ace Hardware has carefully researched and established a sound and competitive wage plan. This plan is reviewed and updated regularly. Pay increases are based on job performance and store's overall performance as determined by the store's formal Performance Review program. Our pay period extends for two weeks from Sunday to Saturday.

Our pay period is bi-weekly. Our payday is Friday following the end of the pay period. Please recognize that we are required by law to make certain deductions from your paycheck such as federal (including Social Security/FICA deductions) and state withholding taxes as well as any court ordered deductions.

Non-exempt/hourly associates will be paid overtime for all hours worked over 40 in one week's time. Only an hour actually worked and paid at your straight-time hourly wage rate is counted in applying this pay premium, thus paid holidays and paid leave will not count toward overtime calculations.

All questions related to your pay should be directed to the owner, Michael Harwell.

### **STANDARDS**

Each FixIt Ace Hardware associate contributes to our company's commitment to achieve the highest level of customer engagement. We accomplish this by exhibiting a helpful attitude, competently providing what each internal or external customer needs and consistently executing in a way that exceeds each customer's expectations.

Our attitude tells others who we are and determines how our customers and/or co-workers perceive their treatment when in contact with us. We ultimately need to exhibit the competence to uncover and meet our customers' needs and take action to creatively execute our helpful promise.

### **PERSONAL APPEARANCE AND HYGIENE**

Many things affect our customers' shopping experience, not the least of which is the dress code of our associates. A professional dress code allows the customer to immediately identify our associates and to be able to address them by name. A proper dress code also creates a team image and atmosphere, encouraging associate enthusiasm and creativity, while promoting the Ace brand.

#### **Shirt/Vest**

- A red Ace vest or any other previously approved shirt, jacket, or vest is acceptable. All Ace clothing purchases must be approved by the owner of FixIt Ace Hardware and only certain colors will be deemed appropriate for business hours.
- FixIt Ace Hardware branded shirts are always allowed and encouraged.
- General Managers and Assistant Managers are required to wear either a red Ace vest, an approved collared Ace shirt, an Ace sweatshirt, an Ace jacket, or a FixIt Ace Hardware branded shirt. General Managers and Assistant Managers are required to tuck shirts into their shorts or pants.

## **Pants, Skirts and Shorts**

- Denim jeans (black or blue) or khaki pants are allowed. Jeans should have no holes or tears in them, and a belt must be worn at all times (no droopy pants).
- Shorts are permitted. They must be denim, black or khaki and not more than two inches above or below the knee.

## **Shoes**

- Shoes must cover the majority of the foot including heel and toes. Athletic shoes are acceptable for associates; casual shoes for managers.
- Shoes must provide safe, secure footing, and offer protection against hazards.
- Sandals, thongs, mules, flip flops or any other shoes without a backing or with toes exposed are not permitted.

## **Other Items**

- Name badges must be worn by all employees and managers on the right-hand side of the vest or shirt at all times while on the selling floor.
- No dangling earrings should be worn for safety reasons.
- Company issued radio and headset must be worn and used at all times while on the selling floor.
- Tattoos and body piercing (other than earrings) should be discreet and non-offensive.
- Only Ace or ace-affiliated hats may be worn, and should be faced forward and straight.

## **Personal Hygiene**

- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Facial hair must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste. Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.

## **Company Provided Items**

FixIt Ace Hardware will provide at the time of your employment the following items:

- Ace vest
- Name badge
- Two-way Radio

It is your responsibility to maintain these items and report to work dressed appropriately. If you lose any company issued items, report the loss immediately to your supervisor.

## **WORK SCHEDULE**

A specific work schedule is made out for each associate and is subject to change based on the needs of our customers and business. You are personally responsible for knowing your specific work schedule. You should check your work schedule every week. The storewide weekly work schedule is on the store Bulletin Board. Additionally, there may be occasions when, due to the amount of work on hand and our customer service needs, associates will be required to work additional time beyond that indicated on the work schedule. You are expected to work such time when requested and will be given reasonable notice whenever possible.

You are required to clock in no more than 30 minutes before the start of your shift and clock out no more than 30 minutes after the end of your shift unless authorized by your supervisor. You must personally clock in. You MAY NOT clock in another associate. Clocking in for another associate may result in disciplinary action up to and including termination.

If you have any difficulties clocking in or out or believe you may have done so incorrectly, please immediately notify your supervisor and request it to be corrected. FixIt Ace Hardware is not responsible for incorrect time clock punches that are not addressed prior to payroll being submitted each pay period.

