



# Employee Guide



## **Equal Opportunity Employment**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Depot will be based on merit, qualifications, abilities and performance.

The Depot does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristics protected by law.

## **Immigration Law Compliance**

The Depot is committed to employing only United States citizens and aliens who are authorized to work in the United States. The Depot does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

## **Introductory Period**

The Introductory Period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Depot uses this period to evaluate employee performance, commitment to customer service, and adherence to the policies and guidelines of the organization. Either the employee or The Depot may end the employment relationship at-will at any time during or after the Introductory Period, with or without cause. Proper etiquette for terminating employment is two weeks notice.

Any significant absence will automatically extend an Introductory Period by the length of the absence. If The Depot determines that the designated Introductory Period does not allow sufficient time to thoroughly evaluate the employee's performance, the Introductory Period may be extended for a specified period.

At The Depot, we hire all employees with the expectation of a successful employment partnership. In the event that an employee's performance or conduct is not meeting our standards for performance within the first 90 days, their supervisor/manager will work closely with the employee on ensuring the performance

expectations are clear and you receive the appropriate training. However, as the employee in their first 90 days has not yet established a history of performance or conduct with us, we do apply a separate progressive discipline guideline during the first 90 days of an employee's tenure. During the Introductory Period, employees will be subject to the "First 90 days progressive disciplinary process" as outlined under the Attendance section of this employee guide.

During the Introductory Period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular or full-time employees, they may also be eligible for other benefits.

### **Personal Data Changes**

It is the responsibility of each employee to promptly notify The Depot of any changes in personal data. Changes in your name, personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, driver's license status, educational accomplishments and other pertinent items should be accurate and current at all times.

### **Payroll Tracking**

Federal and state laws require The Depot to keep an accurate record of time worked. Accurately recording time worked is the responsibility of every employee. Time worked is all the time actually spent on the job performing assigned duties and does not include any time spent on the premises of The Depot where assigned duties are not being performed.

Employees are to accurately record the time they begin and end their work. They are to also record the beginning and ending time of any split shift or departure from work for personal reasons.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action up to and including termination.

Employees are to report to work and clock-in no more than seven minutes prior to their scheduled starting time and are not to stay or clock-out more than seven minutes after their scheduled stop time without expressed, prior authorization from their supervisor or manager.

All employees are to be in uniform, have their coats and personal effects put away, and have their meal eaten before clock-in time.

All employees are to be ready to work at their work station at the designated work start time. Employees will be considered tardy, and subject to the points outlined in the Attendance guideline, for clocking in 3 minutes or greater beyond their designated start time.

All employees must clock-out before changing from their uniform, gathering personal effects or visiting.

Time clock Calculation:

All time will be rounded to the nearest quarter-hour interval closest to the actual clock-in time. For example, if an employee clocks in or out at 1:57, the time on their paystub will reflect a 2:00 clock time.

### **Overtime & Holiday Pay**

When an hourly employee is authorized to work more than 40 hours in one week, the employee will be paid for any hours worked in excess of 40 hours at 1.5 times their normal pay rate.

Holidays are New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day and employees working on these holidays will receive pay at 1.5 times their normal pay rate.

### **Pay Deductions**

The Depot is required by federal and state law to make certain deductions from employee's compensation. Among these deductions are federal and state income taxes. The Depot also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base."

The Depot matches the amount of Social Security taxes paid by each employee.

The Depot offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

The Depot will comply with court ordered actions that require either voluntary or involuntary deductions from an employee's wages. There will be a \$2 fee charged by The Depot for these deductions per pay period.

Any employee charges will be deducted from Net Pay.

### **Paydays**

All employees are paid bi-weekly, every other Friday.

Each paycheck will include earnings for all work performed through the end of the previous payroll period. Our paydays lag our pay period ending date by 5 days. The pay you receive on Friday is for the payroll period ending on Sunday of the prior week.

Direct deposit is required.

