



## ASSOCIATE HANDBOOK

Jono ACE Hardware  
10781 Allentown Blvd.  
Jonestown, PA 17038

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## Section A: Culture

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### INTRODUCTION

We want to welcome you to the Jono 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 Jono 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 Jono ACE Hardware has the right to do the same.

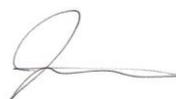
Jono ACE Hardware reserves the right to make changes in, deletions from or additions to the content of this handbook and all other terms and conditions of employment without prior notice to associates. Any reference to one gender in this handbook applies to both genders. We do not discriminate on the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

The company 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.

Jonathan Lehman, Owner





## HISTORY

*Jono Hardware* was started in 1979 when Dennis Atkins purchased the property which was previously used as a miniature golf course/ ice cream shop and later a travel trailer repair and retail lot. After finding out that his original intentions for the property were not going to materialize, he wasn't sure what he was going to do. At the time, several small local hardware stores were closing up and it seemed like an opportunity for him. There was a need for a good hardware store in the area and he decided to pursue that avenue. His brother-in-law, Carey May was working for him at the time and took an interest in the hardware business. Within a few months, Carey purchased the property and small inventory and began selling hardware. As the years rolled by, it grew in various stages, adding rental, mulch, and stone bins, two greenhouses, and a gift shop. In 1990 he remodeled and expanded his store going full-fledged into Servistar hardware, which eventually evolved into True Value. Growth continued over these years as well, but some problems and dissatisfaction with the Hardware wholesalers developed. It was decided in 2002 to switch to the ACE Hardware name and products. Throughout those years, Jono had weathered the storms of a new Lowes, Walmart, and a Home Depot. In 2005, Carey was looking to retire and was looking for a buyer. Jonathan Lehman and his family expressed interest and purchased the store in February 2006. That year, the store was expanded again adding, sheds, child swingsets, gazebos, as well as another 1500 sq. ft. of retail space, bringing the store up to ACE Hardware branding specs. Again over the years, expansion has taken place in various ways, a 4000 sq. ft addition, Stihl power equipment, Alaska/Reading Coal stoves, and a Coal Delivery service. Currently, we are affiliated with Ace Hardware Corporation based in Oak Brook, IL which is a retailer-owned hardware wholesaler that began operation in 1924. Being part of the Ace family, has allowed us to be more competitive in the market place with a great paint line, as well as brands like Valspar, Craftsman, Toro, Weber, Traeger, Scotts, etc.. In addition, their great marketing has made ACE Hardware stores competitive in the home hardware industry. God has blessed us and we are thankful to all employees and customers who have supported us over the years.

## VALUES

**Service with integrity** - We want to strive to promote Christian ethics, morals, and language, while serving our customers, associates and community.

**Value Every individual** – We endeavor to conduct our business in a way that provides satisfying employment for our employees, by creating a culture that motivates them to personal excellence.

**Honest and Open Relationships** – Our goal is to be genuine when relating to all people. Honesty and open communications are very essential in building lasting relationships.

### OUR VISION IS TO:

Reach out to others - by being helpful and endeavoring to solve each customer's problem, while creating a remarkable shopping experience for every customer that walks through the doors *every time!*

### OUR MISSION IS:

To be good stewards of the blessings that God has given us by employing caring individuals who work together to serve our community with personalized service, and quality products at competitive prices.

# Hardware

## **CULTURE STATEMENT**

Our Culture will help shape the environment that will encourage us to be the best and serve our customers in making decisions that provide exceptional value and quality. This will create “The ultimate shopping experience.”

**Commitment to Excellence:** We are committed to Jono ACE Hardware’s store values, vision and mission. We strive to excel at our job by actively helping customers and fellow team members. We look for innovative ways to improve and work to assist the entire team in attaining success.

**Integrity and Professionalism:** We are responsible for our own actions, speaking the truth and being respectful of everyone. We keep our word and will follow through on our commitments. We treat others the way they want to be treated.