### **REST AND MEAL PERIODS**

Rest and meal periods are scheduled by your supervisor or manager. FixIt Ace Hardware provides one 10-minute break for every four hours worked during each shift. FixIt Ace Hardware also requires you to take a 30-minute unpaid meal break for every shift that is at least four and one half hours long. Daily meal and break period schedules must be followed to insure floor coverage that provides maximum service to our customers. Requirements are defined within state law in several states.

Timeclock rules may vary by store in regard to breaks. Please have your supervisor explain how you should clock in and out for breaks.

### **SAFETY**

We consider your personal safety and health, and that of our customers, to be of primary importance. Great efforts have been made to avoid hazardous or unhealthy working and retail sales conditions, and we are committed to conducting all operations in conformity with state and federal regulations. Through our safety program, we are determined to eliminate injuries to both customers and associates. You are responsible for learning and following established safety rules and safe work practices. Your cooperation in detecting hazards, and, in turn, controlling them, are also expectation and conditions of your employment. Tell your manager immediately of any hazardous situation beyond your ability or authority to correct.

Make sure you know how to properly use a piece of machinery or a tool before starting to work with it. If you are unsure, ask for assistance. Be certain you utilize all personal protective equipment (PPE) provided with each machine/tool or as required for a job function (i.e. safety goggles, back support belts, etc.). You must be 18 years or older to operate the key cutting machine and other similar machinery.

If your job entails the operation of a forklift, you need to first be properly trained and certified on its use. All associates must exercise extreme care when working in the vicinity of a forklift while it is in operation. In accordance with the OSHA regulations, you must be at least 18 years of age to operate a forklift.

It is everyone's responsibility to make sure we keep our workplace safe. You will be provided with detailed information regarding the numerous elements of our store safety program during your new hire training.

### **SMOKING POLICY**

Our store offers a smoke-free workplace. You should be committed to protecting the rights of non-smokers to breathe smoke-free air. If an associate wishes to smoke they should do so outside the store and while on a scheduled break. Associates who wish to smoke during their break or meal period should do so only in our designated smoking area.

Smoking is never allowed inside FixIt Ace Hardware buildings or vehicles.

## **PARKING**

As we are a retail business, our customers' convenience must come first. Accordingly, all parking areas closest to customer entrances/exits are reserved for customer only parking. We have set aside a specific area for associate parking. This area varies by location so please have your supervisor explain where you can park during work hours. Please park only in this area and within the parking lines. Observe a 5-10 M.P.H. speed limit within the parking lot area.

## **VISITORS AND YOUR OFF-DUTY VISITATION**

As you can appreciate, our store is a place of business and thus personal visitors can be a disruption. Therefore, personal visitors should be limited only to emergency situations. Recognizing a family's natural interest in your workplace, please consult with the store manager should you wish to have your family tour the store.

Except for a reasonable amount of time immediately before or after your work shift, off-duty associates not otherwise engaged in personal shopping activities are required to remain off-site. Exceptions must be approved by store management. Associates who are "off the clock" should not be in Ace uniform or should wear a coat or other garment so that they or their actions are not mistaken by customers shopping in our store.

## **SOLICITATION AND LITERATURE DISTRIBUTIONS**

Solicitation of associates or distribution of literature, pamphlets or printed matter of any kind within FixIt Ace Hardware by non-associates is prohibited. Solicitation or distribution of literature, pamphlets or printed matter of any kind outside of FixIt Ace Hardware but on Company property, by associates and/or non-associates is prohibited unless authorized by the owner, Michael Harwell.

Solicitation and distribution of literature by associates is strictly prohibited during any time any associate involved is expected to be working. An associate on a break and/or meal period is not expected to be working. Solicitation and distribution of literature by associates is not permitted at any time within the store in work areas. The associate break area is not considered a work area. All other areas within the store are considered work areas.

## **CELL PHONE USAGE**

The use of a personal cell phone while at work may present a hazard or distraction to the user, co-workers and customers. This policy is meant to ensure that cell phone use while at work is both safe and does not disrupt business operations or attention to customers.

### **Management Cell Phone Policy**

If necessary, management may carry a cell phone on the sales floor; however, it should be set to vibrate and/or a quiet ring. Managers should leave the sales floor before answering a call and never answer a call while helping a customer. When driving a vehicle on work time, managers should only answer a cell phone if they use a hands free device or pull off to the side of the road. Answering the phone at any time while operating any equipment is prohibited. Violation of this policy will be subject to disciplinary action. Cell phone usage is allowed for tasks directly related to working at FixIt Ace Hardware including using the Ace Retailer mobile application.

