

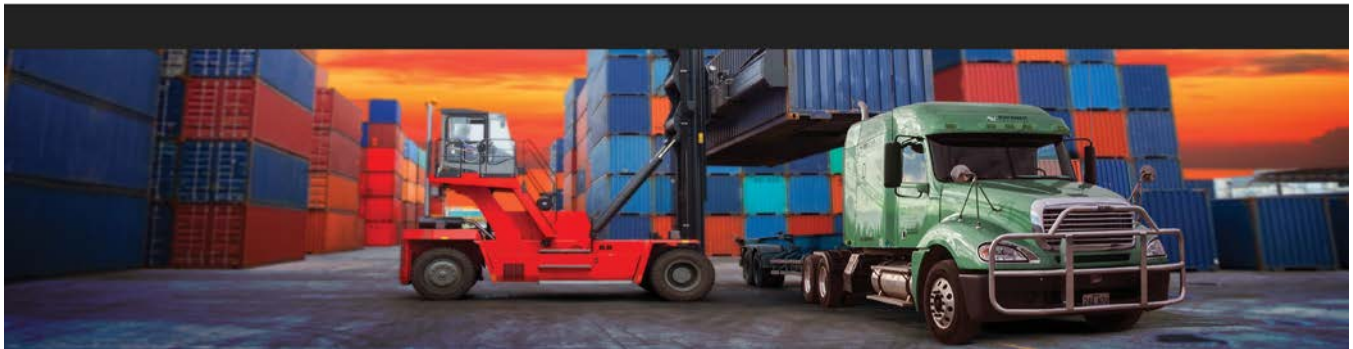
# Logistics Team Member Handbook



**BUCHHEIT**

**LOGISTICS**

MILES BEYOND EXPECTATIONS



## Welcome to Buchheit!

You may hear these words often on your first day of employment at Buchheit. They stem from the enthusiasm and friendliness that mark Buchheit team members. It is a sincere wish on their part that you feel welcome and glad you decided to join our team.

You have been selected for employment with Buchheit after careful screening and consideration. This means your supervisor considers you a very important and valuable asset to our company! We are very proud of the team members employed here. They are a reflection of the policies set forth by our company.

This handbook is for you! It is designed to help you get acquainted with Buchheit and to communicate to you, the essential information you will need during your employment/contract here with us. As you read your handbook, remember the rules and policies set are for your benefit, as well as the company's. Adherence to these rules and policies will help assure you of continued employment/contract and the company, of continued growth.

We hope you will find your job enjoyable as well as challenging, educational and rewarding. We also hope that you will be a member of the Buchheit team for many years to come! Buchheit team members working together make the difference.

Again, Welcome to Buchheit, we're glad you decided to join us!

## Your Company

Buchheit is growing daily. We currently have locations in Missouri, Illinois and Pennsylvania. Such growth can provide you with unlimited job opportunities.

### Retail Division

In our retail divisions, we sell merchandise such as lumber, building materials, hardware, electrical, plumbing, farm, automotive, power equipment, lawn & garden, pet, horse supplies, vet supplies, sporting goods, clothing, house wares and toys. Customers enjoy shopping with us because of our friendly, knowledgeable staff, and our unique shopping atmosphere. Buchheit retail divisions are as follows (store number):

Sparta, IL (6)	Opened in Spring '88
Perryville, MO (7)	Opened in Spring '99
Herculaneum, MO (8)	Opened in Fall '92
Jacksonville, IL (9)	Opened in Spring '94
Jackson, MO (10)	Opened in Spring 2000
Greenville, IL (11)	
Centralia, IL (12)	
House Springs, MO (14)	

## **Distribution Center (DC)**

In our Distribution Center, we bring merchandise into a large warehouse and divide it for the retail locations. Our trucking division then delivers the merchandise to the ordering store.

Distribution Center, Biehle, MO (4)

Established in winter 1992

## **Agricultural Division**

Referred to as the feed mill, Agri started out as a grind and mix operation selling swine, dairy, beef and poultry feeds. Agri is now established as a regional feed manufacturer selling swine, dairy, beef, poultry, ostrich, sheep, goat and pet feeds. We are one of the area's largest fescue (grass seed) processors. Agri also has a retail location that sells the items listed above along with vet and farm supplies.

Agri, Biehle, MO (2)

Founded in 1936

## **Carriage House**

Makes custom kitchen cabinets for our retail stores.

## **Buchheit Metals**

Makes and delivers pre-fab custom metal buildings.

## **Logistics/Trucking Division**

Buchheit Truck Service started with Rudy Buchheit hauling to St Louis and returning to Biehle with merchandise for the retail store. Now our business has expanded to travel all across the United States (primarily in the Midwest) and in Canada with a fleet of 100 plus. We haul raw materials and finished goods. Trucking has its own maintenance shop and office located in Scott City, MO.

Logistics, Scott City, MO

Founded in 1934

## **Corporate Offices**

Our corporate Buying, Accounting, and System Operations are headquartered in offices located in Biehle, MO.

## **CEO (Chief Executive Officer) Advisory Committee**

The CEO Advisory Committee is organized to provide a voice for all team members. There is a representative from each location that fosters communications between team members and the CEO of the company. This committee has an impact on policies, benefits and the direction of the company. The representatives are responsible for working and communicating with the team members from their location and to monitor feedback on council-initiated policies. See your CEO representative for more information.

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## Table of Contents

<b>Welcome to Buchheit!</b> .....	<b>0</b>
<b>Your Company</b> .....	<b>2</b>
Retail Division .....	2
Distribution Center (DC) .....	3
Agricultural Division .....	3
Logistics/Trucking Division .....	3
Corporate Offices .....	3
CEO (Chief Executive Officer) Advisory Committee .....	3
<b>Table of Contents</b> .....	<b>4</b>
<b>Introduction</b> .....	<b>7</b>
<b>Purpose of Handbook</b> .....	<b>7</b>
<b>The Buchheit Story</b> .....	<b>7</b>
<b>Customer Relations</b> .....	<b>8</b>
<b>Buchheit Logistics, Our Promise</b> .....	<b>8</b>
<b>A Letter from Rudy</b> .....	<b>9</b>
<b>Mission, Vision, Values</b> .....	<b>10</b>
<b>Corporate Policies</b> .....	<b>11</b>
Employment Categories .....	12
Employment Applications.....	13
Employment Reference Checks .....	13
Equal Employment Opportunity .....	13
Americans with Disabilities Act .....	13
Disability Accommodation .....	14
Drug and Alcohol Use.....	15
Drug Testing .....	16
Team Member Medical Examinations .....	16
Immigration Law Compliance .....	18
Introductory Period .....	18
Business Ethics and Conduct .....	19
Team Member Relations .....	20
Personal Relationships in the Workplace .....	20
Conflicts of Interest.....	21
Outside Employment.....	21
Non-Disclosure .....	22
Access to Personnel Files.....	22
Personnel Data Changes.....	23
Performance Evaluations .....	23
Personal Appearance .....	23
Wage Administration .....	25
Timekeeping .....	25
Paydays .....	26
Administrative Pay Corrections .....	26



---

Pay Deductions and Setoffs .....	26
Work Schedules .....	27
Break and Meal Periods .....	27
Overtime .....	27
Attendance and Punctuality .....	28
Breakroom.....	29
Parking .....	29
Smoking.....	29
Use of Equipment and Vehicles.....	29
Business Travel Expenses.....	30
Visitors in The Workplace.....	31
Security Inspections .....	31
Solicitation/Bulletin Boards.....	32
Collections of Money.....	32
Recycling .....	32
Continuous Improvement Program.....	33
Workplace Etiquette.....	34
Social Media Etiquette.....	35
Computer and Email Usage .....	36
Internet Usage .....	36
Workplace Monitoring.....	28
Use of Phone and Mail Systems .....	28
Cell Phone Usage.....	39
Personal Identifiable Information Policy (PII).....	39
Team Member Conduct and Work Rules .....	41
Problem Solving Process .....	42
Open Door Policy.....	42
Progressive Discipline .....	42
Problem Resolution.....	43
Safety .....	44
Workplace Violence Prevention .....	45
Unlawful Harassment and Discrimination.....	46
Team Member Responsibilities: .....	48
Responsibilities for Reporting Harassment or Discrimination:.....	48
Return of Company Property .....	49
Resignation .....	50
Employment Termination .....	50
Termination Date .....	50
Re-Hire Policy.....	51
<b>Employee Benefits .....</b>	<b>52</b>
Vacation Benefits.....	53
Unpaid Time Off Policy.....	54
Holidays .....	55
Workers' Compensation Insurance.....	55
Time Off to Vote.....	57
Bereavement Leave.....	57

---

Jury Duty.....	58
Witness Duty.....	58
Military Reserve Leave .....	59
Sickness.....	59
Life-Threatening Illnesses in The Workplace.....	59
Leaves of Absence .....	58
Family and Medical Leave of Absence (FMLA) .....	60
Family and Medical Leave Policy.....	61
Return to Work Post-Employment Testing.....	67
Health Insurance .....	68
Benefits Continuation (COBRA).....	68
Life Insurance.....	69
Short-Term Disability .....	69
Long-Term Disability.....	70
Critical Illness Insurance.....	70
Cancer Insurance.....	70
401(k) Savings Plan .....	70
Employee Assistance Program.....	71
Flexible Spending Account (FSA).....	71
Team Member Discounts .....	72
Retail Store Discount Program .....	73
Competitive Price Match .....	73
Special Orders .....	74
Non-Stocked SKUs.....	74
Team Member Project Bid Pricing .....	74
Team Member Shop Days.....	74
Boot Benefit Program .....	75

## **Introduction**

This handbook is designed to acquaint you with Buchheit and provide you with information about working conditions, team member benefits, and some of the policies that affect you.

You should read, understand, and comply with all provisions of the Handbook. The Handbook describes many of your responsibilities as a team member and outlines the programs we have developed to benefit our team members. One of our objectives at Buchheit is to provide a work environment that is conducive to both personal and professional growth.

No team member handbook can anticipate every circumstance or question about every one of our policies. Further, there may be situations where the need arises for us to revise, add, or cancel policies. Therefore, Buchheit reserves the right to add new policies, and to change or cancel existing policies at any time. The only exception is that our employment-at-will policy will not be changed or cancelled. The employment-at-will policy permits you or Buchheit to end the employment relationship at any time for any reason. We will notify you of any changes to the Handbook as they occur.

## **Purpose of Handbook**

The contents of this handbook are not intended to create a contract between Buchheit and any or all of its team members. Rather, this handbook is provided only for the purpose of providing general information about the company and its policies.

Buchheit reserves the right to modify, revoke, suspend, terminate or change any or all such plans, policies or procedures, in whole or in part, anytime with or without notice. Nothing herein is intended to create any type of contract or guarantee of continued employment. Your employment with Buchheit is at will and may be discontinued with or without reason, with or without advance notice.

## **The Buchheit Story**

In 1934, in the midst of the Great Depression, Rudy Buchheit started hauling livestock to market for local farmers. No superhighways, no GPS units – just Rudy, his truck, and his determination to feed his family.

To make the most of each trip, Rudy began hauling goods back on his return trip. Turned out folks back home had a hard time laying hands on such merchandise. So, Rudy's efforts were an immediate hit, and Buchheit Trucking was born.

Several million miles later, Buchheit has become the #1 independent logistics corporation in the region with a network connecting continents around the globe.

The Buchheit name is also known as a trustworthy source for agricultural supplies. Buchheit retail stores offer a wide variety of home and farm products across the Midwest.

Yet in spite of our success, we've never forgotten the simple principles that drove Rudy back in 1934: get it there on time, get it there in good condition, and get it there for a fair price. We call it "**Rudy's way**." And no matter how much farther down the road we go, we'll never lose sight of it.



## **Customer Relations**

Customers are Buchheit's most valuable assets. Each team member represents Buchheit to our Customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge us by how they are treated each time they have contact with us. Therefore, one of our top business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers. This applies to internal, as well as external, customers.

Buchheit will provide customer relations and services training to all team members who have extensive customer contact. If a customer wishes to make a specific comment or complaint, you should direct that person to the Manager on Duty for appropriate action. Remember that your contacts with the public in person, over the telephone, and through all your communications reflect, not only on you, but on Buchheit as a whole. Positive customer relations will not only enhance the public's image of Buchheit, but also pay off in greater customer loyalty and increased sales and profit.

### **Buchheit Logistics, Our Promise**

At Buchheit, we understand our customers have a choice when it comes to a logistics partner. And we understand just how much they have riding on their decision. That's why we make this promise to our customers: Each and every day we commit to their success. From the first mile to the last, we will stand with them to ensure that their products are cared for and delivered to their intended destination on time, as promised. And, if for any reason they are ever dissatisfied, we will spare no effort to make it right.

Thanks for allowing us to serve our customers.

Sincerely,  
*The Buchheit Logistics Team*

## A Letter from Rudy

I am pleased that you have decided to join us here at Buchheit! A lot of hard work and long hours have been put into our business to make it what it is today. I hope that you take the kind of pride in your job at Buchheit as my family, fellow team members, and myself have taken through the years. We have worked together as a close team for many years, and that has made us what we are today.

I would like to tell you a little about what it was like when I started Buchheit and how it evolved into what it is today. In 1934, the depression years, I was driving a truck, hauling livestock, gravel, hay, lumber, and whatever type of loads I could get. This meant loading and unloading the truck by myself and scooping gravel from the creek beds. I felt fortunate to have an eighth-grade education during these times. After two years of hauling, the building in which the original store stood was for sale. I did not have the money to buy it, and it belonged to an estate, so the people who owned it financed the building for me. They trusted that I would pay for it, so I did not have to make a down payment. My monthly payments were \$25.

My father-in-law furnished \$200 for the first merchandise that I bought. I paid him back by hauling cattle to market. Some of my first inventory included 50-gallon barrels of salted herring, 25-lb. and 50-lb. bags of flour, 100-lb. bags of sugar, and 280-lb. barrels of salt, and 100-lb. bags of beans. We had coffee that we weighed and ground by hand. There was also rice and prunes sold in bulk. Later, I sold feed in floral print bags. Ladies would come in on Sundays after church and pick out their favorite print, which they would use to sew clothes for themselves and their children. I can recall several people walking as far as five miles to trade with me. They would carry baskets full of eggs that I would buy. In return, they would fill their baskets with goods they bought from me.

Back then, personalized service meant a lot to my customers, as it still does today. Since there was no advertising, the quality of service was the best way to keep my customers loyal. By word of mouth, people began to learn of my business here.

In the beginning, I lived in the top of the store. In winter, it would get so cold, the soda bottles would freeze. In the summer, we would open the doors to the stores for a breeze. However, outside was a dirt road, and the dust was so bad, it was almost better to leave the doors shut.

I didn't have many employees - one or two. Many days, I would run the cash register, load customers in the yard, and talk to salespeople. Things would get kind of hectic. During the evenings, I would still haul livestock to St. Louis, rent a bed in a rooming house to sleep for a few hours, and come back home. I worked many 24-hour days.

A salesperson would call me every two weeks. I would order my supplies and would have to pay cash for what I needed right then. When people would ask for an item, I would try to get it in stock. By filling my customers' needs, I built my inventory up to a business with a reputation that, "we have everything you need."

If you have noticed, our emblem is a wagon wheel. This represents how teamwork is necessary for progress. The hub, or the center of the wheel, can be viewed as team members pulling together to get things done, just as the hub holds the spokes together so the wheel can be put into motion. If one spoke is missing, the wheel cannot work. The same is true for our business. If someone does not contribute as a team member, our business cannot work. With teamwork, it is difficult to run a business today; however, without teamwork, it is IMPOSSIBLE and will surely fail. The 11 spokes in this wheel represent each of my children.

Until the early 1960s, I never took a salary: all the profits went back into the business. I have 11 children. Putting food on the table often meant using the outdated groceries from the store. When I think back, it seemed to be pretty hard work at times, and you didn't have much time for yourself. But, I would not have done it if I didn't enjoy it.

When my children were big enough to start helping out, they were a big help! With their new ideas, things just seemed to keep growing. We began to buy a little grain and things in other areas. Our trucking operation expanded to meet our needs, and today, we are still servicing our customers with a fleet. The feed division has come a long way from the floral print bags. We now manufacture Premium Brand feeds for the surrounding communities and other custom feeds for a distribution network.

In running this business, I have learned many things. One is that mistakes will be made. I feel that it is important to correct these mistakes as they arise and to take care of our customers.

Our family has worked by this motto, which has turned into our business motto:

**Rule #1: The customer is always right.**

**Rule #2: When in doubt, refer to rule #1.**

No matter what your job is here at Buchheit, it is very important that you are honest, have a positive attitude, respect the company, and respect the inventory, equipment, and the company's customers. These are the main contributions that make your paycheck possible.

I am proud of the history of our company and of the hard work and dedication put forth by the entire Buchheit team. I want you to take pride in your job and enjoy being part of this team.