**Communication:** We speak positively of our coworkers and customers and show appreciation by actively listening and respond with appropriate feedback. We will privately discuss concerns with relevant persons.

**Experience and Teamwork:** We strive to be team players and will learn from our mistakes. We will focus on finding solutions to issues, not on the issues themselves. We will ask for help when needed and be compassionate to others who ask for help.

**Gratitude:** We understand that the Jono family is thankful for the gifts that God has given and are committed to being good stewards of his many blessings. We care about fellow employees, family, and the local community and are encouraged to give time and resources to help those in need.

## COMMUNICATION

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 to a store manager or business owner.
- 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 is located in the office/lunch room and 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 Jono 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.

## **Section B: Employment**

### **EQUAL EMPLOYMENT OPPORTUNITY**

Jono 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 a store manager or business owner.

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

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

Jono 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)**

Jono 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".

### **EMPLOYMENT AT WILL**

Your employment is with mutual consent of you and Jono ACE Hardware. Consequently, both you and Jono 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 Jono ACE Hardware unless it is specifically modified by an express written agreement signed by you and the Store Manager. This employment at will relationship may not be modified by any oral or implied agreement.

### **SEPARATION OF EMPLOYEMENT**

Jono 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.

### **INTRODUCTION PERIOD**

Every new employee has a 90-day introductory period. The company reserves the right to limit the training period available to any new employee to the amount of time in which the company, in its discretion, is able to determine that employee's suitability for the job. Successful completion of this period does not change the "Employment-at-will" nature of the relationship between the company and the employee

## **EMPLOYMENT CATEGORIES**

It is the intent of Jono ACE Hardware to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. The company reserves the right to designate the appropriate classification of any employee in its sole discretion.

Each employee is designated as either nonexempt or exempt by 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 laws. In addition each employee will belong to one of the following employment categories:

- A full-time employee is defined as any employee who works at least 2000 hours each year.
- A part-time employee is any employee who works less than 2000 hours.
- A seasonal employee is any employee working any number of hours or weeks, part of each year.
- A temporary employee is any employee who works as needed. Based on the needs of a department. On-call employees may work for one day or more, usually with little or no advance notice to cover unforeseen shortages.

The specific eligibility requirements for benefits offered by the company are explained in more detail in the benefits section of this manual.

## **TERMINATION:**

Employees, who voluntarily terminate employment with Jono ACE Hardware, after one year of service and in good standing, will receive the remaining balance of vacation pay earned during the previous year of service. In addition, all financial obligations must be satisfied and all uniforms and other company property returned. An employee will be paid unused vacation only if the Company determines, in its discretion, that the separation from employment is on good terms.

Employees who leave under unfavorable circumstances, as determined by the company in its sole discretion, shall forfeit vacation benefits in full.

Employees are expected to return all company equipment or property, including but not limited to, all keys or access cards, company telephones and radios, tools, and charge cards prior to their departure. With an employees' authorization, the company may make deductions from an employee's final pay to cover the cost of any company property that is not returned.

## **Section C: Policies and Procedures**

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### **CUSTOMER SERVICE**

As our culture statement reads, we are committed to excellence, integrity, and professionalism in our dealings with customers. The perception that our customers have with our store is important. Therefore we must work each day to provide and promote quality customer service. We want our customers to eagerly return for the service we offer rather than go away quietly because we haven't met their expectations.

Keep these things in mind as you serve our customers:

- Always arrive on the job on time and remain productive for the entire shift.
- Limit the use of cell phone for texting and personal calls to breaktime.

- Be aware of odors that may be offensive and takes steps to eliminate them. (i.e. Cigarettes smoke, heavy perfume, poor personal hygiene)
- Keep breaks and meal time to the allotted time.
- Serving customers takes priority over all other responsibilities. (i.e.- find a balance when completing task, be alert for those who need assistance, limit personal conversations and gatherings that cause customers to feel ignored or delayed) Make sure your attitude and approach reflect your willingness to help.
- Stand up, offer a friendly greeting and show customers that you are interested and ready to assist them.
- Demonstrate your desire to help customers with your efforts; suggesting alternatives, offering to order, or asking for a coworkers help are more effective than saying “No, we don’t have that”. Always use 2 people to say “NO”.