### **Associate Cell Phone Policy**

Cell phones on the sales floor can prevent associates from providing the most helpful service to your customers. Cell phones are prohibited and must be kept in personal lockers on silent mode. Cell phone usage is allowed for



tasks directly related to working at FixIt Ace Hardware including using the Ace Retailer mobile application. In case of an emergency, store associates should be contacted via the store number. Violation of this policy will be subject to disciplinary action.

## **TWO WAY RADIO COMMUNICATION**

Two-way radios are an effective way to communicate to associates throughout the store. All associates must be familiar with their proper care and operation of the two way radios. Managers should assign associates radios daily and keep track of who is given each radio, this way each associate can be held responsible for the use and care of his or her own equipment. Radios should be with associates at all times when working.

Proper etiquette includes:

### ***Always***

- Wear a headset (if available); this keeps the store noise to a minimum for the customer.
- Speak to an associate by name and repeat the name twice, for example, 'Bob, line one, Bob.'
- ALWAYS repeat your entire message so that everyone can hear everything you are saying.
- Press the transmit button AFTER you have determined what you want to say.
- Wait for at least one second, until speaking into the radio. Speaking prior will result in the first part of your transmission being lost and or people ignoring you.
- Treat the radios with care. Avoid dropping or exposing them to water.
- Use the radios to seek help and/or advice from fellow team members whenever needed.
- Respond to a call for assistance. Ask the person who called to hold if necessary, rather than interrupting a customer.
- If you need to leave the sales floor (even if outside) let others know.

### ***Never***

- Leave the radio lying somewhere in the store (i.e. cash register, paint desk, workbench, etc)
- Speak negatively about a customer over the radio
- Imply that a customer is "holding you up" or "caught you"
- Interrupt a conversation in progress. Show professionalism and courtesy by waiting your turn
- Broadcast profanity or use inappropriate language
- Refer to a customer by physical description. Use something like shirt color, hair color, etc.

### ***Care of Two Way Radios***

- Turn power off and place radios in charger unit at the end of each day after verifying with your supervisor that your radio has been checked in for the day.
- Keep all talk on the radio brief and to the point. Long detailed questions are best left for face to face conversation.

## **CASH HANDLING**

Cash handling is principally a function of the cashier, the office manager and the store management team. Many associates will be cross-trained to work both as sales associates as well as cashiers. Inventory protection and meticulous cash handling are critical to the store's overall profitability. Detailed procedures have been established



as regards cash handling. Associates responsible for cash handling will be thoroughly trained on these procedures. Any employee who handles cash belonging to FixIt Ace Hardware at any point will be responsible for the safe keeping of that cash. If an employee's cash balance is more than \$10.00 short, that employee will be responsible for repaying that balance in no more than two weeks. Additionally, all associates will be informed about the consequences of mishandling of company assets, including cash.

### **COMPUTER, INTERNET AND EMAIL USAGE**

The purpose of this policy is to provide a set of directions, limitations and cautions related to the use of the Internet. It also identifies parameters governing the exchange of data with other Internet users via e-mail, which enables the business interests and user rights to be protected.

The use of the store's systems, including computers, fax machines, and all forms of Internet/Intranet access, is for company business and for authorized purposes only. Brief and occasional personal use of the electronic mail system or the Internet is acceptable as long as it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense to the Company.

Associates shall not download or upload any software over the Internet unless instructed to do so by their supervisor.

- Accessing games and/or sites that are sexual in nature or portray sexually explicit images or material is strictly prohibited. Some examples of appropriate use include: retrieving news stories or other information of general interest, occasional personal e-mail, participating in professional or civic associations, etc.
- Users of the Internet resource should act responsibly and maintain the integrity of data and information at all times. The content of information exchanged via the Internet shall be appropriate and consistent with policies, and is subject to the same restrictions as any other form of correspondence. Standard guidelines for the release of confidential information should be followed.

### **Prohibited Associate Conduct Subject to Corrective Action:**

(The following is a list of examples only, and is not all-inclusive)

- Illegal copy or distribute company licensed software or the use of illegally copied or distributed software on company-owned PCs.
- Unauthorized copying, use or distribution of licensed software or documentation for personal use.
- Installing software not licensed, purchased or approved by FixIt Ace Hardware.
- Visiting Internet sites that contain obscene, hateful or other objectionable materials.
- Conducting illegal or inappropriate activities via the Internet such as gambling.
- Actions that damage or attempt to damage, misappropriate or sabotage any company computer system, information or property.
- Utilization of company hardware or software for a non-business purpose or application without prior approval from the owner, Michael Harwell.
- Improper or unauthorized use, alteration or removal of any master files, tapes, disk and/or printouts or other information proprietary to FixIt Ace Hardware.
- Unauthorized removal of company-owned computer equipment or other company property including software from company premises.

