

DITTA ACE HARDWARE ASSOCIATE HANDBOOK

Ditta Ace Hardware
320 E Highland Drive
Jonesboro, AR 72401
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Section A: Culture

INTRODUCTION

We want to welcome you to the Ditta 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 Ditta 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 Ditta Ace Hardware has the right to do the same.

Ditta 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.

Owners – Vic Ditta, Anthony Ditta, Debra Ditta, Anna Ditta, Ashley Ditta

STORE MANAGER

_____ PHONE NUMBER _____

HISTORY

Ditta Ace Hardware was started in 2020, we are affiliated with Ace Hardware Corporation based in Oak Brook, IL which is a retailer-owned hardware wholesaler that began operation in 1924. Ditta Ace Hardware is the newest addition to Ditta Enterprises, Incorporated.

MISSION STATEMENT

Ditta Ace Hardware supplies the best products to our community with friendly, supportive, and knowledgeable store associates.

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 to Management.
- 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 in the break 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 Ditta 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

Ditta 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 your supervisor or management.

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

IMMIGRATION REFORM AND CONTROL ACT

Ditta 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)

Ditta 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 Ditta Ace Hardware. Consequently, both you and Ditta 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 Ditta Ace Hardware unless it is specifically modified by an express written agreement signed by you and management. This employment at will relationship may not be modified by any oral or implied agreement.

SEPARATION OF EMPLOYMENT

Ditta 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

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. This formal performance evaluation is conducted by the supervisor. 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.

WAGE AND SALARY ADMINISTRATION

Ditta 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 Thursday thru Wednesday.

Our pay period is Weekly, our payday is 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 Management or your direct supervisor.

STANDARDS

Each Ditta 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 vest with a plain white polo (or t-shirt) underneath should be worn by all associates. Other appropriate solid colored shirts allowed are black, tan and red. No tank tops, t-shirts with slogans, or revealing/tight fitting shirts are allowed.
- A red Ace collared shirt or polo should be worn by management.

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 (not for management associates). They must be denim, black or khaki and not more than two inches above 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. 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 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.
- Tattoos and body piercing (other than earrings) should be discreet and non-offensive.
- Only Ace hats may be worn, and should be faced forward and straight.

Company Provided Items

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

- Ace vest
- 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 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 posted in the breakroom. 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 5 minutes before the start of your shift and clock out no more than 5 minutes after the end of your shift unless authorized by you 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.

REST AND MEAL PERIODS

Rest and meal periods are scheduled by your supervisor or manager. During a typical eight hour work shift, Ditta Ace Hardware provides 2- 15 minute breaks and an unpaid 30 minute meal period. During a typical four hour work shift, Ditta Ace Hardware provides 1 – 15 minute 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.

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.

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. 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 Ditta Ace Hardware by non-associates is prohibited. Solicitation or distribution of literature, pamphlets or printed matter of any kind outside of Ditta 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 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 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, 'Bob, line one, Bob.'
- 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 results 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. Detailed procedures have been established as regards 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.

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 Store Manager.

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

SOCIAL MEDIA

Ditta 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. Ditta 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.

Ditta 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 Ditta Ace Hardware. Associates must avoid, however, posting information that could harm Ditta 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 Ditta Ace Hardware to the public in a manner that diminishes its standing within the community. Instead, Associates are responsible for presenting Ditta 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 Ditta 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 their's alone and that they do not necessarily reflect the views of Ditta Ace Hardware.
- Associates are prohibited from disclosing information on any social media network that is confidential or proprietary to Ditta 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 Ditta Ace Hardware, or information that may be valuable to a competitor including specific product information or pricing.
- Associates are prohibited from displaying the Ditta Ace Hardware logo on any social media network without permission from Ditta 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 Ditta Ace Hardware premises and property.
- Associates are prohibited from making statements about Ditta 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 Ditta 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 Ditta 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 Ditta 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 Ditta 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 Ditta Ace Hardware policies, rules, regulations, and guidelines. Ditta 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 Ditta Ace Hardware know if they encounter incorrect information about Ditta Ace Hardware that might randomly appear online. Associates themselves should not attempt to correct any such information that appears online.

DIVERSITY

Ditta 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

Ditta 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 Ditta 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 Ditta Ace Hardware does not tolerate. Any associate found to be, or suspected 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 Ditta 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.
- 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 Ditta Ace Hardware policies, procedures, standards or expectations.

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

DRUG AND ALCOHOL USE

Ditta 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 Ditta 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 will be required to take a drug test once a job offer has been extended but prior to their first day of employment. Associates who unlawfully and/or in violation of Ditta Ace Hardware policy 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 Ditta 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 Ditta 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. Associates can contact management.

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 management and a complete investigation will be conducted.