Our customers have many choices for where they want to shop. Therefore, we must continue to keep our high standards of excellent customer service continually, reminding ourselves that this particular demanding, helpless, and obnoxious customer has made our store their store of choice.

### **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

One of the best methods of learning is by doing. The training and education received from co-workers and managers can prepare them for possible promotion in the future. Employees may be required to attend in-house seminars and training classes. They may also be asked to attend classes or seminars offsite.

Employees attending a day or evening seminar required by that supervisor will be paid the wages they would receive during normal working hours. Reasonable costs of meals, excluding alcoholic beverages, (if the seminar does not provide the meals), mileage at the prevailing rate, and parking and road tolls, will be paid. If the seminar, buying/tradeshows extends over more than one day, the above and hotel expenses will be paid by the company. During trade shows if meals are not provided at the event employee is responsible for breakfast and lunch. Dinner is provided by the company. Employees are responsible to provide records and receipts for reimbursement.

### **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 upon the end of a 90 day trial period and annually. This formal performance evaluation is conducted by Store Manager and/or owner. During a performance evaluation 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 Formal Performance Evaluation.

Additional perks and performance recognition include:

- Associate activities – Banquets, picnics, etc.
- Attainment Apparel which recognizes length of service – i.e. 5 years, 10 years.

### **COMPLAINTS / EMPLOYEE COMMUNICATION**

Employees who feel that they have a legitimate job complaint should speak directly with upper management. Employees are directly responsible to their manager. Situations problems and concerns should be reported to a manager first whenever possible. This ensures that the manager is aware of department issues and has the opportunity to resolve them before an employee involves the owner. Employees are encouraged to discuss questions with their manager and daily contact allows managers to provide guidance and advice to the employee's specific job. It is important that employee concerns and issues are addressed. The company does welcome constructive criticism but not chronic complaining.

All employees are encouraged to make suggestions which they feel may better their specific job, promote safer working conditions, or benefit the business. Written or oral suggestions may be given to the management personally or during employee meetings.

The final decision on all complaints or problems will rest with the business owner.

### **WAGE AND SALARY ADMINISTRATION**

Jono 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 from Week 1 (Monday) thru Week 2 (Saturday) – two week pay period.

Our pay period is Bi-weekly with payday every other Friday. 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 will not count toward overtime calculations.

All questions related to your pay should be directed to the Office Manager.

## **STANDARDS**

Each Jono 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**

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**

- An Ace/Stihl (Jono Logo) Polo Shirt shall be worn by all associates. If Ace Polo Shirts are not worn a black or red ACE (Jono Logo) Vest or apron is required. No tank tops, t-shirts with slogans, or revealing/tight fitting shirts are allowed.

### **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 for men during the months of May-September (not for management associates). They must be denim, black or khaki and not more than two inches above the knee. Shorts are not permitted when representing Jono ACE Hardware in a professional setting (Sales call, Training, etc.)
- Ladies are permitted to wear capris. If skirts are worn they must be knee length or longer.

### **Shoes**

- Shoes must cover the majority of the foot including heel and toes. Athletic shoes are acceptable for associates; casual shoes for managers. Sandals, thongs, mules, flip flops or any other shoes without a backing or with toes exposed are not permitted on the sales floor. Watering of plants is considered an exception.

### **Other Items**

- Name badges must be worn on the right hand side of the vest 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 (some exceptions may be considered)
- Tattoos and body piercing (other than earrings) that cannot be hidden with clothing are not permitted.
- Only Ace, Stihl, or plain hats may be worn, and should be faced forward and straight.

## **Company Provided Items**

Jono ACE Hardware will provide at the time of your employment the following items::

- Ace vest/apparel
- Name badge
- Radio headset

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 management.

## **PERSONAL BEHAVIOR**

A key element to our continued success is each employee's commitment to be guided by certain standards and principles in performing his or her job.