### **SOCIAL MEDIA**

FixIt Ace Hardware recognizes the growing importance of online social media networks as a communication tool. This policy addresses Associates' use of such networks including: personal websites, web logs (blogs), wikis, social networks (Facebook, Twitter, LinkedIn or similar networks), online forums, virtual worlds, and any other kind of social media. FixIt Ace Hardware respects your right to use these mediums during your personal time. Personal use of these mediums during company time or on company equipment is prohibited.

FixIt Ace Hardware takes no position on an Associate's decision to participate in the use of social media networks. In general, you are free to publish personal information without censorship by FixIt Ace Hardware. Associates must avoid, however, posting information that could harm FixIt Ace Hardware using the guidelines set forth below.

All Associates are responsible for maintaining the company's positive reputation and under no circumstances should Associates present FixIt Ace Hardware to the public in a manner that diminishes its standing within the community. Instead, Associates are responsible for presenting FixIt Ace Hardware in a manner that safeguards the positive reputation of themselves, as well as the company's Associates, managers and shareholders.

If an Associate chooses to identify him or herself as an FixIt Ace Hardware Associate on any social media network, they must adhere to the following:

- Associates are required to state in clear terms that the views expressed on any social media network are the theirs alone and that they do not necessarily reflect the views of FixIt Ace Hardware.
- Associates are prohibited from disclosing information on any social media network that is confidential or proprietary to FixIt Ace Hardware or to a third party that has disclosed information to the company. For example, information about or identifying the company's customers, co-workers, incidents that occur at FixIt Ace Hardware, or information that may be valuable to a competitor including specific product information or pricing.
- Associates are prohibited from displaying the FixIt Ace Hardware logo on any social media network without permission from FixIt Ace Hardware. Also, Associates should not post images of co-workers without the co-workers' consent. Finally, Associates are prohibited from posting any nonpublic images of FixIt Ace Hardware premises and property.
- Associates are prohibited from making statements about FixIt Ace Hardware, their co-workers, customers, competitors, agents, or partners that could be considered as harassing, threatening, libelous, or defamatory in any way.
- Associates are prohibited from acting as a spokesperson for FixIt Ace Hardware or posting comments as a representative of the company.
- Associates are prohibited from sharing any communication that engages in personal or sexual harassment, unfounded accusations, or remarks that would contribute to a hostile work environment (racial, sexual, religious, etc.), as well as any behavior not in agreement general corporate policies.
- Associates who participate in social media may still decide to include information about their work at FixIt Ace Hardware as part of their personal profile, as it would relate to a typical social conversation. This may include:
  - Work information included in a personal profile, to include company name, job title, and job duties.
  - Status updates regarding an Associate's own job promotion.
  - Personal participation in FixIt Ace Hardware sponsored events, including volunteer activities.

An Associate who is responsible for a social media posting that fails to comply with the guidelines set forth in this policy or that otherwise causes harm to FixIt Ace Hardware may be subject to discipline, up to and including termination. Associates will be held responsible for the disclosure, whether purposeful or inadvertent, of confidential or proprietary company information, information that violates the privacy rights or other rights of a third party, or the content of anything posted on any social media. Further, Associates may be liable for monetary damages for such disclosure.

Anything posted on an Associate's website or web log or other internet content for which the Associate is responsible will be subject to all FixIt Ace Hardware policies, rules, regulations, and guidelines. FixIt Ace Hardware is free to view and monitor an Associate's website or web log at any time without consent or previous approval.

Finally, Associates should let the owners of FixIt Ace Hardware know if they encounter incorrect information about FixIt Ace Hardware that might randomly appear online. Associates themselves should not attempt to correct any such information that appears online.

## **DIVERSITY**

FixIt Ace Hardware recognizes the value of a diverse work force and are committed to the development and maintenance of an environment in which associate differences are appreciated.

## **DISCIPLINARY ACTION**

FixIt Ace Hardware reserves the right to discipline and/or terminate any Associate who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by FixIt Ace Hardware at its sole discretion as it deems appropriate.