*Rudy Buchheit*

## Mission, Vision, Values

### MISSION:

Our Mission is to attract and retain customers by providing best-in-class, full-service logistics solutions by becoming an integral part of their strategy by driving out cost and adding value. We believe in fostering a profitable, disciplined culture of safety, service and trust. As a responsible member of the community, we strive to be the employer of choice.

### VISION:

Buchheit is the best in class transportation and logistics solutions provider. Buchheit finds innovative logistics solutions for our customers' unique material handling needs from raw materials to finished product, recycling and everything in between.

### VALUES:

- Respect – Life is short. Be humble & take care of each other.
- Hardworking and Helpful – Be passionate, determined and ambitious.
- Take Pride – Pursue growth & learning. Be fully engaged.
- Team Work – Less me, more we!
- Integrity – We do the right thing.
- Reliability – Clean and well-maintained equipment.
- Safety – Practice & encourage safe behavior.
- Continuous Improvement – Embrace & drive change.
- Open Communication – Leads to honest relationships.
- Trust – Honesty builds trust.
- Customers – Delivering “WOW” service.
- Giving Back – We gladly give back.

More information about us: <http://www.buchheitlogistics.com/>

## Corporate Policies

The ultimate goal of Buchheit is the profitable sale of merchandise and services to our customers. Not all of you will be engaged in the sale of merchandise, but the following guidelines should be recognized as the responsibilities of each team member in doing your part to maintain this goal.

1. Do everything possible to make working with Buchheit Logistics easy for our customer.
2. Recognize the need for a good attendance. You have a job to do and are needed to work your designated schedule. Your work is important for you and to Buchheit. When you miss your schedule, the customer misses a load, truck maintenance falls behind, customer paperwork suffers, depending on your department. A heavier burden is placed on others who work with you.
3. Whatever your assigned tasks, do them well and contribute to the overall teamwork of your fellow team members. The cooperation of each team member in his or her working relation with other team members is a vital contribution to the success of the company.
4. Our image is both friendly and courteous. Generate this atmosphere through your contacts with both team members and customers on a day-to-day basis, while on and off duty.
5. Approach your responsibilities enthusiastically. Your enthusiasm will be a quality to which others around you will react. This will create a happier atmosphere for our customers, fellow team members, and ultimately for you.
6. Keep your work area clean. This includes your tractor interior, your shop work area, and your desk area. Do not walk by a piece of trash or a fallen item. Please stop and pick it up. Help your working team members and our customer. With this attitude, you will clearly indicate to those around you that you take pride in your job, your company and yourself.
7. Be aware of potential safety hazards. Drive defensively, follow local motor vehicle laws, wear seatbelts. Make your area a safer place to work. Help prevent accidents.
8. Report all accidents to management. Remember, state law requires that you report injuries within 24 hours. Do not leave work without reporting your injury to your supervisor, or to another manager, if needed.
9. Do your best! Each job plays an important role in the overall operation of Buchheit.

### **Nature of Employment**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Employment with Buchheit is voluntarily entered into, and you are free to resign at will at any time, with or without cause. Similarly, Buchheit may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

The policies in this Handbook are not intended to create a contract. The policies should not be construed to constitute contractual obligations of any kind or a contract of employment between Buchheit and any team member. The provisions of the Handbook have been developed at the discretion of management and, except for policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of Buchheit.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of Buchheit.

## **Employment Categories**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Understanding the definitions of the employment classifications at Buchheit is important because your classification is one of the factors that determines your employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Since employment with Buchheit is based on mutual consent, either you or Buchheit have the right to terminate the employment relationship at will at any time, with or without cause or advance notice. All team members are in an introductory period during their first 90 days of employment with us.

Depending on your position, you are designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT team members are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT team members are excluded from specific provisions of federal and state wage and hour laws. Your EXEMPT and NONEXEMPT classification may be changed only with written notification by Buchheit management. In addition to the Exempt and Nonexempt categories, you also belong to one of the following employment categories:

**FULL-TIME** team members are team members who are not in a temporary status AND who are regularly scheduled to work the full-time schedule at Buchheit. Generally, regular full-time team members are eligible for all Buchheit benefit programs, subject to the terms, conditions, and limitations of each benefit program. Full-time team members need to work 1,560 hours in a calendar year to maintain their full-time status and retain their benefits.

**REGULAR PART-TIME** team members are team members who are not in a temporary status AND who are regularly scheduled to work less than the full-time work schedule, but at least 1,040 hours in a year. Regular part-time team members are eligible for some Buchheit benefit programs, subject to the terms, conditions, and limitations of each benefit program. Part-time team members who work more than 1,560 hours in a calendar year will be considered full-time and will be eligible for full-time benefits.

**PART-TIME** team members are team members who are regularly scheduled to work less than 20 hours per week. These team members may be employed in a temporary status. While part-time team members receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for the other Buchheit benefit programs.

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

**INDEPENDENT CONTRACTOR** team members under contract or lease agreement with the company and are not actual employees of the company. Independent contractors are ineligible for all Buchheit benefit programs.

## **Employment Applications**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The Buchheit companies rely on the accuracy of the information provided on the employment application, as well as the accuracy of other data presented during the hiring process and employment. If there are any misrepresentations, falsifications, or material omissions in any of this information, we may exclude that applicant from further consideration. If the person was already hired, it could result in termination of employment.

## **Employment Reference Checks**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To help select the best person for the job, Buchheit checks the employment references of job candidates.

The Payroll Department will respond in writing when we receive a written request for a reference check. We will confirm only employment dates and the positions held, in addition to any information required by law. Buchheit will not release any employment data without a team member or former team member's written authorization and signed release.

## **Equal Employment Opportunity**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Buchheit will be based on merit, qualifications, and abilities. Buchheit does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

We will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy covers all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question or concern about any type of discrimination in the workplace, you are encouraged to bring the issue to the attention of your supervisor or the Loss Prevention Manager. At Buchheit, be assured that you can raise concerns and make reports without fear of reprisal. Further, anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including, termination of employment.

## **Americans with Disabilities Act**

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. Its overall purpose is to make American Society more accessible to people with disabilities. In 2008, the ADA Amendments Act (ADAAA) was passed, broadening the definition of disability. The ADA's protection applies primarily, but not exclusively, to individuals who meet the ADA's definition of disability.



1. He or she has a physical or mental impairment that substantially limits one or more of his/her major life activities;
2. He or she has a record of such an impairment; or
3. He or she is regarded as having such an impairment.

The company shall make reasonable accommodations for an employee with a disability which affects the performance of job functions. The company will follow any state or local law that provides greater protection than the ADA.

For more information, <https://www.ada.gov/> .

## **Disability Accommodation**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities.

All employment practices and activities are conducted on a non-discriminatory basis. Our hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

We require post-offer medical examinations for positions that have bona fide job-related physical requirements. An examination will be given to any person who enters the position but only after being given a conditional job offer. Medical records are kept separate and confidential.

Reasonable accommodation is available to a team member with a disability if the disability affects the performance of job functions. We make all employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make leaves of all types available to all team members on an equal basis.

Buchheit is also committed to not discriminating against any qualified team member or applicant because the person is related to or associated with a person with a disability. Buchheit will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. Buchheit is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

**Essential Job Functions:** The Human Resources Department must identify the essential functions of the position and prepare a job description that lists these essential functions. The Human Resource Department is responsible for keeping these job descriptions up-to-date and accessible.

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**Safety Issues:** All employees must comply with safety rules at all times. The company makes every effort to place applicants and employees in positions for which they are qualified. However, employees and job applicants are not placed in positions where, with or without a reasonable accommodation, they would create a direct threat to the safety or health of themselves or others.

The determination that an individual poses a direct safety or health threat must be confirmed by an opinion in writing from a physician or other appropriate professional.

## **Drug and Alcohol Use**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit wants to provide a drug-free, healthful, and safe workplace. To meet this goal, we expect you to report to work in a mental and physical condition that enables you to perform your job in a satisfactory manner.

While on Buchheit premises or while conducting business-related activities off Buchheit premises, you may not use, possess, distribute, sell, or be under the influence of illegal drugs. We permit the legal use of prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering others. You must report to your location manager if you have been prescribed a prescription drug that may impair your ability to perform the essential functions of your job, and you will not be allowed to operate a forklift, company vehicle, or any motorized equipment.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment. Buchheit has a zero-tolerance policy for any positive drug or alcohol screen results while conducting business on Buchheit property. If you violate this policy, your employment will be terminated. If you violate this policy, there could also be legal consequences. Additionally, if you inform your location manager of an issue with drugs or alcohol before a screening is requested, we may require you to participate in a substance abuse rehabilitation or treatment program.

If you have questions about substance dependency or abuse, we strongly encourage you to use the resources of the Employee Assistance Program. You may also wish to discuss these matters with your supervisor or the Loss Prevention Manager to receive assistance or referrals to appropriate community resources.

A team member with a drug or alcohol problem may request approval to take unpaid time off to participate in a rehabilitation or treatment program through our health insurance benefit coverage, if the team member's substance abuse problem has not already resulted in disciplinary action and the team member is not currently subject to immediate disciplinary action. The time off may be granted if the team member agrees to abstain from using the problem substance; abides by all Buchheit policies, rules, and prohibitions relating to conduct in the workplace; and if granting the time off will not cause Buchheit any undue hardship.

A team member must notify Buchheit of a criminal conviction for drug-related activity. The report must be made within five days of the conviction.

If you have questions about this policy or issues related to drug or alcohol use at work, you can raise your concerns with your supervisor or the Loss Prevention Manager without fear of reprisal.

## **Drug Testing**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to providing a safe, efficient, and productive work environment for all team members. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and team members may be asked to provide body substance samples (such as urine, breath, and/or blood) to check for the illicit or illegal use of drugs and alcohol.

Drug testing is required as part of the post-offer, pre-employment process. Drug and alcohol testing is required for *safety-sensitive* positions under DOT/FMCSA regulations, and for all team members upon reasonable suspicion. A pending positive test result will result in a suspension until final results are received. Test results for alcohol or drugs that are positive, or have been tampered with, will result in immediate termination of employment. Refusal to submit to drug testing will also result in termination of employment. The cost of any positive drug or alcohol screen will be the responsibility of the team member and will be deducted from the team member's paycheck.

Our Employee Assistance Program (EAP) can provide confidential counseling and referral services to team members who request assistance with such problems as drug and/or alcohol abuse or addiction. We consider it the team member's personal responsibility to seek assistance from the EAP before a disciplinary action is necessitated by problems with the team member's judgment, performance, or behavior. While we support team members, using the EAP to get assistance, that may not prevent Buchheit from taking disciplinary action, up to and including termination of employment.

Copies of the drug testing policy will be provided to all team members. Also, team members will be asked to sign an acknowledgment form indicating that they have received a copy of the drug testing policy.

## **Team Member Medical Examinations**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To help us make sure that you are able to perform your duties, Buchheit may require medical examinations or WorkSTEPS testing of all team members. After we extend an offer to an applicant entering a designated job, a medical examination or WorkSTEPS test will be performed at our expense by a health professional of our choice; the offer of employment and assignment to duties is contingent upon satisfactory completion

Current team members may be required to take medical examinations or WorkSTEPS tests to determine their fitness for work. If an exam or test is needed, it will be scheduled at a reasonable time and interval and at our expense. Such testing may be required before a change in work position or upon returning to work after illness or injury. Refer to Section 6 for further information regarding our return to work policy.

We consider information about medical conditions or history to be highly confidential and keep it separate from other personnel information. Access to this information is limited only to persons who have a legitimate need to know.

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As a condition of employment, applicants (and current team members) agree to submit to alcohol and controlled substance testing upon the request of employer with the following conditions to apply:

1. All DOT alcohol and controlled substance tests will be completed at a Buchheit Logistics approved collection site.
2. When the physician and/or Medical Review Officer (MRO) receives the results of the alcohol/controlled substance test, the results will be forwarded to Buchheit Logistics, who may review the results with any persons directly involved with the hiring process, officers of the corporation and the corporate attorney.
3. Applicants testing positive for controlled substance, narcotics and/or alcohol that are not prescribed by a physician will not be considered further for employment or will be dismissed immediately from employment. If applicable, the cost of the alcohol/controlled substance test will be deducted from any monies that may be owed to the individual.
4. Team members testing positive for any controlled substance, narcotics and/or alcohol will be immediately removed from safety-sensitive activities and disciplined up to and including termination of employment.

In addition, all persons applying for employment with Buchheit Logistics will be required to successfully complete a functional employment test (WorkSTEPS). The cost of this procedure will be paid by Buchheit Logistics. Below is the process that will be followed:

1. Applicants should report to the Recruiting Department to complete the necessary application forms.
2. Authorized team member will interview applicants.
3. Authorized team member will offer employment to those candidates deemed to be the most qualified and suitable for the positions sought. The offers of employment will be contingent upon the successful completion of a post offer drug/alcohol screen, functional employment test, and DOT mandated background checks.
4. Upon receiving conditional offers of employment, applicants will be given written job descriptions and additional written information regarding the post-offer/pre-placement test. After carefully reviewing this information and/or consulting with their personal physicians, applicants must complete a release authorizing Buchheit and WorkSTEPS to conduct the post-offer functional employment tests. Requests for accommodations should be noted on the release. Depending on the nature of the accommodation sought, further discussions and/or medical documentation may be needed to identify an appropriate accommodation. Testing will be delayed until the interactive process aimed at identifying appropriate and necessary reasonable accommodations is completed.
5. Once the company receives a fully completed release and any requests for reasonable accommodations are resolved, the WorkSTEPS post-offer/pre-placement test will be scheduled.
6. Upon reporting to the licensed WorkSTEPS testing facility, applicants will be examined by a licensed occupational or physical therapist and their staff.
7. Applicants who successfully complete the post-offer/pre-placement test will be informed of start date and time to report for new hire orientation in Scott City, MO.
8. Applicants who fail to successfully complete the post-offer/pre-placement test will be notified. Because Buchheit Logistics seeks to make employment decisions based on the best available objective medical evidence, applicants who fail tests should provide any additional information they believe Buchheit Logistics should consider before withdrawing its conditional offer of employment.

**Additional Points:** The cost of the post-offer WorkSTEPS test is paid by Buchheit Logistics.

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Medical information collected in connection with such tests will be maintained in confidential files in accordance with requirements of the *Americans with Disabilities Act (ADA)* and the information collected will not be used for any purpose inconsistent with the *ADA*.

Buchheit Logistics is an equal opportunity employer and does not discriminate against individuals on the basis of race, color, religion, gender, national origin, disability or any other basis protected by federal, state or local law.

Nothing in this policy is intended to be, and should not be construed as, a contract for any particular term or condition of employment. Unless otherwise set forth in a written agreement signed by the applicant/employee and Buchheit Trucking Service, individuals are employed “at will”. This means that Buchheit Logistics and the applicant/employee could terminate the employment relationship at any time, with or without notice. If you believe you are employed on something other than an “at will” basis, you should advise Buchheit Logistics in writing. Failure to do so will be deemed by Buchheit Logistics as a further indication that you and Buchheit Logistics agree that the employment relationship is “at will”.

## **Immigration Law Compliance**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to employing only United States citizens and aliens who are legally authorized to work in the United States. We also do not unlawfully discriminate on the basis of citizenship or national origin.

In order for us to comply with the Immigration Reform and Control Act of 1986, all new team members, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and provide documentation that establishes their identity and eligibility for employment.

If you have questions or want more information on immigration law issues, you are encouraged to contact the corporate Human Resources Department. At Buchheit, you can raise questions or complaints about immigration law compliance without fear of reprisal.

## **Introductory Period**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

At Buchheit we want you to be successful at your job. We have found that having an introductory period can be very helpful to new team members. The introductory period provides you with the opportunity to demonstrate that you can perform your job at a satisfactory level of performance and to determine if the new job meets your expectations. We use this period to evaluate your capabilities, work habits, and overall performance.

Since employment at Buchheit is based on mutual consent, either you or Buchheit may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

The introductory period for all new and rehired team members is the first 90 calendar days after the date of hire. If there is a significant period of absence during the introductory period, the period will automatically be extended by the length of the absence. Either during the introductory period, or at the end of the period, we may extend the introductory period if we determine there was not adequate time to evaluate performance.

When the introductory period is satisfactorily completed, team members enter the "regular" employment classification.

During the introduction period, new team members are eligible for legally required benefits, such as workers' compensation insurance and Social Security.

After becoming regular team members, they may also be eligible for other Buchheit benefit programs, subject to the terms and conditions of each benefits program. Be sure to review the information for each benefits program for the exact eligibility requirements.

## **Business Ethics and Conduct**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The successful business operation and reputation of Buchheit is built upon the principles of fair dealing and ethical conduct of our team members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

Our continued success is dependent upon our customers' trust, and we are dedicated to preserving that trust. Team members owe a duty to Buchheit and our customers to act in ways that will merit the continued trust and confidence of the public.