Professional conduct is critical in supporting the goal of outstanding services to our customers. The following is not a complete list, but are examples of proper actions and behaviors which are expected from all employees. Any actions that violate good conduct and order may lead to a corrective action or termination. Employees are expected to behave, at all times, in a manner that represents the company favorably and makes the work environment pleasant.

- Treat customers and co-workers with respect. Be polite and cordial; show consideration for others; give credit to others when warranted; show appreciation; offer assistance; and avoid the use of profane, malicious or abusive language.
- Treat customers and co-workers with courtesy. Be tactful, pleasant and civil; demonstrate a positive manner; refrain from sharing problems or complaints, whether personal or business-related, with customers and be selective with the personal issues shared with co-workers.
- Demonstrate dependability and responsibility. Be punctual and ready to serve customers and assist co-workers at the scheduled starting time; be available until the end of the scheduled shift; keep commitments and follow through; acknowledge and accept mistakes; be accountable for your performance; and avoid situations that are potentially harmful to the company.
- Demonstrate a proper attitude. Cooperate with managers, co-workers and customers; be open and approachable; strive to work in harmony with others and refrain from causing friction or conflict; avoid constant complaining, gossiping, whining, and rumor escalation; offer suggestions, and constructive, diplomatic feedback, and contribute to the high morale of the department and the store.
- Unprofessional behavior in the workplace such as sexual related conversation, inappropriate touching (i.e. kissing, hugging, massaging, sitting on laps of another employee, and any other behavior of a sexual nature is prohibited). Employees who fail to observe these standards will be subject to disciplinary actions, up to and including termination.

## **SUSPICIOUS CUSTOMER**

Employees should report any suspicious customer to a manager. Employees should not attempt to apprehend anyone. Store theft, price tag switching, etc. seriously affect business profits and wages as well. An employee caught shoplifting will be fired. Any employee taking and using product or equipment without proper approval may be subject to disciplinary action.

In a robbery situation, employees should not jeopardize their personal safety. Comply with the demands. Notify management and police as soon as it is safe to do so. Employees should write down any information they remember (i.e. age, height, race, clothing, scars, tattoos, the number of accomplices, and make, model, color, year, and license of any vehicles, method of escape and the direction the vehicle went).

## **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 posted on the company 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 10 minutes before the start of your shift and clock out no more than 15 minutes after the end of your shift unless authorized by your supervisor. You must personally clock in. You MAY NOT clock in for another associate. Clocking in for another associate may result in disciplinary action up to and including termination.

Following is a schedule of store hours.

Monday to Friday 7am to 7pm

Saturday 7am to 4 pm

Closed Sundays

Some exceptions for special events and occasional holiday hours.

An employee's normal schedule may be changed to incur additional hours. Overtime is paid at 1-1/2 times a non-exempt employee's base wage for hours worked in excess of 40 hours per week. Exempt employees are paid on a salaried basis and do not receive overtime pay. Exempt employees are responsible to be conscious of leaving early and taking time off over and above vacation, personal and sick days.

## **ATTENDANCE**

All employees will be present and on time. When employees are late or absent an extra burden may be placed on fellow workers and on the department. The manager must be notified whenever an employee will be absent or late for work. In an emergency, employees should contact their manager as soon as they are able.

Employees will be expected to arrive 10 minutes prior to their scheduled start time. An employee will be considered late if they arrive 1 minute or more after their scheduled start time.

A progressive discipline process will be applied on a quarterly basis as follows:

- 1<sup>st</sup> tardy – a verbal warning will be given.
- 2<sup>nd</sup> tardy – a written warning will be issued – noting the consequences
- 3<sup>rd</sup> tardy – the employee will be sent home with no advance notice and without pay.
- 4<sup>th</sup> tardy – the employee will be sent home with no advance notice and without pay.
- 5<sup>th</sup> tardy – further action, up to and including termination, will be considered and applied on an individual basis.

Employees will begin each new quarter with a clear record.