All proper federal and state required employment forms must be filled out in their entirety in order to receive the first paycheck. Forms must be to the Payroll Department by Tuesday in order to receive a paycheck by Friday. Otherwise, the employees pay will be included on the following pay period.

When an employee separates from The Depot for any reason, a termination paycheck will be issued after all keys and uniforms are returned and any other outstanding issues are resolved. The Depot reserves the right to withhold a paycheck indefinitely if issues are not resolved.

### **Pay Advances**

The Depot does not advance pay to employees regardless of circumstances. Any employees that choose to charge items during their shifts will not receive employee discounts and the total amount will be withheld from their paycheck.

### **Outside Employment**

Outside employment which does not affect your attendance, efficiency, or reputation in the community or the reputation of The Depot is permitted.

No employee may accept employment that might constitute a conflict or the appearance of a conflict with the interests of The Depot.

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Employees are responsible at the time of hire and throughout the course of employment to disclose any interests they or any relative or associates have which might constitute a conflict with the interests of The Depot.

### **Attendance**

Our expectation of attendance is simple: we expect you to report to work on time for every shift you are scheduled to work. While we realize that issues do arise from time to time that may prevent you from reporting to work as scheduled, it is not possible for employees to be excessively absent and maintain high performance in their jobs. Excessive absenteeism, no matter what the reason, impacts customers who must wait longer for service and co-workers who must take on the extra work.

To account for the rare circumstance where you are not able to be at work during your scheduled time, we have established the following guidelines. These guidelines apply to both full-time and part-time employees.

If an employee is to miss a scheduled shift for any reason, the employee must call the Store Manager at least 3 hours before the scheduled shift. This must be done for each day missed. The employee is required to find their own suitable replacement.

\*\*\* A text message will not be an acceptable call in. You must place a phone call.

When an employee calls they are to be prepared to give the following information:

- Name
- Date
- Time
- Scheduled start time
- Reason for absence or tardiness
- When the employee expects to return to work

Failure to follow proper call-in procedures for unscheduled absences may be grounds for disciplinary action up to and including termination.

We have zero tolerance for a no call/no show. If you do not show up for your scheduled shift and you do not call within four hours after the start of your shift it is considered a voluntary resignation. Management reserves the right to review situations on a case-by-case basis.

We will utilize a point-based system to administer our Attendance policy. This system involves assigning a designated number of points to different types of lost time. Points are then accumulated over a twelve-month period. Any of the lost time incidents described below are subject to disciplinary action up to and including termination.

Lost Time Incident Description	Points
One Day Absent (not present for entire shift)	
Monday-Thursday	1
Friday, Saturday, Sunday	2
Holidays and adjacent weekends	2.5
Designated High Volume Days	2.5
Tardy	.5
Leave Early (not at the request of a Manager)	.5
Does not call in prior to 3 hours before shift start time or up to 4 hours after	.5 (in addition to absence)
Completes less than 50% of scheduled shift (arriving late or leaving early)	1

When an employee is absent for three or more consecutive days, the employee may provide documentation that the absence was the result of an illness or injury of the employee or a dependent in their care which prevented the employee from being able to work. The form must be signed by a licensed medical provider or by the employee's direct supervisor. With proper medical documentation, half of the points will be assessed.



An employee must return the medical documentation to HR no later than 7 calendar days following their return to work. Any documentation received following 7 days from the employee's return to work date will not be considered, and full points will be applied for each day missed.

The following progressive disciplinary process will be administered based upon an employee's accumulation of points over a twelve month period.

Number of Points	Progressive Discipline
First 90 Days of Employment	
3 Points	Final Warning/Suspension
5 Points	Termination
Greater than 90 Days of Employment	
4 Points	Written Warning
8 Points	Final Warning/Suspension
10 Points	Termination

If an employee accumulates multiple points based on a single absence which results in their point totals skipping a progressive disciplinary step (e.g. - employee had 4 points, was absent on a holiday and accumulated an additional 2.5 points), they will progress directly to the progressive disciplinary step outlined in the above table.