As an organization, Buchheit will comply with all applicable laws and regulations, and we expect our directors, officers, and team members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, you should find that using good judgment, based on high ethical principles, will guide you to act appropriately. If you are unsure about the proper course of action, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resources Department for advice and consultation.

It is the responsibility of every Buchheit team member to comply with our policy of business ethics and conduct.

Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.



## **Team Member Relations**

Effective Date: 03/23/2009

Revision Date: 04/05/2013

We believe that the work conditions, wages, and benefits we offer to Buchheit team members are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensations, you are strongly encouraged to voice these concerns openly and directly to your supervisor.

Our experience has shown that when team members deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Buchheit amply demonstrates its commitment to team members by responding effectively to team member concerns. Because we want to maintain direct employer/team member communications, we do not believe our team members need an outside party to speak for them and will continue to protect your right to speak for yourself.

## **Personal Relationships in the Workplace**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The employment of relatives of individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and team member morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships. This policy applies to all team members regardless of their gender or sexual orientation.

For purposes of this policy, a relative is defined as any person who is related to you by blood or marriage, or whose relationship with you is similar to that of a relative. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship.

You may not be involved in a dating relationship with a team member who either works directly for you or supervises you. Buchheit reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that might affect the review of employment decisions.

If two people who are in a reporting situation described above subsequently develop a dating relationship, the person in the relationship who is the supervisor is responsible and obligated to disclose the existence of the relationship to management. We will decide which one of them is to be transferred to another available location. If the team member is not willing to be transferred to another location, they may be terminated.

If there is a situation where a conflict, or the potential for conflict, arises because of the relationship between team members, even if there is no line of authority or reporting involved, the team members may be separated by reassignment or termination of employment. If in a close personal relationship with another team member, we ask that you refrain from displays of affection or excessive personal conversation at work.

## **Conflicts of Interest**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

As a team member of Buchheit, you have the obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. In this policy, Buchheit is establishing the framework within which we operate. These guidelines are intended to provide a general direction so that you can get further clarification on areas that affect you. For more information or questions on conflict of interest, contact the Company President or the Chief Executive Officer.

An actual or potential conflict of interest occurs when a team member is in a position to influence a decision that may result in a personal gain for that team member or for a relative as a result of business dealings with Buchheit. For the purposes of this policy, we define a relative as any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

There is no "presumption of guilt" created by the mere existence of a relationship with outside firms. However, if you have any influence on transactions involving purchases, contracts, or leases, it is imperative that you disclose this fact to an officer of Buchheit as soon as possible. By alerting us to the existence of any actual or even a potential conflict of interest, we can establish safeguards to protect all parties.

The potential for personal gain is not limited to situations where a team member or relative has a significant ownership in a firm with which Buchheit does business. Personal gains can also result from situations where a team member or relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealings involving Buchheit.

Company drivers are not allowed to have direct ownership in over-the-road equipment and are not allowed to invest in a company which operates in motor carrier transportation, where the employee has any direct or indirect involvement in the operations of such company.

## **Outside Employment**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit team members may hold outside jobs as long as they can satisfactorily perform their Buchheit job and there is no interference with our scheduling demands.

All team members will be held to the same standards of performance and scheduling expectations, regardless of any outside job. If we determine that outside work is impacting your performance or the ability to meet our requirements, which may change over time, you will be asked to terminate the outside job in order to stay employed at Buchheit.

We prohibit outside employment that constitutes a conflict of interest. Further, you may not receive any income or material gain from individuals outside Buchheit for materials produced or services rendered while performing your job.

## **Non-Disclosure**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

It is vital to the interest and success of Buchheit that we protect our confidential business information and trade secrets. Confidential information includes, but is not limited to, the following examples:

- Company correspondence
- Company emails
- Vendor information
- Customer information
- Compensation data
- Computer processes
- Computer programs and codes
- Financial information
- Marketing strategies
- Pending projects and proposals

If you are exposed to confidential information, we may request that you sign a non-disclosure agreement as a condition of your employment.

Because we consider security breaches to be very serious; if you improperly use or disclose trade secrets, confidential business information, or customer information, you will be subject to disciplinary action, up to and including termination of employment and legal action, even if you do not actually benefit from the disclosed information.

## **Access to Personnel Files**

Effective Date: 03/23/2009

Revision Date: 01/01/2010

We maintain a personnel file on each team member that includes the job application and related hiring documents, training records, performance documentation, salary history, and other employment records.

Personnel files are the property of Buchheit. Because this information is highly confidential, and we respect your privacy, only persons with a legitimate business reason will be allowed access to personnel files.

Current Buchheit team members may make a written request for a copy of any item in their personnel file. If you wish to see your personnel file, contact the Payroll Department. With reasonable advance notice and a written request, you may review your own personnel file in our offices and in the presence of a person authorized by Buchheit.

Team members no longer with the company can request a copy of any item in their personnel file by submitting a written request along with a \$40.00 processing and shipping fee. Items from your personnel file will be shipped within 30 days of the request postmark.

If you disagree with any information in your file, you may submit a written statement to explain.

## **Personnel Data Changes**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To help us keep records and benefit program information accurate, we need mailing address, telephone numbers, your marital status, changes to your dependents' information, who to contact in case of an emergency, educational accomplishments, and other possibly relevant information.

The employee or independent contractor is responsible for updating their personal information via the current HR/Payroll system online (currently [www.workforcenow.adp.com](http://www.workforcenow.adp.com)) for any change in status, such as name, address, phone number, marital status, etc. Contact the Payroll or Human Resources Department with any questions.

## **Performance Evaluations**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The best communications about job performance happen on an informal, day-to-day basis. You and your supervisor are strongly encouraged to talk about performance regularly.

Formal written performance evaluations will be conducted at the end of the initial period of hire, known as the introductory period. In addition, Buchheit wants to ensure that you and your supervisor have scheduled, formal performance evaluations. These discussions give you both the opportunity to discuss job responsibilities and goals, encourage and recognize strengths, identify and correct any weaknesses, develop plans for dealing with any obstacles, and plan for the future.

## **Personal Appearance**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

We want Buchheit team members to reflect an appropriate business image to customers and visitors. How you dress, your grooming, and personal cleanliness standards all contribute to that image and also to the morale of your co-workers.

During business hours or whenever representing Buchheit, you are expected to present a clean, neat, and tasteful appearance. You should always dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing in person with customers or visitors.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave work until you can return properly dressed or groomed.

If this happens, you will not be paid for the time away from work. Be sure to consult your supervisor if you have questions as to what constitutes appropriate appearance. Because personal style can be important to people, we do not want to restrict individual tastes unnecessarily.

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However, to give additional guidance, we expect Buchheit team members to follow the personal appearance guidelines:

- Office team members must wear appropriate office attire or a Buchheit uniform shirt, tucked in, and slacks or jeans. Skirts must be knee length or longer.
- Retail team members must wear a red Buchheit uniform shirt at all times.
  - The shirt sleeves or neckline cannot be altered or cut in any way, such as cutting off sleeves or collar. Shirts must be tucked in.
- Jeans or slacks may be worn; no warm-up pants or sweat pants.
  - Shorts are acceptable in warm weather, providing that the inseam is at least eight inches.
  - No excessive holes or tears (i.e. fashion holes, worn holes, etc...) in pants or shorts
- All team members working or visiting the offices and retail stores must wear a Buchheit issued name tag.
  - Those team members working in the Yard, Driver, Fabrication Shop, Distribution Center and Agri Division are not required to wear nametags unless they are entering the Corporate office or Retail Locations.
- Tank tops, tube or halter tops, or sleeveless tops may not be worn under any circumstances.
- Shoes must provide safe, secure footing, offer protection against hazards, and must cover the entire foot and heel.
  - Those working in the following areas are required to wear boots or shoes with steel toes: Receiving, Yard, Driver, Fabrication Shop, Distribution Center, and Agri Division.
- If a team member chooses to wear a hat, it must be a Buchheit hat. Hats are to be worn the conventional way, with the bill to the front.
- **Males** – Hairstyles must be acceptable within the business community and appropriate working environment. Hair shall be clean, neat, and well-groomed at all times. Beards and mustaches are acceptable if neatly trimmed and closely cropped.
- **Females** – Hairstyles must be acceptable in the business community and appropriate for the working environment. Hair shall be clean, neat, and well-groomed at all times.
- All drivers are required to practice good personal hygiene and cleanliness habits at all times. All reasonable efforts will be made to shower as often as possible. Appropriate plans should be made to accommodate good personal hygiene habits.
  - Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry can be worn as long as good judgment is used in relation to size, number, and style.
  - Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
  - Facial jewelry, such as eyebrow rings or studs, nose rings or studs, lip rings or studs, and tongue studs, is not professionally appropriate and must not be worn during business hours.
  - Torso body piercings with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Visible excessive tattoos and similar body art that could be viewed as offensive must be covered during business hours.

We may, when necessary, make reasonable accommodation in the personal appearance policy for a person with a disability.

## **Wage Administration**

Effective Date: 03/23/2009

Revision Date: 04/05/2013

The wage administration program at Buchheit was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive wages within our labor market. Because we believe that recruiting and retaining talented team members is critical to our success, we are committed to paying our team members equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated team members at the same performance level in other organizations in the area.

Compensation for every position is determined by several factors including the essential duties and responsibilities of the job, the team member's performance, and wage survey data on pay practices of other employers. We periodically review our wage administration program and restructure it as necessary.

## **Timekeeping**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Nonexempt team members are responsible for accurately recording the hours they work. This information also helps Buchheit comply with the laws that require us to keep accurate records of "time worked" in order to correctly calculate team members pay and benefits.

"Time worked" is defined as all the time nonexempt staff spend performing assigned duties.

If you are a nonexempt team member, you must accurately record the time you begin and end your work, as well as the beginning and ending time of any meal periods, split shifts, or if you leave the workplace for personal reasons. Also, you always need to receive advance approval before working any overtime hours.

Team members are required to clock-in/out on-site via Paycom. Only team members with special circumstance are authorized by management to clock-in/out remotely via mobile device.

We consider attempts to falsify timekeeping records a very serious matter. Therefore, any of the following actions may result in disciplinary action, up to and including termination: altering, falsifying, tampering with time records, or recording another team member's time record.

If you are a nonexempt team member, you should not start working more than five minutes before your scheduled starting time. You should also not continue working more than five minutes after your scheduled ending time.

The only time you can start earlier or work later than your scheduled hours is with prior authorization from your supervisor.

If corrections or revisions are made to the time record, both the team member and supervisor must approve the changes on the time record as being accurate.



## **Paydays**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

All team members are paid biweekly. Each paycheck includes earnings for all work performed through the end of the previous payroll period.

If you are going to be on vacation on a payday, your paycheck will be available upon your return.

We also offer the option of having your pay directly deposited into your bank account once you provide the required information (account number and bank's routing number) to your ADP profile at [www.workforcenow.adp.com](http://www.workforcenow.adp.com).

When you select direct deposit, you receive an itemized electronic statement of wages on paydays instead of a paycheck. Direct deposit is required, unless exempt by law under your state of residence. Buchheit will not be responsible for any delays in delivery of paychecks to locations.

## **Administrative Pay Corrections**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit takes all reasonable steps to ensure that you receive the correct amount of pay in each paycheck and that you are paid on the scheduled payday.

In the unlikely event that there is an error in the amount of pay you receive, you should promptly advise the Payroll Department so that the discrepancy can be corrected as quickly as possible.

## **Pay Deductions and Setoffs**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is legally required to make certain deductions from every team member's compensation. Among these deductions are federal, state, and local taxes as appropriate. We are also legally required to deduct Social Security taxes on your earnings up to a maximum amount, which is called the Social Security "wage base". Buchheit contributes to your Social Security by matching the amount of Social Security taxes deducted from your compensation.

Buchheit offers programs and benefits to eligible team members beyond those required by law. You may voluntarily authorize deductions from your paycheck to cover your portion of the cost of these programs.

We may be legally required to take "pay setoffs" from your paycheck. Pay setoffs are pay deductions taken by Buchheit, usually to help pay off a debt or obligation to us or to others.

If you have questions concerning why a deduction was made from your paycheck or how your paycheck is calculated, consult with your supervisor.

## **Work Schedules**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Work schedules for team members vary throughout Buchheit. Your supervisor will advise you of your specific work schedule. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

## **Break and Meal Periods**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Break periods will be allowed according to the schedule below. To the extent possible, break periods will be in the middle of work periods. Meal periods are required according to the schedule below.

Supervisors will schedule meal periods to accommodate operating requirements. During meal periods, you will be relieved of all work responsibilities and restrictions and will not be compensated for that time.

- Team members scheduled 5 hours or less - One 15-minute break
- Team members scheduled between 5 1/2 and 6 1/2 hours - One 30-minute lunch
- Team members scheduled between 7 and 8 1/2 hours - One 15-minute break and one 30-minute lunch
- Team members scheduled 9 hours or more - One 15-minute break and one 60-minute lunch

Retail delivery drivers are required to take a 30-minute lunch each day, and OTR drivers are required a minimum of a 30-minute rest/break period per DOT regulations which should serve as lunch.

There may be exceptions to the above lunch schedule during certain situations such as store inventories, special promotions or special business needs, according to manager's discretion.

## **Overtime**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

There may be times when Buchheit cannot meet its operating requirements or other needs during regular working hours. If this happens, we may give team members the opportunity to volunteer for overtime work assignments. Overtime is considered over 40-hours in the work week, however; drivers who transport "interstate" freight may be excepted from overtime requirements.

It is our policy that no overtime can be worked without the approval and authorization of the supervisor. We try to distribute overtime among all team members who are qualified to perform the required work.

All nonexempt team members will be paid overtime compensation in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. For this reason, time off for sick leave, vacation, and other paid or unpaid leaves of absence is not considered hours worked for the purpose of calculating overtime pay.

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If you work overtime without receiving your supervisor's prior authorization, you may be subject to disciplinary action, up to and including possible termination of employment.

## **Attendance and Punctuality**

Effective Date: 03/23/2009

Revision Date: 11/01/2012

As a team member of Buchheit, we expect you to be reliable and punctual by reporting for work on time and as scheduled. When you are absent or late, it places a burden on other team members and can impact productivity and service.

In the rare instances when you cannot avoid being late or are unable to work as scheduled, be sure to notify the location manager on duty, verbally, as soon as possible so that appropriate arrangements can be made. You as a team member of Buchheit are responsible to make the notification. Buchheit will in turn have the team members' schedules posted in the team member break room for the current week and the upcoming week.

Because unplanned absences can be disruptive to work, a poor attendance record or excessive lateness may lead to disciplinary action, up to and including termination of employment. As stated in the Attendance Point system below, you as a team member, may have the following points deducted from your yearly (based on a calendar year) total of 8-points for absences that are unapproved.

The Attendance Point system is effective for all scheduled hourly team members in all retail store locations and the Corporate Offices.

### Attendance Point System Chart:

- Each Absence = **1** point (Absence is defined as arriving to work two hours past your scheduled shift or your entire shift without a doctor's note.)
- Each late in (tardy) or early out =  $\frac{1}{2}$  point (Late in is defined as 10 minutes past scheduled shift and early out is defined as leaving before the entire shift is completed and is unapproved by management.)
- Each Weekend Day Absence = **2**-points per day (Each weekend day (Saturday or Sunday) absences is defined by missing your entire shift without a doctor's note. And any absence of three scheduled days or more without a doctor's note.)
- Each Holiday Absence = **2**-points per day. Holidays are defined in policy *Holidays*, and also include business holidays such as Black Friday (day after Thanksgiving).
- Each no call/no show for work = **4**-points (No call/no show is defined as a team member not calling or showing up for a scheduled shift.)

If a team member reaches accumulated point according to the Disciplinary Action chart below, defined action will take place. All accumulated points will be reviewed on a weekly basis. Disciplinary Action:

- 3 points = verbal counseling w/Personal Assistance Service Information (PAS)
- 4 points = written counseling
- 6 points = written counseling
- 7 points = written counseling including final notice
- 8 points = termination of employment

If excessive absenteeism (e.g. call-ins, late-ins, leaving early, etc....) does occur and three or more days are missed within a calendar year time period your available vacation time will be used for your missed time in addition to your point system. A doctor's excuse will be required for absences on weekends, holidays, business holidays or any absence of three days or more to avoid receiving any points.

## **Breakroom**

A breakroom is available for your use in the main building. A microwave oven, refrigerator, utensils and condiments are available for you there. We ask that team members who use the breakroom clean up after themselves so that it is kept clean for all to enjoy.

## **Parking**

Buchheit provides our team members with assigned parking areas. Your supervisor will inform you of which area would be most convenient for you and we ask that you park properly in these areas. Please lock all valuables in your vehicle. Buchheit will not be responsible for any missing items from your automobile, personal property (coat, purse, etc.) or any damage to your vehicle while on our parking lot.