The company has a right to change this policy at its discretion and without notice.

## **REST AND MEAL PERIODS**

Rest and meal periods are scheduled by your supervisor or manager. During a typical eight hour work shift, Jono ACE Hardware provides two -10 min breaks and a 30 minute meal period. During a typical four hour

work shift, Jono ACE Hardware provides one – 10 min break. 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.

### **DISCIPLINARY POLICY**

Jono ACE Hardware generally follows a system of corrective discipline. A first offense will likely result in a oral warning and subsequent offenses will likely result in further action. However, Jono ACE Hardware reserves the right to take whatever action is appropriate in any particular circumstance including dismissal for the first offence. The following are examples (not limited to) which could result in immediate dismissal:

- Willful destruction, abuse, theft, or unauthorized removal of any company, employees, government, or customer's property. This includes taking merchandise from the store without paying. Each employee is responsible to make sure that any items that they are taking are paid for.
- Authorizing or giving permission to an employee to remove merchandise from the store without paying.
- Serious safety violations.
- Insubordination, such as refusing a supervisors direct order.
- Deliberate misrepresentation or falsification of company records or reports.
- Committing any act of violence, threats or intimidations, fighting or using abusive or profane language on company premises or in your capacity as a representative of our store.

Please keep in mind that Jono ACE Hardware is an at will employer, which means that just as an employee has the right to leave our employ, the company has the right to terminate employment at any time, with or without cause.

### **COMPANY VEHICLES**

Company vehicles are intended for company use only. At no time shall company vehicles be operated for personal use without proper permission. Employees with permission to use a company vehicle for their personal use will be responsible to meet the insurance deductible for any costs or claims resulting from any damage to the vehicle while it is in the employee's custody. The employee is responsible to make sure that the vehicle fuel tank upon returning is equal or more than what it was when it was taken.

### **VENDOR PREMIUMS AND INCENTIVES**

Award, prizes, premiums, incentives, and/or bonuses may be received at trade shows; from suppliers; at company-sponsored events, or from sales representatives for the purchase of merchandise. All incentives are the property of Jono ACE Hardware.

### **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. Smoking is prohibited in or anywhere on Jono ACE hardware's property. This includes snuff or chewing tobacco.

### **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. Employee parking is located in the rear of the store. Please park only in this area. 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 Jono ACE Hardware by non-associates is prohibited. Solicitation or distribution of literature, pamphlets or printed matter of any kind outside of Jono ACE Hardware but on Company property, by associates and/or non-associates is prohibited unless authorized by the store manager.

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 or delivery personnel may carry a cell phone on the sales floor; however, it should be set to vibrate and/or a quiet ring. They should endeavor to leave the sales floor before answering a call and never answer a call while helping a customer. When driving a vehicle on work time, employees 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 anytime while operating any equipment is prohibited. Violation of this policy will be subject to disciplinary action.

## **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. 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 by name, 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; this keeps the store noise to a minimum for the customer.
- Speak to an associate by name and repeat the name twice, for example, 'Jim, line one, Jim.'
- 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 turned up and on a counter (i.e. cash register, refer to headset)
- Speak negatively about a customer over the radio
- 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.
- 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. Only designated cashiers are responsible for counting down cash drawers and replenishing change. Detailed procedures have been established as regards to cash handling. Associates responsible for cash handling will be thoroughly trained on these procedures. 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.

Use of all computers, including email and Internet, proprietary software and programs, voice mail, faxes, copiers, telephones, online services, and all other communication methods and equipment are company property intended for business use only. The company treats all messages sent, received or stored in the system as business messages. Personal uses other than occasional, brief communications with other employees or immediate family members are not permitted without prior authorization this includes (Stocks and reports, sports games and scores, auction listings, local news stories). The company has the capability to access, review, copy and delete, any information sent, received or stored. The company reserves the right to disclose any information it deems appropriate unless prohibited by applicable law. Accordingly, employees should not use the computer system for any messages that they wish to keep private.

Users should treat the computer system with the expectation that messages in the system will be available to the company.