If an employee is absent on consecutive days which results in their accumulated point total skipping a progressive disciplinary step (e.g. - employee has 3 points, misses two consecutive weekend days resulting in an accumulated point total of 6 points), they will progress directly to the progressive disciplinary step outlined in the above table.

Point totals accumulate over a twelve month period. Point totals are assigned on the date of the last time incident and remain assigned for a twelve month period. One year from the date the point total was assigned they will be removed from the employee's total accumulated points. If an employee is on a progres-

sive disciplinary step at the time their points are removed from their accumulated point total, they will remain on that progressive disciplinary step for the duration of the time period indicated in the progressive disciplinary document and subject to the consequences of an active progressive disciplinary plan.

An employee may elect to take ETO time for an unscheduled absence in order to receive pay for the unscheduled day(s) missed. Points will be applied for any unapproved time missed even if the employee elects to use ETO time.

Points will not be accumulated for any time missed that has been pre-approved by management. These days include:

- Scheduled/Approved ETO time
- FMLA
- Emergency Medical Leave (non-FMLA)
- Bereavement
- Jury/Witness Duty
- Military Time
- Work-related Injuries

### **Break Policy**

Under both Federal and Iowa Labor Laws there are no provisions requiring employers to provide employee break periods during the workday. The Depot realizes the value of its employees and the benefit of break periods throughout the workday. For that reason, The Depot will provide employees with break periods, provided that there is adequate staff to cover the obligations of that employee. Employees will be allowed up to 15 minutes for every 5 hours of consecutive work. Such periods will be counted as paid time and therefore employees must not leave the property and must take their breaks in areas designated for this purpose.

### **Holidays & High Volume Days**

Holidays are New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

High Volume days include, but are not limited to New Year's Eve, Football Bowl Series Game Days, Super Bowl Sunday, Mother's Day Weekend, Father's Day Weekend, College Football Saturdays, High School Homecoming, RAGBRAI, and any weekend days that include a Holiday above.

### **Requests for Time Off**

A request for time off must be submitted two weeks in advance. It is the responsibility of the employee to make sure a submission is received by the appropriate manager. If a time off request falls on any of the above Holidays or High Volume days, 30 days notice is required. The Depot cannot guarantee that your time off request will be granted.

### **Electronic Devices & Cell Phones**

Employees may not have personal cell phones or other electronic communication devices on their person during working hours unless they have specific permission from their immediate supervisor. Cell phones may be kept inside the store in the designated cell phone space. Any employee caught using their cell phone during working hours will be considered as "Leaving Early" and will be subject to a .5 point deduction for each instance.

Computers are the property of The Depot and are not to be used for personal purposes. Any employee caught using computers for personal use during normal working hours will be considered as "Leaving Early" and will be subject to a .5 point deduction for each instance.

### **Smoking and Tobacco Use**

Smoking or the chewing of tobacco in the workplace or on the premises owned or leased by The Depot is prohibited. If an employee requests to smoke or chew it will be done off of the property for no longer than 15 minutes and will be unpaid.

### **Drugs and Alcohol**

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The Depot has a zero tolerance policy for the use or consumption of alcohol and illegal drugs in the workplace and compliance and testing is consistent with the spirit and intent of the Drug Free Workplace Act of 1988.

During the tenure of your employment, you may be subject to random drug and alcohol testing. If any employee tests positive, obstructs the test, or refuses to be tested, their employment will be terminated.

The unlawful manufacture, distribution, dispensing, sale or use of a controlled substance while employed by The Depot is strictly prohibited.

It is prohibited for any employee to report to work with alcohol or drugs in their system. The Depot reserves the right to subject employees to testing if an employee is involved in an incident or personal injury occurrence at work. All employees seeking medical assistance for a work-related injury will be subject to a post-accident drug and alcohol screening. If it is suspected and corroborated by two management personnel that an employee may be under the influence of drugs and/or alcohol the employee will be suspended pending an investigation. If the investigation determines use, the employee is subject to immediate termination.