## **Smoking**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

In keeping with Buchheit's intent to provide a safe and healthful work environment, smoking or the use of smokeless tobacco in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers conflict, the preferences of the nonsmokers will prevail. This policy applies equally to all team members as well as to our customers and visitors.

## **Use of Equipment and Vehicles**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Any team member operating a company vehicle (car, truck, forklift, etc.) will be held responsible for the cleanliness inside the vehicle. Should you receive a vehicle that is not within the required conditions; report it immediately. All vehicles used are to be parked on company property at the end of every working day with the exception of the over the road vehicles.

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using Buchheit property, you are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Company vehicles cannot be used for personal business. All receipts for gas, maintenance, etc. should also be turned into your immediate supervisor.

You should notify your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to team members or other people.

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When operating a company vehicle, you are representing the Buchheit Company, therefore you should operate them in a respectful and safe manner. Risky driving and excessive speeds should be avoided at all times. The operator will pay any fines and/or speeding tickets in full. You must have a valid and appropriate driver license to operate a company vehicle. Your supervisor can answer any questions about your responsibility for maintenance and care of equipment or vehicles you use on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

If you use your personal vehicle, or a rental vehicle, for business purposes, you are required to have at least the state required liability insurance coverage. You may be required to submit proof of insurance to your location manager. If you do not have insurance, you may not use your vehicle for business purposes. Please notify your site manager if you do not have insurance.

## **Business Travel Expenses**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit will reimburse team members for reasonable business travel expenses when the travel has been approved in advance by the Location Manager. Once your travel plans are approved, you are responsible for making your own travel arrangements. When approved, we will reimburse the costs of travel, meals, lodging, and other expenses directly related to accomplishing the objective of your trip. Naturally, we expect you will keep expenses within reasonable limits.

In the event that you are involved in an accident while traveling on business, immediately report the incident to your supervisor. And, if you use a vehicle owned, leased or rented by Buchheit, it may not be used for personal reasons unless you have prior approval. When a business trip is over, submit your completed travel expense report within five days accompanied by receipts for all individual expenses. Your supervisor can give you guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

The following list is a guideline for expense reimbursements:

- If using a personal vehicle, Buchheit will reimburse you for mileage for business-related travel. If using a company vehicle, Buchheit will reimburse gas expense only (receipts required).
  - Buchheit will reimburse the following expenses related to transportation: parking expense, toll bridge expense, taxi service, airline tickets, and car rental.
  - The team member is required to cover any additional damage waiver on car rental.
- Buchheit reimburses hotel/motel expenses related to overnight stays on company business. Exceptions are excessive personal long-distance calls, movies charged to the room, and any personal items purchased.
- On overnight trips only, Buchheit will reimburse three meals per day, with the exception of breakfast on the day leaving and dinner on the day returning home.
- Business lunches must be work-related; the purpose and attendee's names must be written on the receipt.
- Buchheit will reimburse any business-related phone calls from your personal number. A copy of the phone bill must be submitted.

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- Any personal long-distance calls made from work must be made on your calling card or made collect.
  - Buchheit will reimburse for any supplies purchased on behalf of the company. The reason for the purchase must be on the reimbursement form, as well as manager's approval.

We consider abuse of this policy to be a very serious matter. This includes falsifying expense reports to reflect costs that were not incurred by you or were not business-related. Therefore, failure to follow this business travel expense policy may be grounds for disciplinary action, up to and including termination of employment. Expense reimbursement may be withheld if proof of automobile insurance has not been submitted to the Loss Prevention Department.

### **Visitors in The Workplace**

Effective Date: 03/23/2009

Revision Date: 09/09/2010

To better protect the safety and security of team members, as well as Buchheit property and facilities, only authorized visitors are allowed in the corporate offices, distribution center, and office areas of our retail locations. Restricting unauthorized visitors helps to maintain safety standards, safeguard team member and customer welfare, protect equipment and confidential information against theft, and reduce potential distractions and disturbances.

All visitors/vendors should enter Buchheit Corporate Office at the main entrance and should sign the visitor/vendor sign in log and receive a name tag. Vendors entering Buchheit Retail locations must be escorted back to receiving to sign in visitor/vendor sign in log and receive name tag. Once authorized, visitors will receive directions or be escorted to their destination. When leaving the Buchheit location return name tag and sign out in visitor/vendor log. When you have outside visitors, you are responsible for their conduct and taking steps to ensure their safety.

If you see an unauthorized person on our premises, please notify your supervisor immediately or direct the individual to the main entrance.

### **Security Inspections**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to maintaining a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. We prohibit the possession, transfer, sale, or use of such materials on our premises. To ensure this policy is successful, we need every team member's cooperation.

We may provide you with desks, lockers, and other storage devices for your convenience, but these are always the sole property of Buchheit. Because they are our property, we may inspect them along with any items that are inside them. Agents or persons we authorize, either with or without prior notice to you, may make an inspection at any time. We also want to discourage theft and the unauthorized possession of property that belongs to our team members, Buchheit visitors, and customers. To help enforce this policy, we may require inspection of team members and other persons who enter or exit our premises as well as any packages or other belongings they carry with them.



## **Solicitation/Bulletin Boards**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

In an effort to minimize disruptions and maintain a harmonious environment, we prohibit people who are not Buchheit team members from either soliciting or distributing literature in the workplace at any time for any purpose.

We recognize that our team members are often active and have interest in events and organizations outside work. However, it is also our policy that team members may not solicit for or distribute literature about these activities during working time. (Working time excludes lunch periods, work breaks, or any other time when a team member is not "on duty" or scheduled to be working.)

Posting notices and solicitations on our bulletin boards is also limited to only certain types of information. Buchheit uses these bulletin boards to display information we think is important to team members. We suggest that you check them frequently to see important information.

If you have a message of interest to the workplace that you want to post, you may submit it to the location manager for approval. Approved messages will be posted by the location manager.

## **Collections of Money**

The company does not allow an employee to initiate collections of money on company property for non-business purposes.

## **Recycling**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit supports environmental awareness by encouraging recycling and waste management in our business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize negative impacts on the earth's environment.

We have special recycling receptacles set up at Buchheit to promote the separation and collection of the following recyclable materials:

- Computer paper
- Corrugated cardboard
- Aluminum
- Plastics
- Printer cartridges

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us.

We encourage you to make a commitment to recycle and be a part of this solution.

Buchheit encourages reducing and eliminating the use of disposable products whenever possible.

The following are some ways that you can help to decrease the consumption of valuable resources:

- Communication through computer networks with email
- Posting memos for all team members
- Two-sided photocopying
- Computerized business forms
- Minimum packaging
- Eliminating fax cover sheets
- Reusing paper clips, folders, and binders
- Reusing packaging material
- Reusing wooden pallets
- Turning off lights when not in use

When we recycle, we are helping to solve the trash disposal and control problems facing all of us. If you have any questions or new ideas and suggestions for the recycling program, contact the Corporate Training Director.

### **Continuous Improvement Program**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

As a team member at Buchheit, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas. All team members are eligible to participate in the program.

A suggestion is an idea that will benefit Buchheit by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making Buchheit a better or safer place to work.

Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All ideas must be submitted on a Continuous Improvement Program (CIP) form and should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented.

If you have questions or need advice about your idea, contact your supervisor for help.

Submit your suggestions or ideas to the Location Manager and, after review, they will be implemented or rejected, and you will be notified of the result.

All implemented suggestions must be signed by the Location Manager and then forwarded to the Corporate Training Director to be eligible for the quarterly drawing.

## **Workplace Etiquette**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit strives to maintain a positive work environment where team members treat each other with respect and courtesy. Sometimes, issues can arise when team members may be unaware that their behavior at work may be disruptive or annoying to others.

Very often you can address these day-to-day issues by politely talking with your co-worker to bring the perceived problem to his or her attention.

In most cases, common sense will dictate an appropriate resolution. Buchheit encourages all team members to keep an open mind and graciously accept constructive feedback or another team member's request for you to change your behavior because it may be affecting that person's ability to concentrate and be productive.

The following are some workplace etiquette guidelines and suggestions to help you be more conscientious and considerate of your co-workers and the work environment. These are not necessarily intended to be hard and fast work rules with disciplinary consequences.

- Avoid public accusations or criticisms of other team members.
- Address issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other team members while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste of discarded papers.
- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Keep the area around the copy machine and printers' orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.

If you have comments, concerns, or suggestions about workplace etiquette, contact a local Manager.

## **Social Media Etiquette**

Effective Date: 09/01/2010

Revision Date: 09/01/2016

Buchheit recognizes the importance the internet and social networking sites such as Facebook, Twitter, MySpace, YouTube, LinkedIn, blogging sites or any other social networking sites which play a role in today's business environment. The views presented on these sites whether be personal social networking pages or Buchheit company sites help in shaping the public thinking about Buchheit, current and potential products, team members, and customers. Buchheit is committed to supporting our team member's right to interact in social networking sites. Therefore, Buchheit has set forth this policy to help support and guide our team members in making appropriate decision about work related comments, posts, pictures, videos, memes, blogs, etc. These guidelines help to protect the privacy, confidentiality, and interests of Buchheit, current and potential products, team members, and customers.

When participating in social networking sites and mentioning Buchheit or any product, team members, or customers, be sure to identify that you are an employee of the company and that the views expressed are those of yours alone and do not represent the views of Buchheit. Remember, unless given permission by a VP of Marketing, you are not authorized to speak on behalf of the company, nor represent that you do so.

While online you may not share information that is confidential and or proprietary about Buchheit. This includes information about trademarks, upcoming product releases, promotions, sales, finances, number of products sold, company strategy, and any other information that has not been publicly released by Buchheit. Keep in mind these are examples only and do not cover the range of proprietary and confidential information. If you have questions about whether information has been released publicly or doubts of any kind, speak with a Buchheit manager before releasing any information that could be potentially harmful to Buchheit, our products, team members, and customers.

Honor the privacy rights of Buchheit team members by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality.

Additionally, it is always important to speak respectfully about Buchheit and our team members, customers, and partners. Obscenities, slurs or personal attacks that can damage the company, its reputation, customers, or team members are not acceptable. Team members must recognize that they represent Buchheit to those with whom they come in contact on or off duty. Buchheit company logos may not be used without explicit permission in writing from the company. Information on personal/private sites or social networking pages can become public or brought to the attention of Buchheit, if so Buchheit may investigate. Buchheit also may actively review social networking sites.

Note that any unfounded, derogatory, threatening statements, misrepresentation, or posting information, pictures or video that implies illegal or unsafe conduct is not viewed favorably by Buchheit, whether found on personal or public social networking pages, and can result in disciplinary action up to and including termination of employment, contract or lease agreement.

Buchheit encourages you to write knowledgeably, accurately and use appropriate professionalism. Despite disclaimers, your social media interaction can result in members of the public forming opinions about Buchheit, current products, team members, or customers.

## **Computer and Email Usage**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit may give team members access to computers, computer files, the email system, and software to use in doing their work. Team members should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that team members comply with this policy, computer and email usage may be monitored.

We strive to maintain a workplace that is free of harassment and sensitive to the diversity of our team members. Therefore, we prohibit the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

We prohibit displaying, downloading, or emailing sexually explicit images, messages, and cartoons. Other examples of unacceptable computer usage include (but are not limited to) ethnic slurs, racial comments, off-color jokes, or anything that may be seen by another person as harassment or disrespectful.

You may not use email to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Buchheit purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless the software developer authorizes us, we do not have the right to reproduce the software for use on more than one computer. You may only use software on local area networks or on multiple machines according to the software license agreement. Buchheit prohibits the illegal duplication of software and its related documentation.

You should notify your supervisor, the Loss Prevention Manager, or any member of management if you learn about a violation of this policy. Team members who violate this policy are subject to disciplinary action, up to and including termination of employment.

## **Internet Usage**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit may provide team members with Internet access to help them do their jobs. This policy explains our guidelines for using the Internet responsibly and productively. While Internet usage is intended for job-related activities, we permit personal use as long as you receive prior approval.

All Internet data that is composed, transmitted, or received via our computer system is considered to be part of our official records. This means that it is subject to disclosure to law enforcement or other third parties. Therefore, you should always make sure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology that you use to access the Internet are always the property of Buchheit. Therefore, Buchheit reserves the right to monitor Internet traffic.

We reserve the right to retrieve and read any data that is composed, sent, or received through our online connections or is stored in our computer systems.

We do not allow data that is composed, transmitted, accessed, or received via the Internet to contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any team member or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Buchheit does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or if you have not received authorization for its use, you may not put the material on the Internet. You are also responsible for ensuring that a person sending material over the Internet has the appropriate distribution rights. To protect against computer viruses, you may not download any file from the Internet without prior authorization.

Team members whose Internet usage violates laws or Buchheit policies are subject to disciplinary actions, up to and including termination of employment. Team members may also be held personally liable for any violations of this policy.

The following are examples of some actions and activities that are prohibited, and which could result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending/posting confidential material, trade secrets, or proprietary information outside of the organization
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending/posting chain letters, solicitations, or advertisements not related to business purposes/activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Violating copyright law or engaging in any other illegal activities



## **Workplace Monitoring**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit may conduct workplace monitoring to help ensure quality control, team member safety, security, and customer satisfaction.

Team members who regularly communicate with customers may have their telephone conversations monitored or recorded. We use telephone monitoring to identify and correct performance problems with targeted training. We are always striving for improved performance to enhance our customers' image of Buchheit as well as customer service satisfaction.

The computer equipment and systems and Internet access that team members may use are always the property of Buchheit. Therefore, we reserve the right to monitor computer activities. We also reserve the right to retrieve and read any computer files or data that are composed, sent, or received through Internet connections or stored in our computer systems.

We may conduct video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent acts of harassment and workplace violence.

You may request access to information gathered through workplace monitoring that may impact employment decisions. We will grant access unless there is an ongoing investigation or a legitimate business reason to protect confidentiality.

Because we are sensitive to the legitimate privacy rights of our team members, we will make every effort to guarantee that workplace monitoring is always done in an ethical and respectful manner.

## **Use of Phone and Mail Systems**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit telephones are intended for business use, and team members are not permitted to make personal long-distance or toll calls from our phones. We request that you keep any personal local calls to a minimum and may require you to reimburse Buchheit for charges resulting from personal calls.

It is not acceptable to use Buchheit postage or metering for your personal mail. The postage is intended only for official business-related mail.

Because our telephone communications are an important reflection of our image to customers and the community, every team member should use proper telephone etiquette.

Some examples of good telephone etiquette are: always using the approved greeting, speaking courteously and professionally, confirming the information you have received from the caller, and only hanging up once the caller has done so.

## Cell Phone Usage

Effective Date: 03/23/2009

Revision Date: 1/05/2011

Buchheit provides cellular telephones to some team members as business tools. The phones are provided to assist team members in communicating with management and other team members, clients, and other business-related contacts. Cell phones are primarily intended for business-related calls. However, occasional, brief personal use is permitted within reasonable limits. Buchheit will review cell phone invoices. Buchheit issued cell phones may include GPS tracking functionality.

Company provided cell phones will include a wall charger, all other accessories are the responsibility of the team member. Further, each phone is issued for a life of two years. Team members are responsible for replacement of a phone or accessories should they break and are out of the warranty period prior to being eligible for an upgrade. If a team member prefers to upgrade his/her phone outside of the upgrade eligibility window, the charges incurred will be the responsibility of the team member. Team members are also responsible for any charges that are incurred through personal application downloads or paid services.

Buchheit IT will only support approved devices. These devices can be found in the approved hardware list accessible through an IT help desk request. Also, Buchheit IT will not support unauthorized downloaded applications to company provided cell phones.

While driving, your primary responsibility is driving safely and obeying the rules of the road. For that reason, we prohibit team members from using cell phones to conduct business while they are driving. You should utilize a hands-free device, or safely pull off the road and come to a complete stop before you dial or talk on the phone.

If you use a cell phone for business, always remember to apply normal business etiquette by keeping your conversations private and non-disruptive to others.

The use of personal cell phones without a valid business purpose during working hours is prohibited.

## Personal Identifiable Information Policy (PII)

It is company policy to protect personally identifiable information (PII) of employees and contractors. The electronic restrictions and safeguards outlined in this policy provide guidance for employees, and contractors that have access to PII to ensure compliance with state and federal regulations.

**Personal Identifiable Information (PII) is defined as:** Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means. Further, PII is defined as information: (i) that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or (ii) by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a combination of gender, race, birth date, geographic indicator, and other descriptors). Additionally, information permitting the physical or online contacting of a specific individual is the same as personally identifiable information. This information can be maintained in either paper, electronic or other media.