There are certain types of misconduct that jeopardize good working relationships and cannot be tolerated and therefore MAY RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING IMMEDIATE TERMINATION. The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that FixIt Ace Hardware does not tolerate. Any associate found to be, or suspect of being, involved in criminal activity, such as theft, possession of illegal drugs, illegal possession of a firearm, public intoxication, assault, battery, etc., may, in addition to any administrative action taken against them, also be referred to local law enforcement authorities for arrest and prosecution. These actions include, but are not limited to:

- Theft of merchandise, cash, store property or the property of another associate.
- Refusal to perform assigned duties.
- Insubordination or being dishonest to a supervisor or manager.
- Violation of FixIt Ace Hardware Associate Discount policy.
- Smoking, eating or drinking in unauthorized areas.
- Possessing, distributing or being under the influence of controlled substances.
- Consuming, distributing and/or possessing alcoholic beverages, narcotics, non-prescribed drugs or hallucinogenic substances or reporting for work under the influence of any of these.
- Unsafe or negligent conduct that could or does result in injury to you, another associate or customer, or damage to an associate's, customer's or store property.
- Being grossly negligent or deliberately damaging, wasting, misusing or attempting to damage store merchandise, property or equipment, or that of an associate or customer.
- Fighting, threatening, intimidating, coercing, using profanity or interfering with a co-worker or customer.
- Possession on store property of weapons, explosives or other articles of a nature hazardous to the health and safety of yourself, other associates or customers.
- Excessive tardiness or absenteeism.
- Being absent from work on a scheduled working day without calling in which will be considered a voluntary termination.
- Falsifying or destroying any store records such as time records, personnel records.
- Making entries on another associates' time record.

- Failure to report an unsafe working condition or accident.
- Failure to cooperate in a company investigation.
- Unauthorized use or removal of company property, equipment, devices or assets;
- Falsification, misrepresentation or omission of information, documents or records.
- Failing to adequately perform job responsibilities;
- Disclosing confidential or proprietary company information without permission.
- Illegal or violent activity.
- Disregard for safety and security procedures.
- Any other action or conduct that is inconsistent with FixIt Ace Hardware policies, procedures, standards or expectations. Discussing wage rates with your co-workers or with anyone in earshot of your co-workers.
- Handing locked or secured merchandise directly to customers prior to purchase instead of walking the item(s) to the register

FixIt Ace Hardware reserves the right to bypass formal steps of discipline based on the situation.

### **DRUG AND ALCOHOL USE**

FixIt Ace Hardware is a drug-free workplace. We want our associates to work in a healthy and safe environment. To promote this goal, associates are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on store premises and while conducting business-related activities off of store premises, no associates may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an associate's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

- Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment and/or required participation in a substance abuse rehabilitation or treatment program. NOTE: In addition to administrative action, the matter may be referred to law enforcement authorities for arrest and prosecution.

Associates with questions or concerns about substance dependency may wish to discuss these matters with their supervisor to receive assistance or referrals to appropriate resources in the community.

### **DRUG AND ALCOHOL TESTING**

Both you and FixIt Ace Hardware have a vital interest and concern with alcohol/drug related problems or behaviors that adversely affect the total work environment, which includes the ability to serve our customers, as well as the safety, health and welfare of all associates. Accordingly, our mutual objective is to provide and maintain a safe, drug/alcohol-free work environment.

It is your responsibility to report to work fit for duty. Associates with personal alcohol and/or drug abuse problems are strongly encouraged to seek professional assistance.

Associates may be subject to periodic, random drug screens during the period of employment. Additionally, if an associate causes or is involved in any accident that results in required medical treatment beyond simple on-site first aid will necessitate a drug screen concurrent with the medical treatment.

Associates undergoing prescribed medical treatment with a drug or controlled substance which may alter their physical or mental ability must report this fact immediately to their supervisor or manager for appropriate medical

review regarding the associates' continued ability to safely and reasonably perform their job responsibilities while undergoing such treatment.

## **SEXUAL AND UNLAWFUL HARASSMENT**

It is the policy of FixIt Ace Hardware to maintain a work environment that prohibits the harassment of associates in any form by any other associate, vendor, customer or other person while the associate is engaged in company business, on FixIt Ace Hardware premises or outside of the workplace.

It is the responsibility of every associate to recognize the rights of others. The management team will respond promptly and confidentially to all complaints of harassment. If a team member becomes aware of harassment, whether it affects them or someone else, they should promptly tell management about it.

Harassment can involve a wide range of unwanted behavior. There can be ethnic, racial, sexual, disability, age, marital status, veteran and religious harassment, or harassment directed to members of other legally protected groups. Harassment can result from the conduct of someone in management toward an associate; one associate toward another; or associates and non-associates toward each other. Harassment can apply to conduct at the workplace or conduct off the premises after hours. Among the many forms of harassment are verbal harassment (threats, derogatory comments, slurs or epithets), physical harassment (assault, touching or interference), visual harassment (posters, cartoons, pictures or drawings), and innuendos or rumors, just to name a few. Sexual harassment can include unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other unwelcome conduct of a sexual nature. Harassment results from these types of unwelcome conduct when:

- submission to the conduct is made either explicitly or implicitly a term or condition of a person's employment; or
- submission to, or rejection of, the conduct is used as the basis for employment decisions affecting a person; or
- the conduct has the purpose or effect of unreasonably interfering with someone's work performance or creating an intimidating, hostile or offensive working environment.