Therefore employees (and anyone who might be contacting employees at work), should be aware that their communications could be seen or heard by others including management personnel. Having a password does not mean that no one else can access those communications and it must be made available to the company before you use it. You should not expect to have any privacy for your use of computers, email, voicemail, telephone, or any other forms of communication. The company reserves the right to monitor, inspect, and disclose them unless prohibited by applicable law.

- 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 Jono 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 Jono ACE Hardware management.
- Improper or unauthorized use, alteration or removal of any master files, tapes, disk and/or printouts or other information proprietary to Jono ACE Hardware.
- Unauthorized removal of company-owned computer equipment or other company property including software from company premises.

## **SOCIAL MEDIA**

Jono 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. Jono 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.

Jono 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 Jono ACE Hardware. Associates must avoid, however, posting information that could harm Jono 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 Jono ACE Hardware to the public in a manner that diminishes its standing within the community. Instead, Associates are responsible for presenting Jono 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 Jono 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 theirs alone and that they do not necessarily reflect the views of Jono ACE Hardware.
- Associates are prohibited from disclosing information on any social media network that is confidential or proprietary to Jono 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 Jono ACE Hardware, or information that may be valuable to a competitor including specific product information or pricing.
- Associates are prohibited from displaying the Jono ACE Hardware logo on any social media network without permission from Jono 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 Jono ACE Hardware premises and property.
- Associates are prohibited from making statements about Jono ACE Hardware, their co-workers, customers, competitors, agents, or partners that could be considered as harassing, threatening, or defamatory in any way.
- Associates are prohibited from acting as a spokesperson for Jono ACE Hardware or posting comments as a representative of the company unless authorized by management.

- 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 Jono 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 Jono 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 Jono 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 Jono ACE Hardware policies, rules, regulations, and guidelines. Jono 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 owner of Jono ACE Hardware know if they encounter incorrect information about Jono ACE Hardware that might randomly appear online. Associates themselves should not attempt to correct any such information that appears online.

## **DIVERSITY**

Jono 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**

Jono 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 Jono 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 Jono 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 Jono 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 two consecutive scheduled working days without calling in which will be considered a voluntary termination.
- Falsifying or destroying any store records such as time records, personnel records, password.
- 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 Jono ACE Hardware policies, procedures, standards or expectations.

Jono ACE Hardware reserves the right to bypass formal steps of discipline based on the situation.

#### **SAFETY PROGRAM AND POLICY:**

Jono ACE Hardware is committed to providing a healthy and safe environment for employees and customers, and we abide by all applicable Federal, State, and Local laws and standards. The company wants to foster good, safe work habits into every aspect of our company activity. Whether at the store or on the jobsite, prevent unsafe acts and anticipate potential hazards. Working in an unsafe manner or in a hazardous condition can be counter-productive.

All employees of this company shall follow these safe practice rules, render every possible aid to safe operations, and report all unsafe conditions or practices to a supervisor or manager.

- Managers shall insist that employees observe and obey every rule, regulation, and order necessary to the safe conduct of the work and take such actions necessary to obtain compliance.
- The company's drug and alcohol policy is in affect during work hours, on company property or while performing company business at any location. Any deviation from this policy may be cause for immediate termination.
- Horseplay and other activities that tend to endanger the safety or well-being of employees are prohibited.
- Work shall be well planned and supervised to prevent injuries when working with equipment and handling heavy materials. When lifting heavy objects, employees should bend their knees and use the large muscles of their legs instead of the small muscles of the back. Back injuries are the most frequent and often the most persistent and painful type of workplace injury.
- All injuries shall be promptly reported to management so that arrangement can be made for first aid treatment. Of course, if needed, 911 should be called immediately. First aid supplies are located in various areas of the store. Fire extinguishers are located throughout the facility.