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Some information that is considered PII is available in public sources such as telephone books, public websites, university listings, etc. This type of information is considered to be **Public PII** and includes:

1. First and Last name
2. Address
3. Work telephone number
4. Work e-mail address
5. Home telephone number
6. General educational credentials
7. Photos and video

In contrast, **Protected PII** is defined as any one or more of types of information including, but not limited to:

1. Social security number
2. Username and password
3. Passport number
4. Credit card number
5. Clearances
6. Banking information
7. Biometrics
8. Data and place of birth
9. Mother's maiden name
10. Criminal, medical and financial records
11. Educational transcripts
12. Photos and video including any of the above

Employees are reminded that safeguarding sensitive information is a critical responsibility that must be taken seriously at all times. Company policy specifies the following security policies for the protection of PII and other sensitive data:

- It is the responsibility of the individual user to protect data to which they have access.
- Employees having access to personal information shall respect the confidentiality of such information, and refrain from any conduct that would indicate a careless or negligent attitude toward such information. Employees also shall avoid office gossip and should not permit any unauthorized viewing of records. Only individuals who have a "need to know" in their official capacity shall have access to such records.

The loss of PII can result in substantial harm to individuals, including identity theft or other fraudulent use of the information. Because employees may have access to personal identifiable information concerning individuals and other sensitive data, we have a special responsibility to protect that information from loss and misuse. With these responsibilities employees should:

- Safeguard information to which the employee has access at all times.
- Obtain management's **written** approval prior to taking any sensitive information away from the office. The manager's approval must identify the business necessity for removing such information from the facility.
- When approval is granted to take sensitive information away from the office, the employee must adhere to the security policies described above.

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Information System – a collection of computing resources that are accessible through privileged access such as a login or key. Usually a software package designed to store employee data.

Secure Deletion – Secure deletion of an electronic file is accomplished by overwriting the full file contents with random data multiple times.

All electronic files that contain Protected PII shall reside within a protected Information System. All physical files that contain Protected PII will reside within a locked file cabinet or room when not being actively viewed or modified. Protected PII is not to be downloaded to personal or employee workstations or mobile devices (such as laptops, personal digital assistants, mobile phones, tablets or removable media) or to systems outside the protection of the company. PII will also not be sent through any form of insecure electronic communication such as E-mail or instant messaging systems.

Significant security risks emerge when PII is transferred from a secure location to a less secure location or is disposed of improperly. When disposing of PII the physical or electronic file should be shredded or securely deleted.

Employees should ensure they are aware of their responsibilities regarding the protection of PII. In addition to the forgoing, if employees become aware of a theft or loss of PII, they are required to **immediately** inform management.

Any employee found to be in violation of this policy may be subject to disciplinary action as deemed appropriate based on the facts and circumstances giving rise to the violation.

## **Team Member Conduct and Work Rules**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

To ensure orderly operations and provide the best possible work environment, we expect you to follow rules of conduct that will protect the interests and safety of all team members and Buchheit.

Although it is not possible to list all the forms of behavior that are considered unacceptable at work, the following are some examples of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting, threatening violence, or bullying in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas

- Sexual or other unlawful of unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work area during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Since employment with Buchheit is based on mutual consent, either you or Buchheit have the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

### **Problem Solving Process**

We encourage team members to work out any problems they have with their peers and their immediate supervisors on a one-to-one basis. If you believe your problem is not adequately addressed, you may take the problem to any supervisor/manager in your line of authority.

If you are unable to work out problems informally, you may briefly describe the problem in writing and submit it to the corporate loss prevention department. Appropriate personnel will be assigned to look into the problem and attempt to resolve it completely. Management will respond to the problem by the team member's next workday (Mon.-Fri.). If you are not satisfied with the resolution, you may discuss the problem with senior corporate management.

You must call the attention of management to the problem within 30 calendar days of its occurrence. If you believe you are experiencing sexual harassment, you may raise this problem in the same manner as for any other problem, except that you have 180 calendar days.

When attempting to resolve a problem in person, two company representatives or members of management must be present.

### **Open Door Policy**

Any applicant or employee who believes that there has been a violation of company policy or any applicable law relating to accommodating a person with a disability should immediately contact the Human Resource Department. All complaints are promptly investigated. All individuals are expected to cooperate with an investigation. The information in the course of an investigation is held in confidence and is only disclosed to individuals who have a need to know.

### **Progressive Discipline**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

This policy describes the policy for administering equitable and consistent discipline for unsatisfactory conduct at Buchheit. We believe that the best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

We also believe that it is in the best interests of Buchheit to ensure fair treatment of all team members and make certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the team member for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and Buchheit have the right to terminate employment at will, with or without cause or advance notice, Buchheit may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Buchheit recognizes that there are certain types of team member 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.

While it is impossible to list every type of behavior that may be considered a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most team member problems can be corrected at any early stage, benefiting both team members and Buchheit.

## **Problem Resolution**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to providing the best possible working conditions for our team members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Buchheit supervisors and management.

Buchheit strives to ensure fair and honest treatment of all team members. We expect supervisors, managers, and team members to treat each other with mutual respect. We encourage team members to offer positive and constructive criticism to each other.

If you disagree with the established rules of conduct, policies, or practices, you can express your concern through the problem resolution procedure. You will not be penalized, formally or informally, for voicing a complaint with Buchheit in a reasonable, business-like manner, or for using the problem resolution procedure.



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If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust or inequitable, you are encouraged to make use of the following steps. You may discontinue the procedure at any step.

1. You present the problem to your supervisor within 30 calendar days after the incident occurs. If your supervisor is unavailable or you believe it would be inappropriate to contact that person, you may present the problem to the Loss Prevention Manager or any other member of management.
2. The supervisor responds to the problem during discussion or within 30 calendar days after consulting with appropriate management, when necessary. The supervisor documents the discussion.
3. You present the problem to the Loss Prevention Manager within 30 calendar days if the problem is unresolved.
4. The Loss Prevention Manager counsels and advises you, assists you in putting the problem in writing, visits with your supervisor/managers, if necessary, and directs you to the Director of Stores for a review of the problem.
5. You present the problem to the Director of Stores in writing.
6. The Director of Stores reviews and considers the problem. The Director of Stores informs you of the decision within 30 calendar days and forwards a copy of the written response to the Loss Prevention Manager for your file. The Director of Stores has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can team members and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

## **Safety**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

This program is a top priority at Buchheit. To assist in providing a safe and healthful work environment for team members, customers, and visitors, Buchheit has established a workplace safety program. The Loss Prevention Department is responsible for implementing, administering, monitoring, and evaluating the safety program. The success of the program depends on the alertness and personal commitment of everyone.

We provide information to team members about workplace safety and health issues through regular internal communication channels. These may include supervisor-team member meetings, bulletin board postings, memos, or other written communications.

Team members and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards, as well as safe work practices and procedures to eliminate or minimize hazards. We also have a safety advisory group that assists in these activities and helps facilitate effective communication between team members and management about workplace safety and health issues.

If you have an idea, concern, or suggestion for how to improve safety in the workplace, we encourage you to tell your supervisor, location manager, Safety Manager, or the Loss Prevention Manager. We want you to be assured that you can report any concerns about workplace safety anonymously if you wish, and you can make a report without fear of reprisal.

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You are expected to obey all safety rules and use caution in your work activities. You must immediately report any unsafe condition to the appropriate supervisor. If you violate Buchheit safety standards, cause a hazardous or dangerous situation, or fail to report or, where appropriate, remedy such situations, you may be subject to disciplinary action, up to and including termination of employment.

In the case of an accident that results in an injury, regardless of how insignificant the injury may appear, you should immediately notify the Loss Prevention Department or the appropriate supervisor. Prompt reporting can ensure legal compliance and quick initiation of insurance and worker's compensation benefits procedures. A post-accident drug and alcohol screen will be required.

## **Workplace Violence Prevention**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to preventing workplace violence and to maintaining a safe work environment. We have adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that might occur during business hours or on our premises.

All team members, including supervisors and temporary team members, should be treated with courtesy and respect at all times. Team members are expected to refrain from fighting, "horseplay", or other conduct that may be dangerous to others. We prohibit firearms, weapons, and other dangerous or hazardous devices and substances from the premises of Buchheit without proper authorization.

Buchheit will not tolerate conduct that threatens, intimidates, or coerces another team member, a customer, or a member of the public at any time, including off-duty periods. This includes all acts of harassment, including harassment that is based on an individual's sex, race, age, national origin, disability, religion, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, either direct or indirect, should be reported as soon as possible to your supervisor or any other member of management. This includes threats by team members as well as threats by customers, vendors, solicitors, or anyone else. When reporting a threat of violence, you should be as specific and detailed as possible.

Be sure to report any suspicious person or activities as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work area, do not try to intercede or see what is happening.

We will promptly and thoroughly investigate all reports of threats (or actual), bullying or violence and of suspicious individuals or activities. The identity of the person who made the report will be protected to the extent practical. To maintain workplace safety and the integrity of its investigation, Buchheit may suspend a team member, either with or without pay, pending investigation.

Any person who violates these guidelines will be subject to disciplinary action, up to and including termination of employment. Violations include making a threat of violence or actually committing a violent act.

If you are having a dispute or differences with another team member, we encourage you to discuss it with your supervisor or the Loss Prevention Manager before the situation escalates into potential violence. Buchheit is eager to assist in the resolution of team member disputes, and we will not discipline a team member for raising these types of concerns.

## **Unlawful Harassment and Discrimination**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit is committed to providing a work environment that is free from all forms of harassment and discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. This policy applies to all employees of the company, including supervisors and non-supervisory employees, and independent contractors.

In keeping with this commitment, the company maintains a strict policy prohibiting harassment or discrimination based on race, color, creed, religion, sex, sexual orientation, age, mental and/or physical disability, national origin, or any other characteristic protected by law. This includes any form of verbal, non-verbal, physical, and visual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. We provide ongoing sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.

Moreover, it is the policy of the company to prevent and prohibit misconduct on the job, including sexual harassment or any other type of harassment or discrimination by co-workers, other employees, including supervisors, and persons doing business with or for the company.

Unwelcome sexual advances, requests for sexual favors or other offensive conduct of a sexual nature do not belong in the workplace. In addition, a hostile or offensive work environment caused by remarks or actions based on race, color, religion, national origin, citizenship, gender, age, marital status, veteran status, sexual orientation, any physical or mental disability or any other classification that is protected under applicable law, will not be condoned or permitted. Such conduct could constitute harassment, which is not only a violation of Company policy, but also violate the law.

It is important to remember that actions or comments you may consider to be innocent or harmless may be considered offensive physical or verbal harassment by another employee, driver, or contractor. In addition, under some circumstances, a violation of the Company's E-Mail, Internet, and Mobilecomm Policy may also constitute harassment.

If an employee or independent contractor believes he or she is being subjected to verbal or physical harassment, or there are other interpersonal issues which compromise the working environment, or which create discord or distractions that interfere with your safety and productivity, the driver should immediately notify his or her supervisor, or contact the Human Resources Department, so that the company may investigate the situation. If an employee or independent contractor believes he or she is being subjected to verbal or physical harassment during training, the employee should immediately contact his or her supervisor to inform them of the situation.

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All complaints will be treated as confidentially as possible and will be investigated by the Company. No associate will suffer retaliation or intimidation as a result of the good faith, honest use of this internal complaint procedure.

When a violation of this policy is determined to have occurred, appropriate disciplinary action, up to and including termination of employment/contract, will be taken. This policy is not intended to create any type of contract between the company and any associate, and this policy is subject to review and/or modification by the company at any time.

Harassment and/or discrimination may take many forms including but not limited to:

- A) Any discriminatory or harassing action based on one's protected characteristic (race, citizenship, color, religion, sex, sexual orientation, age, and/or disability) that has the purpose or effect of unreasonably interfering with an individual's work performance or adversely affecting an individual's employment opportunities.
- B) Such verbal, non-verbal, discriminatory, or harassing actions that create a hostile work environment. These may include but are not limited to:
  - o Verbal conduct such as epithets, derogatory comments, slurs, or unwanted sexual advances, invitations, or comments.
  - o Visual conduct such as derogatory posters, cartoons, drawings, or gestures.
  - o Physical conduct such as assault, blocking normal movement, or interference with work, when directed at an individual.
- D) Sexual harassment includes, but is not limited to, threats or demands to submit to sexual requests in order to keep a job or avoid some other loss and offers of job benefits in return for sexual favors ("Quid Pro Quo").
- E) Retaliation for having reported harassment or discrimination.

Sexual harassment may include:

- A) Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature as a condition of an employees' employment; or
- B) Making submissions to/rejection of such conduct the basis for employment decisions affecting the employee; or
- C) Threatening, directly or indirectly, to retaliate against an employee, if the employee refuses to comply with a sexually oriented request; or
- D) Engaging in sexually suggestive physical contact or touching another employee in a way that is unwelcome; or
- E) Displaying, storing, discussing, or transmitting pornographic or sexually oriented materials using the company or personal equipment or facilities while driving for the company.
- F) Engaging in indecent exposure; or
- G) Creating an intimidating, hostile, or offensive working environment.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Employees and independent contractors are prohibited from harassing other employees or independent contractors whether or not the incidents of harassment occur on any company premises or company owned/leased equipment, or customer facilities and whether or not the incidents occur during working hours. Sexual harassment can involve males/females being harassed by members of either sex.

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Although sexual harassment typically involves co-workers, it can also include third parties, such as customers or suppliers. It is imperative that you immediately report any behavior, which you deem to be sexually harassing so the company can take immediate action and investigate the complaint.

***Team Member Responsibilities:***

If employee or independent contractor believes that they have been subject to sexual harassment or any unwanted sexual attention, they should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident (s) and the names of any witness; and
- Report the incident to their supervisor or directly to the Human Resources Department.

The company encourages drivers to communicate effectively with each other and resolve issues that arise on the truck by themselves. However, all incidents of sexual harassment or inappropriate sexual conduct must be reported, regardless of their seriousness. Publicizing information about alleged harassment without following the reporting procedures or filing a formal complaint might be considered evidence of an ill intent on the part of the accuser. Complaints may be written or oral. It is important that details be documented and reported.

***Manager and Supervisor Responsibilities:***

Supervisors must deal expeditiously and fairly with allegations of sexual harassment within their departments whether or not there has been a written or formal complaint. Supervisors must:

- act promptly to ensure the safety of an individual who has reported sexual harassment or inappropriate sexually oriented conduct
- promptly notify the Human Resources Department of the alleged harassment or inappropriate sexually oriented conduct so that prompt investigation and any appropriate discipline can occur
- Supervisors who knowingly allow or tolerate sexual harassment are in violation of this policy and subject to discipline.

Any employee or independent contractor found to have acted in violation of the foregoing policies will be subject to appropriate disciplinary action, up to and including termination of employment or contract/lease.

***Responsibilities for Reporting Harassment or Discrimination:***

Employees or independent contractors who are subjected to/or witness harassment or discrimination should immediately report such conduct to any one of the following members of management:

- **Supervisor**
- **Human Resources Department**

The company will take the following steps in addressing complaints of harassment or discrimination in a confidential manner:

- Fully inform the employee or independent contractor of his/her avenues to report and address the harassment pursuant to the company's internal complaint procedure. Advise the employee or independent contractor that s/he will not be disciplined or otherwise retaliated against as a result of making a complaint.

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- Immediately conduct a thorough, objective, and complete investigation of the alleged harassment in an attempt to make a determination about whether the alleged harassment has occurred.
  - Take prompt and effective remedial action commensurate with the severity of the offense of harassment that occurred.
  - Advise the employee or independent contractor of actions taken to address the complaint.

*It is the responsibility of all employees and contractors to comply with this policy and to report all known violations of this policy to the appropriate supervisor, or Human Resource representative so that corrective action may be taken. You are required to sign a Disclosure and Acknowledgement of Policy on Harassment in the Workplace form and submit it to the Human Resources Department.*

You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Loss Prevention Manager or any member of management, so it can be investigated in a timely and confidential manner. Any team member engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment or contract/lease.

## **Return of Company Property**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

As part of your job, you may be given temporary possession of Buchheit property such as the following:

- Safety knife
- Cell phones or pagers
- Name badge/time card
- Radios
- Client lists
- Equipment
- Keys
- Protective equipment
- Tools
- Vehicles
- Credit Card
- Fuel Card(s)
- Telematics Device(s)
- Any other company-supplied property

You are responsible for the control of Buchheit property in your possession and expected to return it promptly when requested or if your employment ends. In situations where you do not return Buchheit property, we may take steps to recover the item or its cost by withholding from your regular or final paycheck when allowed by law, or by taking legal action.



## **Resignation**

Effective Date: 03/23/2009

Revision Date: 03/18/2011

Resignation is defined as a voluntary act initiated by a team member to terminate employment with Buchheit. Although there is no requirement that you give advance notice, doing so can reduce the impact on your co-workers and productivity. We request a resigning team member submit a written notice of resignation at least two weeks in advance. Vacation pay may be withheld without two-weeks' notice, subject to state law. Vacation time may not be included as part of the two-week notice.

Before a team member leaves, we will schedule an off-site exit interview to better understand the reasons for resignation and to go over any resulting benefit changes.

## **Employment Termination**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. These are some of the most common circumstances for employment terminations:

- FMLA leave expires - failure to perform active work for more than twelve weeks.
- Resignation - voluntary employment termination initiated by a team member.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the team member meeting age, length of service, and any other criteria for retirement from the organization.