When any member of management receives a report of harassment, the matter must be referred to the owner, Michael Harwell and a complete investigation will be conducted.

Reports and investigations of harassment contain sensitive information. FixIt Ace Hardware policy is to handle this information confidentially, subject to our responsibility to perform a proper investigation and take corrective action. All persons who act on behalf of FixIt Ace Hardware in processing or investigating harassment reports must observe this confidentiality. Retaliation against a person who has made a harassment report or participated in a harassment investigation is strictly prohibited. Associates who engage in harassment, retaliation, or other violations of this harassment policy are subject to appropriate corrective action up to and including termination of employment.

## **SECURITY INSPECTIONS**

Locker space (if available) and coat racks have been provided for associates to store their personal property during their scheduled hours of work. This area is to be used by all associates for storing their personal property, including purses, school books, coats, etc. Do not place personal belongings in any other area of the store such as under checkout counters, service desks, etc.

If available, each associate is assigned a company locker for his/her use. Associates will be provided with a lock for his/her locker. FixIt Ace Hardware reserves the right to inspect lockers, at any time and with or without an associate's permission.

Additionally, FixIt Ace Hardware reserves the right to inspect the contents of packages, handbags or other hand-carried items of an associate. Refusal to allow inspection of hand-carried items may result in administrative action, up to and including termination. Please understand that periodic company inspections of associate lockers and hand-carried items are undertaken as part of our ongoing efforts to provide a safe and secure work environment for all. Your cooperation is expected and appreciated.

### **INCOMING DELIVERIES**

Due to the nature of a retail business, deliveries of product and business-related mail are made throughout the day. All deliveries should be immediately reported to management and properly checked in. If a signature is required for a delivery, only a Store Manager or General Manager is authorized to do so.

### **EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

## Section D: Benefits

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### INTRODUCTION

In addition to your paycheck, FixIt Ace Hardware offers the following benefits:

- Health Insurance
  - Major Medical
  - Dental
  - Vision
  - Supplemental
- Paid Personal Leave
  - Vacation
  - Sick
  - Bereavement
  - Other
- Merchandise Discounts
- Paid Holidays
- 401(k) Matching
- Employee Bonuses

A newly-hired Full-Time associate will qualify for our health, dental, vision and/or life insurance plans after 90 days of continuous service.

### MERCHANDISE DISCOUNT

As an Associate of FixIt Ace Hardware you are able to purchase product from the store.

- To qualify for this perk, you must be employed for 30 days
- Purchases can only be made by you and for your personal use only
- Merchandise can never be purchased for resale
- Associates may not ring up their own associate purchase, the purchase of a family member or the purchase of a close personal friend
- The discount is not applicable to all merchandise but it is cost + 15% for most items except on sale merchandise.

### PAID PERSONAL LEAVE

All full-time associates working 40 hours per week will earn 40 hours of paid leave after completing one year of continuous service. After three full years of full-time service, employees will receive 80 hours of paid leave.

Personal leave is granted based on business needs and must be requested at least 14 days prior to the first day you are requesting off. Leave of a full week or more is to be requested a minimum of 30 days before the first day you are requesting off. Leave during high volume sales periods such as the months of April and May, will be granted on a limited basis. Leave will not be granted between the Friday before Thanksgiving and Christmas. If too many associates request vacation at the same time, first choice will be given to full-time associates with the longest service on a first come, first serve basis.

### HOLIDAYS

Upon completion of the first 90 days of actual active full-time employment, full-time associates who would otherwise be schedule to work on these days are eligible for a paid holiday benefit for the following holidays:

- New Years Day
- Easter
- 4<sup>th</sup> of July
- Thanksgiving Day
- Christmas Day

To otherwise qualify for holiday pay, you must work your last regularly scheduled workday before the holiday and your first regularly scheduled workday after the holiday. Please note that the normal scheduled day before and normal day after do not have to be the actual day before and the day after the holiday. Using paid personal time for



shifts surrounding a holiday is allowed and will be recognized as a worked day under this policy. Normal time off request procedures must be followed and unpaid time off is not considered a worked day.