Any employee taking medications that may impact their job performance should verbally inform their supervisor. No person, other than the one for whom it is prescribed may bring or consume prescription drugs on company premises. Prescription drug use is only allowable to be used in the manner, combination and quantity prescribed.

Any employee who violates the drug and alcohol policy will be subject to disciplinary action, up to and including termination.

### **Harassment**

The Depot is committed to offering employment opportunities based on ability and performance in a productive climate that is free from all forms of harassment, including freedom from anxiety or stress caused by any type of harassment. Accordingly, harassment of any kind by our employees will not be tolerated. The company will protect its employees, to the extent possible, from reported harassment by non-employees within the workplace.

In general, ethnic or racial slurs, jokes and other verbal or physical conduct relating to a person's race, color, creed, sex, sexual orientation, marital status, age, religion, ancestry, national origin and physical or mental disability constitute harassment when they unreasonably interfere with a person's work performance or create a hostile or intimidating work environment.

Sexual harassment has been defined by federal and state regulations as a form of sex discrimination. It can consist of unwelcome sexual advances, requests for sexual favors or other physical and verbal conduct of a sexual nature by managers or others in the workplace.

Sexual Harassment exists when:

- Co-workers (or non-employees, such as vendors, customers and patrons) engage in such conduct, when the conduct unreasonably interferes with an employee's work performance or creates an intimidating, hostile or offensive work environment.
- Supervisory/Management employees make an employee's submission to such conduct either an explicit or implicit term or condition of employment (including hiring, compensation, promotion or retention).
- Submission to or rejection of such conduct is used by members of the supervisory/management team as a basis for employment-related decisions such as promotion, performance evaluation, pay adjustment, discipline, work assignments, etc.

The proper procedure to handle harassment is as follows:

Step 1: If an employee has a complaint about an incident of harassment, he or she should immediately ask the offending party to stop.

Step 2: If the harassment does not immediately cease, the employee should immediately report the matter to his or her supervisor or manager.

Step 3: If the employee's supervisor or manager is not an appropriate person, or if the employee is not satisfied with the way the management employee handled the complaint, the employee should bring the matter to the attention of the owner.

Any employee who reports an incident of sexual or other unlawful discrimination can do so without any fear of reprisal or retaliation. Any management employee who becomes aware of possible sexual or other unlawful discrimination is required to advise the owner immediately upon becoming aware of the possible harassment.

All complaints and reports will be thoroughly investigated and will be treated with the utmost confidence consistent with the resolution of the matter. Personal assistance may be available to individuals who may have been subjected to harassment. If the allegations are found to be true following investigation, appropriate corrective action will be taken, up to and including termination of the offending employees.

### **Progressive Discipline**

The purpose of this policy is to state The Depot's policy on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The Depot's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform and impartial. The primary intent of any disciplinary action is to correct the problem, prevent recurrence and prepare the employee for satisfactory performance in the future.

Although employment with The Depot is based on mutual consent and both the employee and The Depot have the right to terminate employment at will, with or without cause, The Depot may use progressive discipline at its discretion.

Disciplinary action may call for any of three steps:

- First Written Warning
- Final Written Warning/Suspension
- Termination of employment

The application of any of these progressive disciplinary steps will be referred to as a progressive disciplinary plan, or PDP. Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed in progressive order.

The level of consequence applied is dependent on the severity of the behavior and history of previous progressive discipline. There may be circumstances when one or more steps are bypassed. The Depot recognizes that there are certain types of employee problems that are serious enough to justify either a suspension or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

The length of the suspension that corresponds with the Final Written Warning depends on the severity of the behavior and will be made at the discretion of The Depot on a case by case basis. As stated in the Introductory Period section of this Employee Guide, The Depot will apply a separate PDP process during the first 90 days of employment. Should an employee's performance or conduct necessitate the use of the PDP process during the Introductory Period, disciplinary action may call for any two steps:

- Final Written Warning/Suspension
- Termination

As stated previously, the level of consequence applied is dependent on the severity of the behavior, and there may be circumstances when the Final Written Warning is bypassed and immediate termination results.