We will generally schedule an exit interview at the time of employment termination. The exit interview is an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of any outstanding debt to Buchheit, or return of Buchheit-owned property. It is also a time for you to voice any suggestions, complaints, and questions you may have. Since employment with Buchheit is based on mutual consent, either you or Buchheit have the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

Your benefits are affected by termination in several ways. All accrued, vested benefits that are due and payable at termination will be paid out. Some benefits may be continued at your expense if you choose. You will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations for continuing them.

## **Termination Date**

If an employee or independent contractor fails to report to work at the normally scheduled time, or a driver abandons a truck, their termination date is the last day they worked. If an employee is on Worker's Compensation, short-term disability, military leave or Family Medical Leave Act (FMLA) and is released to return to work and fails to report, their termination date is the date they were released to return to work.

## **Re-Hire Policy**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

If you should terminate employment with us and then be re-hired, our policy requires that certain steps may have to be taken before re-employment:

- Re-hires must be approved by management.
- An updated application may be required, and an updated background check may be requested.
- Pre-employment drug screen if more than 30-days have lapsed since last day worked.
- WorkSteps testing if more than 30-days have lapsed since last day worked.
- Benefits may be reinstated if termination date was less than six weeks prior to your re-employment date.
- New Hire Orientation class *may* be required.

## Employee Benefits

Buchheit provides a wide range of benefit programs to eligible team members. Certain legally required programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner required by the laws. While some of the benefit programs we offer may require you to contribute to the cost, many programs are partially or fully paid by Buchheit.

Your eligibility for each benefit program depends on a variety of factors, including your team member classification. To better understand exactly which benefit programs, you are eligible for, talk to your supervisor. You can find details about many of these programs through this handbook or your ADP profile at [www.workforcenow.adp.com](http://www.workforcenow.adp.com). In some cases, a policy may also refer you to other sources, such as the Summary Plan Document for that benefit. The following benefit programs are available to eligible employees, subject to terms and conditions of each:

- Vacation Benefits
- Holidays
- Direct Deposit
- Team Member Discount
- Scholarship Program
- 401(k) Savings Plan
- Profit Sharing (Discretionary Contribution to 401k)
- Auto Mileage
- Bereavement Leave
- Employee Assistance Program
- Family Leave
- Medical Leave
- Military Leave
- Jury Duty Leave
- Voting Time Off
- Annual Christmas Gift
- Health Insurance
- Prescription Drug Coverage
- Flex (Medical Spending) Account
- Accident Insurance
- Cancer Insurance
- Dental Insurance
- Cafeteria (Pre-tax option for some benefits)
- Benefit Conversion at Termination
- Life Insurance (Basic and Voluntary)
- Long-Term Disability
- Short-Term Disability
- Vision Care Insurance

## Vacation Benefits

Effective Date: 03/23/2009

Revision Date: 03/18/2011

Buchheit offers vacation time off with pay to eligible team members for rest, relaxation, and personal pursuits. Team members in the following employment classifications are eligible to earn and use vacation:

- Full-time team members
- Regular part-time team members

Full-time team members paid vacation time increases each year, with the length of employment as shown in the following schedule:

- After 1 year, the team member is entitled to 5 vacation days (40-hours) each year.
- After 2 years of eligible service, the team member is entitled to 10 vacation days (80-hours) each year.
- After 10 years of eligible service, the team member is entitled to 15 vacation days (120-hours) each year.

Regular part-time team members will receive 20 hours of vacation per year after 2 years of service. To be eligible for vacation as a part-time team member, you must work a minimum of 1,000 hours during the preceding two calendar years.

The length of eligible service is calculated on the basis of a "calendar year". A "calendar year" is defined as the 12-month period that begins when you start earning vacation time. Your benefit year may be extended for any significant leave of absence except military leave of absence. (Military leave has no effect on the benefit calculation.) See the leave of absences policies in this Handbook for more information.

Once you enter an eligible employment classification, you begin to earn paid vacation time according to the schedule in this policy. You can use earned vacation time in the year after it is accrued.

You may use vacation time in minimum increments of one day. To schedule vacation time, you should request the time off through your Paycom profile to obtain approval from your supervisor. Each request will be reviewed based on a number of factors, including our business needs and staffing requirements.

Different departments and jobs within the company require different responsibilities. Therefore, vacations are granted on an individual basis depending, in part, on the needs of the business. Other conditions may apply as stated in 6.01 Leaves of Absence.

Vacation time off is paid at your base pay rate at the time of the vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Drivers vacation time is paid based on the average rate of pay for the prior years' earnings.

We encourage you to use your available paid vacation time for rest, relaxation, and personal pursuits. In the event that you do not use your available vacation by the end of the benefit year, you will forfeit the unused time.

If your employment terminates, you will be paid for any unused vacation time that has been earned through your last day of work, if a two-week notice is given and/or according to state requirements.

## **Unpaid Time Off Policy**

Effective 12/08/2020

All team members are eligible for unpaid time off after one completed year of employment. When unpaid time off is requested for personal reasons, a team member's accrued vacation leave must be fully used before unpaid time off can be requested.

Unpaid time off is granted only in whole-day increments. It may be granted for a single workday or a number of consecutive workdays up to a maximum of three (3) days. Unpaid time off cannot be granted for more than three (3) consecutive workdays. Unpaid absences of more than three (3) days must be requested under the leave of absence policy. Team members are not paid for this absence.

Team members maintain their regular benefits while absent from work on approved unpaid time off as long as the benefit payments are made bi-weekly and kept current during the leave. Since contributions to the Buchheit Retirement Plan are based on team member earnings, unpaid time off will reduce the team member and employer contributions to the plan.

Team members must request for unpaid time off through the human resource/time off software at least three (3) weeks in advance of the desired time off. The three (3) week advanced request will allow time for the facility to properly complete a schedule to make sure we have adequate coverage for business needs. Requirement may be waived in emergency situations.

Facility Manager and/or Human Resource Coordinator are responsible for obtaining departmental decisions and communicating either approval or denial back via the human resource/time off software at least two (2) weeks prior to the requested unpaid time off. Approval or denial decisions must take into consideration the staffing and budgetary needs of the facility and the amount of unpaid time that has already been taken for the calendar year. If request is considered excessive more than 10 days in a calendar year the request maybe denied. Requests may be approved or denied on the basis of these or other reasonable considerations.

Team members who are absent from work without approval of their supervisor may be subject to disciplinary action accordance with Attendance and Punctuality Policy.

## **Holidays**

Effective Date: 03/23/2009

Revision Date: 12/16/2020

We provide holiday time off with pay to eligible full-time team members who have completed 180 calendar days of service as a full-time team member. If you are eligible for paid holidays, your holiday pay will be calculated on your straight time pay rate. Holiday hours will be calculated as the following:

- Full time team members working 40 hours a week will receive 8 holiday hours
- Full time team members working 32 hours a week will receive 6.4 holiday hours
- Full time team members working 30 hours a week will receive 6 holiday hours

Also, to be paid for a holiday, a full-time team member must work both the last scheduled workday immediately preceding the holiday and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible team member's paid absence (such as bereavement or vacation), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible non-exempt team members work on a recognized holiday, the team members will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

A holiday falling on a Saturday or Sunday can either be observed on Friday or Monday for office team members. Check with your manager to schedule your holiday.

Paid time off holidays will not be counted as hours worked for the purposes of determining overtime. Payment for these holidays will be observed on the date of the recognized holiday.

Recognized holidays are:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

## **Workers' Compensation Insurance**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Workers' Compensation provides payment for medical expenses, wage loss, and disability to an employee in the event of an injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. The injury must occur in the course and scope of employment. Subject to the applicable legal requirements, this program provides benefits after a short waiting period or, in the event of hospitalization.

The company is concerned about its employees. The Company and the Safety Department will work with all employees injured on the job. Our priorities are to see that you receive proper medical attention and return to work as soon as possible.



It is critical that you inform your supervisor immediately about any work-related injury or illness, regardless of how minor it might appear at the time. Immediate reporting ensures that, if eligible, you will qualify for workers' compensation benefits as quickly as possible and also lets us investigate the matter promptly. Failure to report an injury will result in disciplinary action up to, and including, termination.

**You must report any injury to the Workers' Compensation Department within 8 hours.**

No action will be taken to initiate a claim on the employees' behalf until the Safety Department has been notified.

Drivers are assumed to be 'on the job' when they are physically in the truck and/or performing duties required of them as a driver, including but not limited to, making check calls, loading/unloading, and performing pre-trip inspections. Drivers are not 'on the job' when they are commuting in a personal vehicle to and from work.

Workers' compensation is intended to cover only work-related injuries and illnesses. Because of this, neither Buchheit nor our insurance carrier will be liable for the payment of workers' compensation benefits for injuries that might occur during team members' voluntary participation in off-duty recreational, social, or athletic activities that we may sponsor.

The Safety Department **must** be notified before authorization for medical treatment will be given. The Company will designate medical providers for treatment for any work-related injury (except for emergency situations). If you decide to go to a doctor other than the one we suggest, you risk paying the medical costs yourself. The Safety Department has access to obtaining qualified doctors anywhere in the United States.

Each Workers' Compensation claim will be investigated thoroughly. In the event a claim is deemed compensatory, you will be paid by the company based on the laws of the state in which you were hired. Your weekly benefits will be a percentage of your gross average weekly wage. This means the weekly benefits may be significantly less than your net pay. You should also note there is a minimum waiting period of 3 days (depending on the state Workers' Compensation laws) before the weekly benefits goes into effect. This translates into a week or two without income. The calculation of your weekly benefit and the waiting period is not a policy set by the company but rather by state laws.

Your claim may be administered, and benefits paid to you by a third-party administrator.

The Company will offer modified duty work to drivers who sustain work injuries if the treating physician feels the driver is capable of modified duty work. Injured drivers will be offered modified duty work that will meet their physical capabilities. Modified duty work is intended as rehabilitation and should be temporary only.

If your claim is investigated and found to be fraudulent, benefits will be denied, and internal disciplinary actions will be taken. If deemed appropriate, legal action may also be taken. A preventable on the job injury may disqualify a driver from the Safety Award program.

In the event an injury results in time away from work, drivers will be responsible for making regular contact regarding their status with their supervisor and the Safety Department. It is very critical to the handling of a claim that the driver keeps the Safety Department informed of his/her medical status.

It is the employee's responsibility to pay for their portion of the insurance premiums while on Worker's Compensation that would normally be handled through payroll deduction. Payments are due on or before the first day of the coverage month. Payments should be made to the company and sent to the attention of the Corporate Payroll Department. Failure to do so may result in the loss of coverage.

While the company cannot guarantee it will hold open an employee's regular job during an extended period of leave, or while an employee is performing modified duty work, the Company will consider the physicians estimated length of absence from the employee's regular job in determining whether the employee will be permitted to return to work.

In accordance with the provisions of Federal Family and Medical Leave Act (FMLA), Workers' Compensation time off is applied toward FMLA leave allowance, if eligible for FMLA. If not eligible for FMLA, then a request for a Leave of Absence may be considered.

### **Time Off to Vote**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit encourages you to fulfill your civic responsibilities by voting in elections. We expect that you will be able to vote either before or after work hours. However, if you cannot vote during your nonworking hours, we will grant up to three hours of unpaid time off to vote.

Illinois team members will receive two hours of paid time off to vote *if* their scheduled work day starts less than two hours after voting time begins *and* ends less than two hours before voting time ends. The team member will be required to submit a voter's receipt.

In order to accommodate your absence, you should request the time off from your supervisor at least two working days prior to an election day.

### **Bereavement Leave**

Effective Date: 03/23/2009

Revision Date: 05/28/2019

In the event that you need to take time off in the event of the death of a family member, Buchheit provides bereavement leave. To request bereavement leave, see your supervisor for the proper form. Documentation is required to be submitted with the form. We grant up to three days of paid bereavement leave to all team members.

During paid bereavement leave, your pay will be calculated based on your pay rate at the time of absence, excluding any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. Bereavement leave will only be paid for those days that you are scheduled to work.

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We will normally grant bereavement leave unless there are unusual business needs or staffing requirements that prevent accommodating the request. You may also, with supervisory approval, use any available paid leave benefits, such as vacation, for additional time off as necessary.

We grant up to three days of paid leave for the death of an immediate family member. The bereavement leave policy defines "immediate family" as your spouse, parent, step-parent, child, step-child, brother, sister, step-brother, step-sister, spouse's parent or spouse's step-parent.

We grant up to one day of paid leave for the death of an extended family member. The bereavement leave policy defines "extended family" as your son-in-law, daughter-in-law, grandchild, grandparent, your spouse's sibling, spouse's grandparent, step-grandparent, your spouse's step-brother, spouse's step-sister, spouse's step-grandparent, and step-grandchild.

## **Jury Duty**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit encourages you to fulfill your civic responsibility by serving jury duty when required. Team members who have completed a minimum of 180 calendar days of service in an eligible classification may request up to 3 days of paid jury duty leave over any 1-year period.

If you are eligible for paid jury duty leave, you will be compensated at your base rate of pay for the number of hours you would normally have worked that day. Salaried team members are eligible for paid jury duty leave. If you remain on jury duty beyond the period of paid jury duty leave, you may use any available paid time off, such as vacation time, or request an unpaid jury duty leave of absence.

If you receive a jury duty summons, show it to your supervisor as soon as possible so that arrangements can be made to accommodate your possible absence from work. You are expected to report for work whenever the court schedule permits.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during unpaid jury duty leave and will resume when you return to active employment.

## **Witness Duty**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

We provide witness duty time off to team members who receive a subpoena to testify in court. If you are summoned or otherwise requested to testify as a witness by Buchheit, you will receive paid time off for the entire period of witness duty.

You will be granted unpaid time off if you are requested to appear in court as a witness by a party other than Buchheit. However, you may use any available paid leave benefits, such as vacation, to be compensated for that absence. In order to make arrangements for the time off, you must show the subpoena to your supervisor as soon as you receive it. You are expected to report to work whenever you are not needed in court.

## **Military Reserve Leave**

An employee who remains in the active military reserve will be allowed time off work for the required reserve training. This time will be without company compensation but will not be in place of earned vacation. Consequently, it will not result in loss of vacation time or vacation compensation.

The employee may use vacation time for military duty. The Company will pay the normal company group insurance contributions during the leave of absence for military reserve training.

## **Sickness**

An employee who misses work due to illness may be required to provide a doctor's note. After an employee has been unable to work 3 consecutive days because of a non-job-related illness or injury, the employee may be required to present a doctor's release and/or a return to work physical to return to duty.

## **Life-Threatening Illnesses in The Workplace**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Team members with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. Buchheit supports these endeavors as long as team members are able to meet acceptable performance standards. As in the case of other disabilities, we will make reasonable accommodations in accordance with all legal requirements, to allow qualified team members with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual team members is treated confidentially. Buchheit will take reasonable precautions to protect such information from inappropriate disclosure.

Supervisor/managers and other team members have a responsibility to respect and maintain the confidentiality of team member medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

If you have a question or concern about life-threatening illnesses, we encourage you to contact the Payroll Department or our Employee Assistance Program for information and referral to services and resources.

## **Leaves of Absence**

Effective Date: 03/23/2009

Revision Date: 03/18/2011

There may be times when you need to be away from work for urgent personal reasons. At these times, you may be granted unpaid (nonexempt) or paid (exempt) leave depending upon your circumstances. However, leaves of absence will not be granted for convenience or personal benefit. These examples include starting an outside business, building a home, harvesting crops, extending vacation, etc. After three days, consecutive or non-consecutive requested unpaid days, in a calendar year, the team member is required to use remaining vacation time.

Unpaid days can be defined as asking for additional unpaid time off, scheduled days that are not worked, etc.

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Exceptions to this policy will be handled on a case-by-case basis after discussion with the Chief Financial Officer, Loss Prevention Manager, and Location Management.

The following are some situations where you might request a leave of absence. Your supervisor must approve the request.

- **Death of a Family Member.** – See Bereavement Policy
- **Family Illness.** If a member of your immediate family is ill and being absent from work to attend matters related to the illness is necessary for you, you may be granted a leave of absence. If circumstances warrant it, you may take a leave of up to three days. For serious health conditions of a child or a spouse, you may request a longer leave of absence under the FMLA.
- **Jury/Civic Duties.** We encourage team members to fulfill their civic duties when asked to do so if there are not urgent business reasons that would interfere.
- **Medical.** You may be granted a leave of absence for illness or non-elective surgery. You must use vacation days for elective surgery. You may apply for additional unpaid leave under the FMLA for non-elective reasons. Maternity is treated like any other medical non-elective medical matter.
- **Military Service.** You may take an unpaid leave of absence to fulfill military obligations. You will need to provide a copy of orders and release orders to the Payroll Department.
- **Maternity Leave.** Currently, maternity leave is an unpaid leave of absence for all team members, unless you are eligible and have enrolled in the disability program. However, you may take twelve weeks leave under FMLA.