An otherwise eligible full-time, non-exempt associate will receive their scheduled number of hours for that day straight-time pay per eligible holiday. Paid holidays will not count toward hours worked to calculate weekly overtime.

If a full-time employee is not scheduled to work on any one of the five observed holidays listed above, they may submit a request to take a different day off as their "holiday". The requested day off must be within a reasonable amount of time from the observed holiday and the request must be submitted in accordance with the normal leave request submission policy discussed in the Paid Personal Leave section of this handbook.

## **MEDICAL LEAVE**

FixIt Ace Hardware provides medical leaves of absence without pay to eligible associates who are temporality unable to work due to a serious illness or injury. After five days of absence due to illness, if eligible, an associate must apply for a Leave of Absence.

Eligible associates may request medical leave only after having completed 90 calendar days of continuous service.

Eligible associates should make requests for medical leave to their supervisor at least five 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 including its beginning and expected ending dates. Any changes in this information should be promptly reported to FixIt Ace Hardware. Associates returning from medical leave must submit health care provider's documentation of their fitness to return to work.

Eligible associates are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any rolling 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Associates will be required to first use any accrued paid leave time before taking unpaid medical leave.

Associates 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 FixIt Ace Hardware until the end of the month in which the approved medical leave begins. At that time, associates will become responsible for the full costs of these benefits if they wish coverage to continue. When an associate returns from medical leave, benefits will again be provided by FixIt Ace Hardware 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.

So that an associate's return to work can be properly scheduled, an associate on medical leave is requested to provide FixIt Ace Hardware with at least two weeks advance notice of the date the associate will be reinstated to the same position, if it is available, or to an equivalent position for which the associate is qualified.

If an associate fails to return to work on the agreed upon date, FixIt Ace Hardware will assume that the associate has voluntarily resigned.



### **401(K) MATCHING PROGRAM**

FixIt Ace Hardware provides a 401(k) retirement plan with matching funds up to a maximum of 4% of your paycheck. In order to be eligible, you must have worked at least one year of uninterrupted service at FixIt Ace Hardware with no serious disciplinary action taken against you. You are 100% vested in all funds that you contribute as well as all matching funds that FixIt Ace Hardware contributes.

**The Matching Schedule is as follows:**

<b>Employee Contribution</b>	<b>FixIt Ace Hardware Matching Contribution</b>
1%	1%
2%	2%
3%	3%
4%	3.5%
5%	4%

### **MILITARY LEAVE**

FixIt Ace Hardware supports associate's short term and long term active military service in the Armed Forces of the United States and grants a Leave of Absence for such purposes in conformance with applicable state and federal regulations.

#### **Eligibility**

This policy covers all associates regardless of their length of service.

#### **Notification**

The associate should notify his/her supervisor as soon as possible prior to departure as to his/her need for a military leave of absence. Such notification should include a copy of the signed orders or authorization mandating the absence.

#### **Length of Leave**

The maximum length of this leave is five years.

#### **Benefits**

If an associates is called to active duty, they are not required to use their paid time off benefits (i.e. vacation, sick time, etc.) to cover this leave; however they may request the current year's unused benefit hours be paid out. All unused benefit hours not previously paid will be included in the final paycheck of the year.

#### **Return from Military Duty**

Associates returning from a leave of 30 days or less must contact their manager immediately after discharge from active duty. If their leave was between 31 and 180 days in length, they have 14 days to contact their manager. If their military leave was 181 days or more, they have 90 days to contact their manager.

Associates 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. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

If an associate fails to return to work on the agreed upon return date, FixIt Ace Hardware will assume that the associate has resigned.

Further information or questions about military leave should be directed to the owner, Michael Harwell.

### **UNPAID PERSONAL LEAVE**

FixIt Ace Hardware provides leaves of absence without pay to eligible associates who wish to take time off from work to fulfill personal obligations. Eligible associates may request personal leave only after having completed 30 calendar days of service. As soon as eligible associates become aware of the need for a personal leave of absence, they should request a leave in writing from their supervisor.

A personal leave may be granted for a period of up to 10 calendar days per rolling 12-month period. If this initial period of absence proves insufficient, consideration will be given to a second written request for a single extension of no more than five calendar days. With the owner, Michael Harwell's approval, an associate may take any earned paid time off (i.e. vacation, sick time, etc.) as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions and limitations of the applicable plans, associates on personal leave will be eligible to continue their health insurance benefits. Associates will be responsible for the full costs of these benefits for the length of the leave if they wish coverage to continue. When an associate returns from personal leave, benefits will again be provided by FixIt Ace Hardware 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.