### **DRUG AND ALCOHOL USE**

Jono 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 Jono 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. All new hire associates may be required to take a drug test once a job offer has been extended. Associates who unlawfully are in violation of Jono ACE Hardware's policy and report to work unfit for duty due to alcohol and/or drug abuse, use, distribute or possess alcohol, prohibited drugs, or controlled substances, or abuse over-the-counter or prescription drugs defined as usage in amounts greater than those prescribed by the doctor or greater than that recommended by the manufacturer, while on store time or store property, will be subject to discharge.

NOTE: In addition to administrative action, the matter may be referred to law enforcement authorities for arrest and prosecution.

Associates are also 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 Jono 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 Jono 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 store owner and a complete investigation will be conducted.

Reports and investigations of harassment contain sensitive information. Jono 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 Jono 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 and coat racks have been provided in the break room 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.

Each associate is assigned a company locker for his/her use. Jono ACE Hardware reserves the right to inspect lockers, at any time and with or without an associate's permission.

Additionally, Jono 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.

## Section D: Benefits

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### INTRODUCTION

Currently, Jono ACE Hardware does not have a set health insurance plan to offer its employees

### MERCHANDISE DISCOUNT

All employees, regardless of employee category, are eligible for employee discounts while they are actively employed. This benefit begins on the employee's hire date. The employee discount is replacement cost plus 20% on all eligible purchases and will be applied with the following guidelines:

- Employees will receive the best price to which they are entitled. If the selling price is better than the discounted price, the employee will be charged the selling price.
- Generic SKU's, such as HIL and SER, will have a discount of 20% below retail.
- Employees may use rental items at no-cost. However, paying customers have priority. Please be respectful with using equipment (I.E. returning in a timely fashion, a clean machine, and fuel use).
- There may also be items that are deemed "non-discountable" by the store (I.E. Sharpening, repairs, and window/screening repairs)
- The employee's cost for used merchandise and rental items for sale will be based on the evaluation of each item, which will be done by management.
- All items must be for the personal use of the employee, spouse, parents and children (living in your home.) At no time may items be purchased at discount for relatives, friends, or self-supporting children. Product cannot be purchased for resale or business purposes. Individual employees will risk losing their discount and will receive disciplinary action if we become aware that this benefit is being used improperly or otherwise abused.
- All employee purchases must be handled through another employee. At no time is it permissible for an employee to process his/her own purchase transactions.
- It is highly recommended that employees ALWAYS use their employee number (in-house account with rewards number) in every transaction that is for their own personal use. This will ensure that the employee receives the appropriate employee pricing and will create a permanent computer record of the transaction if any question should arise.

### VACATION

Jono ACE Hardware, provides a vacation plan for full-time and part-time employees. The vacation year is the annual period starting on January 1 and ending on December 31.

The schedule below is effective January 1, 2017. Employees eligible for part-time vacation will receive one half the full-time allowances below:

Less than 1 year .....	See below
More than 1 year but less than 2 years .....	1 week
More than 2 years but less than 8 years .....	2 weeks
More than 8 years but less than 20 years .....	3 weeks
More than 20 years .....	4 weeks

An employee's vacation allowance will be based on the number of hours worked in the prior year and their years of service. The calculation for hours worked will include actual worked hours as well as non-worked hours for which an employee has been paid. Employees who have worked at least 2000 hours will earn the

fulltime allowance. Employees who have worked less than 2000 hours but at least 1200 hours will earn the part time allowance. No vacation will be earned if the employee works less than 1200 hours in a year. This will apply to employees who transfer status mid-year, moving from full time to part time or vice versa. An employee's vacation allowance will be calculated using their previous year's hours worked. Eligibility is based off of employees hire date.

Seasonal employees are not eligible for vacation benefits, regardless of the number of hours worked.

Vacation hours will be "use it or lose it". However, to assist employees and supervisors in managing time off, employees will be permitted to carry over up to one week of vacation into the new calendar year. Any carry over must be used by the last day of February or it will be forfeited. Any employee who earns vacation may carry over hours if necessary.

All vacation will be paid at the employees' base rate.