If you do not return to work after your leave ends, your employment will be terminated on the last day of your leave of absence.

If you take leave that is not medical and is not covered by FMLA, you may be required to pay your health insurance premium (100%) yourself.

Remember that you must have a letter making this request (which your supervisor/manager has approved with their signature) on file in the Corporate Payroll Department prior to the pay period before the absence is taken.

If you have not given the Corporate Payroll Department this information, the Corporate Payroll Department will cancel your insurance. Payments will be due by each Friday of your pay cycle.

### **Family and Medical Leave of Absence (FMLA)**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The Family and Medical Leave Act of 1993 grants qualified employees an unpaid leave of absence for up to 12 weeks in a 12-month period at the time of the birth/adoption of a child, or in the case of a serious health condition affecting the employee or the employee's spouse, child or parent.

The company recognizes that a leave of absence from active employment may be necessary for family or medical reason. This leave of absence policy complies with the provisions of the Family and Medical Act of 1993 (FMLA).

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## *Family and Medical Leave Policy*

- I. **Purpose:** To outline the conditions under which an employee may request time off without pay for a limited period with job protection and no loss of accumulated service if the employee returns to work.
- II. **Definition:** A family or medical leave of absence is defined as an approved absence available to eligible employees for up to 12 weeks of unpaid leave a year under particular circumstances that are critical to the life of a family.

Leave may be taken:

- on the birth of an employee's child;
- on the placement of a child for adoption or foster care with an employee;
- when an employee is needed to care for a child, spouse, or parent who has a serious health condition;  
or
- when an employee is unable to perform at least one of the essential functions of his or her position because of the employee's own serious health condition.

A "serious health condition" is one that requires inpatient or residential care or continuing treatment by a health care provider. "Continuing treatment" includes two or more treatments by a health care provider followed by a regimen of continuing treatment under the supervision of a health care provider. It also includes treatment of pregnancy or prenatal care, treatment of a chronic health condition of a serious nature, treatment of a long-term or permanent health condition for which the family member must be under continuing supervision of a health care provider, or any period of absence to receive multiple treatments by a health care provider either for restorative surgery or a condition, which if untreated, would result in an incapacity of more than three days.

For the purpose of this policy, a "serious health condition" is defined as an illness, injury, impairment, or physical or mental condition that involves:

- Any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility; or
- A period of incapacity requiring absence of more than three calendar days from work, school, or any other regular daily activities that also involves continuing treatment by (or under the supervision of) a health care provider; or
- Any period of incapacity due to pregnancy or prenatal care; or
- A period of incapacity (or treatment therefore) due to a chronic serious health condition (e.g., asthma, diabetes, epilepsy, etc.); or
- Any absences to receive multiple treatments (including any period of recovery there from) by, or on referral by, a health care provider for a condition that likely would result in incapacity of more than three consecutive days if left untreated (e.g., chemotherapy, physical therapy, dialysis, etc.).

For the purpose of this policy, health care providers who may provide certification of a serious health condition include:

- Doctor of Medicine or osteopathy authorized to practice medicine or surgery (as appropriate) by the State in which the doctor practices
- Podiatrists, dentists, clinical psychologists, optometrists and chiropractors (limited to treatment consisting



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of manual manipulation of the spine to correct a subluxation as demonstrated by x-ray to exist) authorized to practice in the State and performing within the scope of their practice under State law

- Nurse practitioners, nurse-midwives and clinical social workers authorized to practice under State law and performing within the scope of the practice as defined under State law
- Christian Science practitioners listed with the First Church of Christ, Scientist in Boston, Massachusetts
- Any health care provider recognized by the team member or the team member's group health plan's benefits manager
- A health care provider listed above who practices in a country other than the United States and who is authorized to practice under the laws of that country

A team member's spouse, children (son or daughter), and parents are immediate family member for purposes of FMLA. The term "parent" does not include a parent "in-law". The terms son or daughter do not include individuals age 18 or over unless they are "incapable of self-care" because of a mental or physical disability that limits one or more of the "major life activities" as those terms are defined in regulations issued by the Equal Employment Opportunity Commission (EEOC) under the Americans with Disabilities Act (ADA).

**III. Scope:** This policy applies to all family and medical leaves of absence except leaves covered under paid employment benefit plans or policies for any part of the 12 weeks' leave to which the employees may be entitled under this policy. In other words, if an employee is entitled to both FMLA (Family and Medical Leave Act) and paid leave under another benefit plan or policy, the employee must take the paid leave first.

**IV. Eligibility:** To be eligible for leave under this policy, an employee must have been employed here for at least 12 months and must have worked at least 1250 hours during the 12-month period preceding the beginning of the leave. While on leave your time vested is protected, and you will not lose any benefits accrued prior to the date the leave began (except any accrued paid leave that you are required to exhaust).

*Exception:* If an employee on leave is salaried and among the highest paid 10% of Company employees within 75 surface miles and keeping the job open for the employee would result in substantial and serious economic injury to the Company, the employee can be denied job restoration after leave. In this situation, however, the employee will be given an opportunity to return to work during leave.

**V. Basic Regulations and Conditions of Leave:** Medical certification. The Company will require medical certification to support a claim for leave for an employee's own serious health condition or to care for a seriously ill child, spouse, or parent. For the employee's own medical leave, the certification must include a statement that the employee is unable to perform at least one of the functions of his or her position. For leave to care for a seriously ill child, spouse, or parent, the certification must include an estimate of the amount of time that the employee is needed to provide one.

Covered employers must take the following steps to provide information to team members about FMLA:

- Post a notice approved by the Secretary of Labor explaining rights and responsibilities under FMLA
- Include information about team member rights and obligations under FMLA in team member handbooks or other written material, including Collective Bargaining Agreements (CBAs)
- If handbooks or other written materials do not exist, provide general written guidance about team member rights and obligation under FMLA whenever a team member requests leave

- Provide a written notice designating the leave as FMLA leave and detailing specific expectations and obligations of a team member who is exercising his/her FMLA entitlements. The team member may use the "Employer Response to Employee Request for Family or Medical Leave" to meet this requirement. This employer notice should be provided to the team member within one or two business days after receiving the team members notice of need for leave and include the following:
  - That the leave will be counted against the team member's annual FMLA leave entitlement
  - Any requirements for the team member to furnish medical certification and the consequences of failing to do so
  - The team member's right to elect to use accrued paid leave for unpaid FMLA leave and whether the employer will require the use of paid leave, and the conditions related to using paid leave
  - Any requirement of the team member to make co-premium payments for maintaining group insurance and the arrangements for making such payments
  - Any requirements to present fitness-for-duty certification before being restored to his/her job
  - Rights to job restoration upon return from leave
  - Team member's potential liability for reimbursement of health insurance premiums paid by the employer during the leave if the team member fails to return to work after taking FMLA leave
  - Whether the team member qualifies as a "key" team member and the circumstances under which the team member may not be restored to his or her job following leave

Eligible team members seeking to use FMLA leave may be required to provide:

- 30-day advance notice of the need to take FMLA leave when the need is foreseeable
- notice "as soon as practical" when the need to take FMLA is not foreseeable (at least verbal notice to the employer within 1-2 business days of learning of the need to take FMLA leave)
- sufficient information for the employer to understand that the team member needs leave for FMLA-qualifying reasons (the team member need not mention FMLA when requesting leave to meet this requirement, but may only explain why the leave is needed)
- where the employer was not made aware that a team member was absent for FMLA reasons and the team member wants the leave counted as FMLA leave, timely notice (generally within two business days of returning to work) that leave was taking for FMLA-qualifying reason

In addition to the information required by the FLSA, a covered employer's records must show the following:

- dates FMLA leave is taken, or hours of leave taken if FMLA leave is in increments of less than a day
- copies of FMLA notices given to and by team members
- documents describing team member benefits and leave policies
- premium payments of team member benefits, and record of any dispute over FMLA leave

The records must comply with confidentiality requirements of the Americans with Disabilities Act. The company may require a second medical opinion and periodic re-certification at its own expense. If the first and second opinions differ, the company may require the binding opinion of a third health care provider, approved jointly by the company and the employee and paid for by the company.

*Intermittent or reduced leave.* Leave may be taken on an intermittent or reduced-leave schedule if it is medically necessary for a serious health condition of the employee or his or her spouse, child, or parent. If leave is requested on this basis, however, the company may require the employee to transfer temporarily to a part-time schedule or an alternative position will have equivalent pay and benefits.

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*Spouses combined leave.* Spouses who are both employed by the company are entitled to a total of 12 weeks' leave (rather than 12 weeks each) for the birth or placement in adoption or foster care of a child for the care of a sick parent.

*Restoration to employment rights.* After a leave, an employee will be restored to the position he or she held when the leave began, or to an equivalent position. However, if upon the expiration of the leave the employee is unable to perform the essential function of his or her former position because of a physical or medical condition, the employee has no right to restoration to another position. Except as to employees who are taking an intermittent leave, as a condition of being restored to their former position, the company may require the employee to receive certification from the employee's health care provider that the employee be able to resume work.

**VI. Notification and Reporting Requirements:** When the need for leave is foreseeable, such as the birth of a child, the placement in adoption or foster care of a child, or planned medical treatment, the employee must provide reasonable prior notice (thirty days) and make an effort to schedule leave so that it does not unduly disrupt Company operations. Employees who are ill will be required to report periodically on their status and their intention to return to work.

**VII. Status of Employee Benefits During Leave of Absence:** Health insurance. Group health care coverage will continue for employees on leave as if they were still working.

It is the employee's responsibility to pay for their portion of the insurance premiums while on leave that would normally be handled through payroll deduction. Payments are due on or before the first day of the coverage month. Payments should be made to the company and sent to the Corporate Payroll Department. Failure to do so may result in the loss of coverage. If the leave is paid, premiums will continue to be paid through payroll deductions.

The Corporate Payroll Department will provide a schedule of payment amounts and due dates at the beginning of any unpaid leave of absence. (After 12 weeks of leave the team member is then responsible for 100% of the premium.)

Recovery of premiums. If an employee chooses to return to work (meaning: stay for 30 calendar days) after an approved unpaid leave of absence, the Company may recover from the employee the cost of any payments made to maintain the employee's health insurance, unless the failure to return is because of a serious health condition or reasons beyond the employee's control.

Benefit entitlement based on length of service will be calculated as of the last paid workday before the start of the unpaid absence.

If the employee fails to return to work at the conclusion of the leave, the Company may require the employee to reimburse the full cost of the health care coverage during any period of unpaid leave.

**VIII. Procedures:** Employees must contact Corporate Payroll to have FMLA paperwork sent to them. Employees must complete the employee portion of the paperwork including signature and date, and have their physician complete the Physician portion of the paperwork including signature and date.

*Request form.* The employee must fill out a “Request for Family and Medical Leave of Absence” Form in duplicate. This form must be completed in detail, signed by the employee, submitted to the immediate supervisor for proper approvals, and forwarded to the Human Resources Department (see attached copy of ‘Request for Family and Medical Leave of Absence’ form). If possible, the form should be submitted 30 days before the effective date of the leave.

All requests for family and medical leaves of absence due to illness must include sufficient medical certification stating:

- (1) the date on which the serious health condition began;
- (2) the probable duration of the condition; and
- (3) the appropriate medical facts that the health care provider knows about the condition.

In addition, for leave to care for a child, spouse, or parent, the certificate must include an estimate of the amount of time that the employee is needed to provide such care.

For leave for an employee illness, the certificate must state that the employee is unable to perform at least one of the functions of his or her position. For certification for intermittent leave or leave on a reduced-leave schedule for planned medical treatment, the certificate must state the dates on which such treatment is expected to be given and the duration of the treatment.

A team member who expects or anticipates taking a family or medical leave is required to notify the Corporate Payroll Department of the date of commencement and the expected duration of the leave at least 30 days in advance of the leave, or, if the need for the leave is not foreseeable, as soon as practicable. In cases where the need for leave is foreseeable, a team member's failure to provide 30 days' notice prior to taking leave may result in denial or delay of leave. A team member requesting leave under this policy should submit a complete application for leave form to the Corporate Payroll Department.

Certain "key employees" may not be eligible to be restored to the same or an equivalent position at the conclusion of their leave. Buchheit will notify such team members of their "key employee" status and the conditions under which job restoration may be denied, if applicable. "Key employee", as defined by law, is typically a management position.

An eligible team member may be entitled to up to 12 weeks of unpaid leave within a 12-month period without loss of seniority or benefits. The amount of leave available to a team member at any given time will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the requested leave. A team member who fails to return to work immediately following expiration of the authorized leave period will be considered to have voluntarily resigned. All leave taken under this policy and leave for any other reason which would qualify under FMLA (e.g. worker's compensation leave) will be counted against the team members leave entitlement under FMLA.

During a family or medical leave provided under this policy, team members shall first exhaust all unused vacation before continuing such leave on an unpaid basis. During a leave related to the team member's serious health condition, the team member should also exhaust any available vacation or short-term disability before continuing such leave on an unpaid basis. Team members will not receive vacation pay in addition to compensation from disability or worker's compensation insurance.

If a team member takes a leave of absence because of the serious health condition of the team member or the team member's family member, the team member must submit to the Corporate Payroll Department written medical certification from a health care provider of the serious health condition. Failure to provide such certification upon request may result in a denial or delay of leave. Buchheit reserves the right to require that the team member receive a second (and possibly a third) opinion from another health care provider (at Buchheit's expense) certifying the serious health condition of the team member or the team member's family member. Buchheit reserves the right to require that a team member provide the company with a recertification of the medical condition for which leave is taken.

Before being able to return to work, a team member who is on leave of absence as a result of his or her own serious health condition must submit a health care provider's written certification that the team member is able to return to work. Failure to provide such certification may result in the delay or denial of job restoration. During the team member's leave, Buchheit may also periodically inquire as to the team member's intent to return to work.

Leave taken because of the team member's or family member's serious health condition may be taken on an intermittent or reduced schedule basis when medically necessary. If a team member seeks leave on an intermittent or reduced schedule basis, the team member must submit medical certification, as discussed above, and additional certification from the health care provider that the intermittent or reduced schedule leave is medically necessary.

Buchheit may require a team member taking intermittent or reduced schedule leave to transfer temporarily to an alternative available position for which the team member is qualified or may modify the team member's current position to better accommodate the team member's recurring periods of leave.

During the team member's family or medical leave of absence, team members have the option to stop coverage or stop premium payments during the FMLA leave. If the team member elects to continue coverage, Buchheit will continue to provide health insurance coverage; however, the team member will remain personally responsible for paying the team member's portion of the insurance premium. Such payments may be paid prior to the leave or paid during the leave. Payments must be submitted directly to the Corporate Payroll Department. The team member must make similar payments for all other benefits in full during the period leave. A team member who does not return may be required to repay any insurance premiums paid by Buchheit during the leave. Team members will be eligible for COBRA benefits at the end of their 12-week FMLA leave of absence or the last day payment was received.

Upon return from family or medical leave in accordance with this policy, the team member will be returned to the same or equivalent position with no loss in benefits, which accrued prior to the leave of absence. A team member who does not return to work at the end of an authorized leave will be considered to have voluntarily resigned.

If you anticipate the possibility of taking family or medical leave, or if you have any questions about the application of this policy to your particular situation, contact the Payroll Office or Chief Financial Officer.

Additional details on The Family and Medical Leave Act of 1993 may be obtained by contacting the Corporate Payroll Department.



## **Return to Work Post-Employment Testing**

Effective Date: 03/23/2009

Revision Date: 01/01/2010

Post-employment examinations are successful tools utilized to create a more safe and secure working environment for team members. With the advent of sports technology applied to the industrial worker, comprehensive stress tests monitor heart and musculoskeletal function to detect disease processes, wear and tear syndromes, and many other problems that lead to injuries and disability.

Computerized testing and stress evaluations by licensed professionals in a medical setting typically cost over \$1,000, but Buchheit is willing to pay for such services to help their team members remain safe in the workplace and to reduce costs associated with injuries. Training provided during the examination increases body awareness during work activities to prevent cumulative trauma and to successfully reduce injuries. Furthermore, team member turnover and operating expenses are reduced by maintaining properly qualified personnel in each position.

Post-employment tests may be conducted:

- as part of team member's participation in a voluntary wellness program
- to determine a team member's fitness for duty
- in response to a team member's request for reasonable accommodation

Effective June 1st, 2004, all team members employed by Buchheit will be eligible to participate in voluntary testing once every 12 months if the team member feels that he/she is physically unable to perform their essential job functions. Team members are not required to participate in voluntary testing and team members who elect not to participate will not be penalized for failing to participate.

Fit-for-duty testing may be required on an as-needed basis should a team member demonstrate difficulty performing any essential function of their position, or if there is some other reasonable basis, for belief that an individual's ability to perform essential job functions is limited or impaired by a medical condition.