When a personal leave ends, every reasonable effort will be made to return the associate to the same position, if it is available, or to a similar available position for which the associate is qualified. However, FixIt Ace Hardware cannot guarantee reinstatement in all cases.

If an associate fails to report to work promptly at the expiration of the approved leave period, FixIt Ace Hardware will assume the associate has resigned.

### **EMPLOYEE BONUSES**

All employees who have worked for FixIt Ace Hardware for at least 90 days at the time of calculation, are eligible. If an employee misses more than 10 scheduled shifts for any reason (paid or unpaid) within one quarter they are not eligible to receive any bonus given for that quarter. Bonuses are given at the discretion of ownership and can be nullified based on repeated employee write-ups or employee evaluations that are considered unsatisfactory.

### **JURY DUTY**

Should you receive a summons for jury duty, please inform your supervisor immediately. If you are required to be absent from work for jury duty, you will be granted time off.

When on jury duty, you are expected to report back to work when released from jury duty, either for an entire day or part of a day during which you are able to work for at least one-half of your normal work shift.

Upon completion of 52 weeks of actual active employment full-time non-exempt associates will be reimbursed for the difference between their regular straight-time base salary and the amount they receive for jury duty service, up to a maximum of seven calendar days including work and non-work days.



## Section E: Other Programs

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### ASSOCIATE REFERRAL PROGRAM

One of the best ways to reach talented job candidates is through our associates. We count on quality people like you to give us our best referrals. The applicant must place the current associates name on the employment application. If more than one associate referred the applicant then the bonus will be share equally.

The applicant must go through the same screening process as all other applicants. If the applicant is hired successfully completes the 90 introductory period, the referring associate will be paid the bonus amount on their following pay check.

**Referrals = Reward of \$50**

### SUGGESTION PROGRAM

As employees of FixIt Ace Hardware, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit FixIt Ace Hardware by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making FixIt Ace Hardware a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions must be submitted on a suggestion form and should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to a FixIt Ace Hardware General Manager and, after review, they will be forwarded to the appropriate decision maker(s). As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a suggestion that is implemented.

### JOB EFFICIENCIES

All employees are encouraged to work hard but it is also important to work smart. The smarter you work, the more efficient you can become and in turn the entire company benefits. We encourage you to continually reassess your daily job duties and think about ways they can be improved while still accomplishing the same goal with the standards at or above where they are currently.

All job efficiency must be submitted on a suggestion form and should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to a FixIt Ace Hardware General Manager and, after review, they will be forwarded to the appropriate decision maker(s). As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a job efficiency suggestion that is implemented.

### **CHILDRENS MIRACLE NETWORK**

Established in 1983, Children's Miracle Network (CMN) generates funds and awareness for more than 17 million sick and injured children, who are cared for each year by its 170 affiliated hospitals, regardless of their family's ability to pay. Although the program is national in scope, 100 percent of the funds raised in each community stay local, being donated to the nearest CMN hospital in that area.



The money the Ace Hardware Foundation raises is funneled to CMN hospitals to help sick kids in a variety of ways - from purchasing new equipment and paying hospital bills to funding research that allows CMN doctors to remain on the cutting edge of medical advancements and technology. And, it is because of past generosity that Ace continues to rank in the top 10 of all CMN corporate sponsors.

Since 1991 Ace vendor partners, Ace retailers, Ace Retail Support Centers and the corporate office have donated over \$33.5 million to CMN.

### **COMMUNITY RELATIONS**

FixIt Ace Hardware values community involvement and will recognize any employee who makes a positive impact in their community. Please report any paid or unpaid community improvement projects you are currently involved in.

### **ACEHARDWARE.COM**

Acehardware.com is the online face of our brand and trusted destination for online products and project solutions.

## Store Information

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STORE HOURS:

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STORE ADDRESS:

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STORE PHONE NUMBER:

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STORE MANAGERS NAME:

---

PHONE NUMBER:

---

ASSISTANT MANAGERS NAME:

---

PHONE NUMBER:

---

ACE DISTRICT MANAGERS NAME:

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CELL PHONE NUMBER:

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## Associate Handbook Receipt

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Print Name

I acknowledge receipt of my personal copy of FixIt Ace Hardware associate handbook and I understand that I am obligated to read and familiarize myself with its contents.

The purpose of the handbook is to provide a brief and general summary of FixIt Ace Hardware store's policies, procedures and benefits.

The content of this handbook is subject to change without prior notice to associates. As such, I understand that the Company does not intend to create a contract of employment (express or implied) by placing these matters in writing.

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Associate Signature

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Date

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Manager Signature

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Date