Reports and investigations of harassment contain sensitive information. Ditta 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 Ditta 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. Associates will be provided with a lock for his/her locker. Ditta Ace Hardware reserves the right to inspect lockers, at any time and with or without an associate's permission.

Additionally, Ditta 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

INTRODUCTION

In addition to your paycheck, Ditta Ace Hardware offers the following benefits Medical, Dental and Life Insurance. A newly hired associate will qualify for our health, dental, and/or life insurance plans after completion of 60 full time days of employment. Our company offers a Simple IRA retirement plan that matches up to 3%. All full time associates will be eligible to enroll in our Simple IRA plan after the completion of 12 consecutive months of service.

VACATION

All full-time associates working 130 hours a month will earn 1 week of paid vacation per year after completing 1 year of service. An additional vacation time of 1 week per year (2 weeks per year) will be earned after completing 5 years additional continuous years of full-time service.

Vacations of a full week or more are to be scheduled and approved, a minimum of 1 month for a mutually agreeable time, subject to business needs. Vacation approvals during high volume sales periods such as between Thanksgiving and Christmas, and the month of May, will be severely limited. 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 6 Weeks of actual active full-time employment, full-time associates are eligible for a paid holiday benefit for the following holidays:

- New Years Memorial Day
- 4th of July Labor Day
- Thanksgiving Day Christmas Day

To qualify for holiday pay, you must work your scheduled workday before the holiday and your next scheduled workday after the holiday. Please note that the regular scheduled day before and the regular scheduled day after do not have to be consecutive (the actual day before and the day after) to the holiday. Time off requests for the regularly scheduled day before or the regularly scheduled day after a holiday must be submitted in Deputy at least 30 days in advance and have supervisor approval to get Holiday Pay. Paid Holidays are only the Company Holidays listed in the Handbook.

Holiday pay will be paid according to the following schedule:

- Full-time hourly employees not scheduled to work (and do not work) on the specified holiday will receive 8 hours of holiday pay at their regular hourly rate.
- ALL (full-time & part-time) hourly employees scheduled to work on the specified holiday and who work their entire scheduled shifts all 3 days, including the scheduled day before and after, will receive Time-and-a-half pay for the number of hours worked on the actual holiday. Full-time employees who work on the actual specified holiday will NOT receive any additional holiday pay at the regular hourly rate. *(Revised 6/12/2024)*

PERSONAL DAYS

Personal days are designed for associates to take time away from work for reasons related/unrelated to illness, doctor appointments. Ditta Ace Hardware provides all full-time (130hrs a month) associate 2 hours per month after 90 days. Associates may carry over a maximum of 24 hours at the end of their anniversary year. Please understand that any unused Personal hours above 24 will not be carried over or paid out at the end of each anniversary year.

SCHOOL VISITATION

Ditta Ace Hardware recognizes the value of parental involvement in children's education. For this reason, Ditta Ace Hardware provides associates who are parents, guardians or custodians of children in licensed day care facilities or kindergarten through grade 12, unpaid time off for the purpose of school visits. Parental leave for school visits allows associates to participate in activities sponsored, approved or supervised by the school or daycare, such as parent/teacher conferences or field trips.

To be eligible for school visitation, associates must have worked a minimum of 3 continuous months and be scheduled to work an average of at least 30 hours per week during these months.

Associates may request up to 8 hours of parental leave for school visits within any school year. Any available paid leave may be substituted for unpaid leave for school visits. Associates must provide their immediate supervisors reasonable advance notice of the need for parental leave for school visits. Upon return from the leave, associates may be asked to provide documentation to Ditta Ace Hardware from the school verifying the date and time of the visit. For more information or questions associates should contact management.

MEDICAL LEAVE

Ditta 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 their supervisor or 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 Ditta 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 Ditta 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 Ditta 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 Ditta 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, Ditta Ace Hardware will assume that the associate has voluntarily resigned.

FAMILY LEAVE

Associates with over 1,250 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 Ditta 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

Ditta 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, Ditta 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 90 days of actual active employment, full-time non-exempt associates will receive paid time off of 1 day (8 hours) 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). This includes immediate family only.

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.

Store Information

STORE HOURS: 7AM- 7PM MONDAY- FRIDAY, 8AM-6PM SATURDAY, 9AM- 5PM SUNDAY

STORE ADDRESS: 320 EAST HIGHLAND DRIVE, JONESBORO AR 72401

STORE PHONE NUMBER: 870-336-4223(4ACE)

STORE MANAGERS NAME:

PHONE NUMBER:

ASSISTANT MANAGERS NAME:

PHONE NUMBER:

IN CASE OF EMERGENCY ONLY NAME: ANTHONY DITTA

PHONE NUMBER: 870-243-3232

Associate Handbook Receipt

Print Name

I acknowledge receipt of my personal copy of Ditta 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 Ditta 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.

Associate Signature

Date

Manager Signature

Date