Jono ACE Hardware wants each employee to have the freedom to take vacation time as they choose. However, an employee's time off must be approved by their manager and schedule in advance. When an employee has determined their vacation time they should schedule it with their manager. The number of employees who can be granted vacation in a particular period may be limited. Preference will generally be given by earliest request and then seniority. There may be certain times of year that no vacation or limited vacation time will be granted. Employees should schedule their vacation time as soon as possible prior to the time they want off.

### **HOLIDAYS**

The following six holidays are granted by the business with pay each year:

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

Each fulltime employee will receive 8 hours at their base hourly rate as holiday pay. Paid holidays will not count toward hours worked to calculate weekly overtime. For payroll purposes holidays that fall on Sunday will receive their holiday on the following Monday. The business reserves the option to grant exception in the administration of this policy.

There may be occasion when employees will be required to work partial hours on a working holiday. If that happens, Full-time, part-time, and seasonal employees who are paid hourly will be paid double time.

### **MEDICAL LEAVE**

Jono 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 5 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 the Management at least 14 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 Jono 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 Jono 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 Jono 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 Jono 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 Jono ACE Hardware will assume that the associate has voluntarily resigned.

### **FAMILY LEAVE**

Associates with over 1200 hours worked in the last 12 months may be eligible for up to 12 weeks of unpaid job protected leave, under federal law (Family Medical Leave Act), for certain family and medical reasons such as:

- To care for associate's child after birth, placement for adoption or foster care.
- To care for associate's spouse, son, daughter or parent who has a serious health condition.
- For a serious health condition that makes the associate himself/herself unable to perform his/her job.

In addition to federal FMLA requirements, several states also have family medical leave laws/regulations which may apply.

For both Jono ACE Hardware and the associate, FMLA requirements, responsibilities and obligations are spelled out in federal and state law (if applicable). An associate granted FMLA leave of absence will remain eligible (if a participant) for our medical/dental plans if the appropriate associate premiums are paid on a timely basis according to law/policies governing such payments.

## **MILITARY LEAVE**

Jono 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, Jono ACE Hardware will assume that the associate has resigned.

Further information or questions about military leave should be directed to Management.

## **BEREAVEMENT**

Upon completion of 1 year of actual active employment, full-time non-exempt associates will receive paid time off for the purpose of attending funeral services without suffering a loss of straight-time pay (to the extent said day(s) fall on the associates normally scheduled workday(s), from the day of death until and including the day of the funeral, not to exceed 3 working days, in the case of the immediate family. Immediate family includes spouse, child, parent or sibling.

## **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.

### **ADDITIONAL EMPLOYEE PERKS**

Jono Ace Hardware also offers the following additional perks for all employees.

- **Lunch provided every Saturday**
- **Snacks / refreshments available in break room**
- **Christmas banquet with bonuses, door prizes, and gifts.**
- **Employee recognition clothing – 5 yr., 10 yr. 15 yr. etc. of employee service**
- **Occasional employee picnics, outings, and parties.**
- **Monthly bonuses include:**
  - **Ace reward signup - \$.50 each**
  - **Approved Ace Visa signups - \$5.00 each**
  - **Special order for non-stocked Ace items - \$1.00 each**

## Store Information

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STORE HOURS: *MON – FRI 7 – 7, SATURDAY 7 – 4, CLOSED SUNDAY*

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STORE ADDRESS: *10781 ALLENTOWN BLVD., JONESTOWN, PA 17038*

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STORE PHONE NUMBER: *717-865-5060 -- FAX 717-865-2278*

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OWNER -- *JONATHAN LEHMAN – 717-269-0105*

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STORE MANAGERS NAME:

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PHONE NUMBER:

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ASSISTANT MANAGERS NAME:

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PHONE NUMBER:

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ACE DISTRICT MANAGERS NAME: *JIM BURKHOLDER*

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CELL PHONE NUMBER: *484-225-0311*

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## Associate Handbook Receipt

\_\_\_\_\_  
Print Name

I acknowledge receipt of my personal copy of Jono 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 Jono ACE Hardware store 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.

\_\_\_\_\_  
Associate Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date