### **Employee Dress Code & Personal Appearance**

The key to our success lies with our successful interactions with our customers. The manner in which we interact with every customer and the image we project to them creates the customers perceptions of how they view our company. Dress, personal appearance, grooming and personal cleanliness standards are a critical component that significantly affects the image The Depot presents to customers.

Employees are required to present a neat, clean and appropriate appearance and to dress according to the professional requirements of their positions. Employees are expected to report for work in appropriate attire that is freshly laundered each workday.

Each employee will be responsible for purchasing their initial uniforms. A \$15.00 charge will be taken out of each employee's first paycheck. Uniforms may be exchanged or retired by turning them into your supervisor.

Appropriate attire includes:

- Denim jeans or shorts, Khaki pants or shorts, dark jeans, pants, or shorts.
- Shorts must be no more than 4 inches higher than the knee.
- No sweatpants or athletic shorts.
- Sandals and other open-toe shoes are prohibited.
- A Depot uniform shirt is suggested.
- A plain black shirt can be substituted as long as it is appropriately fitting.
- Shirts must be tucked in or long enough to cover your belt.

Employees are expected to adhere to high standards of personal hygiene while at work including, but not limited to, the use of appropriate deodorants, maintaining clean hands and having fingernails appropriately trimmed and clean.

Neatly trimmed facial hair no longer than 1” in length is permitted; otherwise, employees are expected to be clean-shaven when reporting for work.

Hairstyles must be neat in appearance and appropriate for the work environment. Extremes in styling, dying, bleaching or tinting are not permitted.

All employees involved with food handling must have their hair affixed or contained in conformance to State standards and regulations pertaining to food service employees. Specifically, foodservice employees should wear a hat or hair net at all times when handling food.

While on the job, the wearing of excessive or inappropriate jewelry or the inappropriate placement or location of any jewelry on the employee's person shall not be permitted. Management reserves the right to determine on a case-by-case basis what constitutes "excessive", "appropriate" or "inappropriate."

While on the job, the public display of body piercings, other than those in ears, shall be strictly prohibited. Specifically, piercings in eyebrows, noses, lips, tongues and any and all other visible areas are prohibited. No more than one piercing per ear shall be allowed.



An employee tattoo(s) that is offensive (as the company determines in light of common decency and community standards) because of, but not limited to, the tattoo's location, design and/or wording, and, if such tattoo is readily observable while the employee is engaged in job duties, shall not be permitted.

Employees who appear for work in anything other than their prescribed uniform or dress guidelines, are not in conformance to personal hygiene, personal appearance or grooming standards as set forth herein, or as otherwise determined by management to be appropriate, will be sent home and directed to return to work in conformance to standards.

Under such circumstances, employees will not be compensated for the time away from work and will be subject to disciplinary action per our attendance guidelines.

Certain components of the personal appearance and grooming guidelines may be subject to personal interpretation. Management reserves the right to determine on a case-by-case basis what constitutes compliance to this guideline. Should you have any questions as to what constitutes appropriate attire, personal hygiene or personal appearance or grooming standards, please consult your supervisor.

### **Family Co-Workers**

The Depot prohibits more than one immediate family member (siblings, parent/child, grandparent/grandchild, step-parent/step-child, or more than one person that has a common child) from being employed per location. Exceptions can be made at owner's discretion. Immediate family members may be employed at separate locations, scheduled for special events at the same store, or used to fill in at a store where another family member is employed.

### **Visitors In The Workplace**

Restricting unauthorized visitors avoids potential distractions and disturbances, helps maintain security and safety standards, protects against theft and other illegal activity, protects confidential information and safeguards employee welfare.



**Emergency Contacts**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

I \_\_\_\_\_ agree to all of the policies in The Depot Employee Guide.

X \_\_\_\_\_

Date: \_\_\_\_\_