Fit-for-duty testing will be required:

- any time a team member is transferred, either permanently or temporarily, to a position which has a physical demand level which is higher than the position that they are currently working
- any time a team member is absent from work for 3 or more days due to illness, medical procedure, or injury. Exclusion from fit-for-duty testing if the team member misses more than 3 scheduled days due to cold or flu symptoms provided you have a doctor's note.
- any time a team member has been put on restricted or limited duty due to illness, medical procedure, or injury, no matter how many days the team member was absent.
- any time a team member has been to the emergency room due to illness or injury, no matter how many days the team member was absent

Team members must notify their location manager if they have been put on restrictive duty by their physician. Team members who are put on restricted or limited duty due to a personal illness or injury (not worker's compensation) may not be allowed to return to work until they have been released to full duty and have passed the required fit-for-duty testing. Exceptions to this policy are handled on a case-by-case basis after discussion with the Chief Financial Officer, Loss Prevention Manager, and Location Management.



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Post-employment testing may be required when a team member requests a reasonable accommodation for a medical condition that is not known or obvious. The cost of all post-employment testing is paid by Buchheit.

Medical information collected in connection with such tests will be maintained in confidential files in accordance with the requirements of the Americans with Disabilities Act (ADA) and the information collected will not be used for any purpose inconsistent with the ADA.

When necessary to enable an otherwise qualified applicant with a "disability" to participate in testing, Buchheit will provide reasonable accommodations provided such accommodations do not cause an undue hardship. Applicants who believe they need an accommodation to participate in the testing program must request such accommodations. To minimize or avoid delays, Buchheit asks applicants to advise of the need for any accommodation as soon as possible after receiving a conditional offer of employment.

## **Health Insurance**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The health insurance plan at Buchheit offers team members and their dependents access to medical care insurance benefits. Full-time team members are eligible to participate in the health insurance plan. If the team member's spouse is offered health insurance through his/her employer, he/she is not eligible for health insurance through Buchheit. Eligible team members may participate in the health insurance plan subject to the terms and conditions of the agreement between Buchheit and the insurance carrier.

If you change to an employment classification that would cause you to lose your health insurance plan eligibility, you may qualify to continue your health care benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy in this Handbook for more information.

You will find details of the health insurance plan in the Summary Plan Description (SPD). When you become eligible, you will receive an SPD and rate information prior to the enrollment date. For questions about health insurance, contact the Human Resources Department for additional information.

Regular part-time team members are eligible to participate in the health insurance plan but will be required to pay the current COBRA rate instead of the full-time team member rate.

## **Benefits Continuation (COBRA)**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives team members and their qualified beneficiaries the opportunity to continue health insurance coverage under our health plan when a "qualifying event" occurs that would normally result in the loss of eligibility. "Qualifying events" include resignation, termination of employment, or death of a team member; a reduction in a team member's hours; team member's leave of absence; team member's divorce or legal separation; and when a dependent child no longer meets the eligibility requirements as a dependent.

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Under COBRA, the team member or beneficiary pays the full cost of coverage at Buchheit's group rates plus an administration fee. When you become eligible for Buchheit health insurance, we will also give you a written notice describing the rights granted under COBRA. Because the COBRA notice contains important information about your rights and your obligations, please read it carefully.

Dental Insurance – the insurance plan at Buchheit offers team members and their dependents access to dental care insurance benefits.

Vision Insurance – the insurance plan at Buchheit offers team members and their dependents access to vision care insurance benefits.

## **Life Insurance**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Life insurance offers you and your family important financial protection. Buchheit provides a basic life insurance plan for eligible team members. You may also purchase supplemental and/or dependent life insurance. The basic life insurance plan includes Accidental Death and Dismemberment (AD&D) insurance, which provides benefits if a serious injury or death results from an accident.

Regular full-time team members are eligible to participate in the life insurance plan. Eligible team members may participate in the life insurance plan subject to the terms and conditions of the agreement between Buchheit and its insurance carrier. You will find details about the basic life insurance plan, including benefit amounts, in the Summary Plan Description. If you have any questions, contact the Payroll Department for more information.

## **Short-Term Disability**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit provides short-term disability (STD) benefits to eligible team members who are unable to work because of a qualifying disability resulting from an injury or illness.

Regular full-time team members are eligible to participate in the STD plan. There is a one-time offer of this benefit. There is no open enrollment if you should decline coverage. Eligible team members may participate in the STD plan subject to the terms and conditions of the agreement between Buchheit and its insurance carrier.

If the disability condition arises from pregnancy or pregnancy-related illness, it will be treated the same as any other illness that prevents a team member from working. If the disability is covered by workers' compensation, it is excluded from STD coverage. The STD benefits will be offset by any amounts you receive under Social Security or workers' compensation for the same time period. You will find details about the STD benefits plan, including benefit amounts, and schedule, limitations, restrictions, and exclusions in the Summary Plan Description. If you have questions about STD benefits, contact the Payroll Department for more information.

## **Long-Term Disability**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit provides long-term disability (LTD) benefits to eligible team members who have an illness or injury that results in a long-term absence. Our LTD plan is designed to ensure a continuing income in the event an eligible team member becomes disabled and unable to work.

Regular full-time team members are eligible to participate in the LTD plan. There is a one-time offer of this benefit, and there is no open enrollment should you decline coverage.

Eligible team members may participate in the LTD plan subject to the terms and conditions of the agreement between Buchheit and its insurance carrier. Once you become eligible, you may begin LTD coverage after you have completed 90 calendar days of service. The LTD benefits will be offset by any amounts you receive under Social Security or workers' compensation for the same time period. You will find details about the LTD benefits plan, including benefit amounts, limitations, and restrictions in the Summary Plan Description. If you have questions, the Payroll Department can provide more information.

## **Critical Illness Insurance**

The insurance plan at Buchheit offers team members and their dependents access to critical illness care insurance benefits.

## **Cancer Insurance**

The insurance plan at Buchheit offers team members and their dependents access to cancer insurance benefits.

## **401(k) Savings Plan**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit has established a 401(k) savings plan to provide team members with the potential for future financial security for their retirement. To be eligible to join our 401(k) savings plan, you must be an active Buchheit team member. You may join the plan at any time. Eligible team members may participate in the 401(k)-plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs. Buchheit also contributes an additional matching amount to each team member's 401(k) contribution, equal to one half of the contribution up to 2% of your gross wages, after the 1st year.

Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions. Complete details are described in the Summary Plan Description or contact Payroll for more information.

Go to <http://www.valic.com> and click on the link "Enroll in your retirement plan".

## **Employee Assistance Program**

Effective Date: 03/23/2009

Revision Date: 03/18/2011

We care about team members' health and well-being and recognize that personal problems can sometimes disrupt personal and work lives. While many problems can be solved on your own or with the help of family and friends, there may be times when you need professional assistance and advice.

Through the Employee Assistance Program (EAP), Buchheit provides you and your immediate family members with confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital or family difficulties, financial or legal troubles, and emotional distress.

The EAP offers problem assessment, short-term counseling, and referrals to appropriate community and private services.

The EAP is strictly confidential and designed to safeguard the participant's privacy and rights. The information you give an EAP counselor can be released only with your written consent, and EAP counselors are guided by a Professional Code of Ethics.

Personal information about EAP participation is maintained in a confidential manner. No information about your participation in the program is made known to Buchheit. EAP counselors are required by law to notify the company if the team member, co-workers, or customers are at risk.

We offer EAP as a benefit to our team members, and there is no cost to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline available community and private services, and the cost of these services will be the responsibility of the team member.

If you have concerns that are negatively affecting your life, we strongly encourage you to use the Employee Assistance Program.

You can reach a confidential EAP counselor by dialing 1-800-356-0845 or [www.paseap.com](http://www.paseap.com).

## **Flexible Spending Account (FSA)**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

Buchheit offers a Flexible Spending Account (FSA) program that allows team members to have pre-tax dollars deducted from their salaries to pay for eligible out-of-pocket expenses. The pre-tax contributions made to the FSA can be used to pay for predictable non-reimbursed health care expenses during the plan year.

Through the FSA program, you can reduce your taxable income without reducing your real income, so that you can keep more of the money you earn.

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Full-time team members who have completed 90 days of employment by July 1st are eligible to participate in the Flexible Spending Account program.

Participation in the Health Care FSA is optional and determined on an annual basis for the plan year. You must enroll for each plan year, which begins on July 1st and ends on June 30th. You determine how much to contribute to the account, up to a specified maximum, based on anticipated expenses during the plan year. Contributions are directed to the FSA through salary reduction on a pre-tax basis. This tax-free money is then available to you for reimbursement of out-of-pocket expenses. Since the amounts that remain in the account at the end of the plan year are forfeited, you should take care not to over-fund your account.

Details of the Flexible Spending Account program are described in the Summary Plan Description (SPD). Contact the Payroll Department for more information on the FSA program and to obtain enrollment and reimbursement forms and worksheets with examples of reimbursable and non-reimbursable expenses.

## **Team Member Discounts**

Effective Date: 03/23/2009

Revision Date: 09/01/2016

The ***Buchheit Team Member Discount Program*** was developed as a way to say, "Thank You" and show our appreciation to our Team Members for their hard work and dedication.

The Buchheit team member discount program has been designed to benefit you for all of your hard work and dedication as a vital part of the Buchheit team. We want your business and personal buying to stay here at Buchheit. This benefit is just another way of making it more convenient for you. If you buy merchandise elsewhere that we do not handle or can order, let a Store Manager or Buyer know. This will enable us to recognize your needs and to better accommodate them.

We want your business and personal buying to stay here at Buchheit and this benefit is just another way of making it more convenient for you. If you buy merchandise elsewhere that we do not handle or can order, let a Manager/Buyer know. This will enable us to recognize and better accommodate your needs.

The Buchheit Team Member Discount Program includes discounts for yourself, your spouse, all children under 18 years of age living in the same household or the parents supporting a dependent Team Member living in the same household. Those not included in the discount program are: friends and family members living outside the household and friends of the Team Member living in the same household. This program is for personal family consumption, not for commercial, contracting or resale use.

We feel this is an excellent benefit offered to all Team Members, and we ask that you abide by the guidelines. If it should be determined that you are abusing the privilege of the Buchheit Team Member discount card, such as conducting personal "shopping" for unqualified parties with the intent of receiving your discount, you will lose the benefit and may be subject to corrective action from the company.

Purchases must be made during off-duty hours. The merchandise must be removed from the store at the time of the purchase. Team Members must sign an invoice for these purchases. Purchases of sodas or snacks to be consumed while on lunch/break are to be made during the break periods, the receipt should remain with the item.

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To qualify for the everyday Buchheit Team Member Discount you must be currently employed by or have retired status from Buchheit Inc. or any one of its affiliates, including but not limited to Buchheit Retail Stores, Buchheit Agricultural, Buchheit Logistics, Central States Wholesale Distribution, Carriage House Cabinets or Central States Repair.

Retired Status is defined as Team members who retire after the age of 62 and have completed 10 (ten) years of service. These individuals will receive a Good Will Ambassador Discount Card, which will enable them to continue to receive the Team Member Discount.

A Team Member Discount Card with the cash sales account number will be issued to you to be used when making a cash purchase. Cards will be issued and become effective after a Team Member has completed all pre-employment requirements and has submitted all employment information to the Payroll Office.

The discount amount will be 10%, with the exception of farm chemicals, some power equipment, and sale and/or clearance items, which are already discounted. Discounts do not apply to in-house accounts. Buchheit has the right to change the discount amount and departments without notice.

Team members who retire after the age of 62 and have completed ten years of service will receive a Good Will Ambassador Discount Card, which will enable them to receive the same discount as above.

Team member purchases of soda/snacks to be consumed while on lunch or break are to be made at the Customer Service Desk. All other purchases must be made during off-duty hours. The merchandise must be removed from the store at the time of the purchase. Team members must sign an invoice for these purchases.

Special Order items are those that are not normally stocked and have not been assigned a Buchheit SKU number. Items that have a total delivered cost of \$100 or more will receive an additional 15% mark-up on the cost. Those that have a cost under \$100 will receive a 25% mark-up.

### ***Retail Store Discount Program***

The Buchheit Retail Store Team Member Discount Program is available to all Team Members of Buchheit, Inc., on purchases at all Buchheit Retail Store Locations & Central States Repair Shop. This discount structure is not available at the Buchheit Agri-Center which has a separate Team Member Discount Program. See below for details of the Buchheit Agri-Center Team Member Discount Program.

The Buchheit Retail Store Team Member Discount program is available on all in store purchases of stocked merchandise. Over 53,000 items will receive the maximum discount of 10% off the regular price.

The remaining items will receive a 5% discount off the regular price.

### ***Competitive Price Match***

We work hard to make sure our everyday prices are competitive in the market but if by chance after applying the Team Member Discount a Team Member is able to buy an item cheaper at another retailer we will match the net price from the other retailer. We want your business to stay here at Buchheit!



### ***Special Orders***

Special Order items are those items that have not been assigned a Buchheit SKU number. When a Team Member purchases a Special-Order item the Team Member Retail on that item will be calculated as a 15% margin percentage over Delivered Landed Cost (Delivered Landed Cost is defined as the cost of the item + Freight + Adders + any additional cost associated with the order) to the store. To calculate the Team Member Special Order retail, take the total delivered landed cost divided by .85. (Delivered Landed Cost / .85 = Team Member Retail). Everyday stocked items cannot be treated as special-order items.

Items transferred from Buchheit Agri-Center to the stores under a SKU number will be discounted at the normal Retail Store Team Member Discount Schedule. Items that are transferred from the Buchheit Agri-Center that do not have a SKU number will be priced as a special order.

### ***Non-Stocked SKUs***

Items that are assigned a SKU number but not stocked in the store will be discounted the same as a stocked item.

### ***Team Member Project Bid Pricing***

We want to bid your building projects such as deck projects, kitchen cabinet projects, pole building projects, house projects, fencing projects, etc. To qualify for Team Member Project Bid Pricing, the total value of the material list must equal or exceed \$1000 (before tax) at the normal Team Member Price Discount. Projects must be submitted to the corporate estimator to be priced.

Our corporate estimator will review the materials list and, in some cases, will discount items beyond the normal Team Member Discount program. Because the items involved in these projects are subject to price fluctuation each project will be treated on a case by case basis. ([How to: Team Member Project Bid Pricing](#)).

### **Buchheit's Online Store** <https://live.buchheits.com/>

### ***Team Member Shop Days***

Throughout the year there will be designated dates for Team Members to shop at the retail stores and receive additional discounts. Team Member 10% Days and Team Member Gift Card Days.

**Team Member 10% Days** - On the following 3 holidays, Team Members will receive 10% off **ALL** the regular priced items purchased (The listing of 5% items will be discounted at 10% off the regular price). The Team Member 10% Days program is available only at the Buchheit Retail Store Locations.

- Memorial Day
- July 4<sup>th</sup>- Since we are closed on July 4<sup>th</sup> the event will be on the first Saturday in July. When July 4<sup>th</sup> falls on a Saturday we will have the event on the Friday Prior.
- Veterans Day

**Team Member Gift Card Days**- On the first 2 consecutive Saturdays in October or November (dates to be determined) Team Members will receive an additional 10% Gift Card back on their entire purchase in addition to the everyday Team Member Discount program. This gift card back is available only at the Buchheit Retail Store Locations. ***Project Bid Pricing is excluded from this promotion.***

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**How do you receive the Buchheit Team Member Discount Program?** When you were hired, a cash account was setup under your name to receive the Team Member Discount. With this account, you can shop the entire store and receive your Team Member discount. The discount will automatically be taken off the **regular price** at the checkout register when you use your account.

*Items on sale or discounted from the regular price are excluded from the program. The Team Member discount cannot be combined with any other discount, rebate or other promotional offer.*

Team Member Discounts cannot be combined with any other discounts or offers including Buchheit E-bate. If you choose to take advantage of the e-bate offer, then you must process the e-bate item on a separate cash transaction to receive the rebate number on your receipt. Do not use your Team Member account if you want to take advantage of a Buchheit E-bate offer.

*Program exclusions include but are not limited to the following: Sale priced or already discounted items, Rebate Offers, Hunting Permits, Battery Cores, Rental Fees, Labor Fees, Delivery Fees, Gift Cards, Donation Cards, Chain Sharpening, Pallet Charges. The Team Member discount is available for personal use only and cannot be used for business purposes.*

*We reserve the right to limit quantities. The team member discount is available on in store purchases only and not available online. The Buchheit Retail Store Team Member Discount Program and the Buchheit Agri Discount Program is subject to change without notice.*

Misuse or abuse of this privilege shall result in the discount program enrollment being cancelled and may result in termination of employment, contract/lease. Management reserves the right to amend or rescind this benefit at any time.

## **Boot Benefit Program**

All Buchheit Logistics drivers, warehouse employees, shop employees, and other employees designated are required at some time during your work day to wear safety shoes/boots. This makes you eligible to participate in any of the options below to get safety toed shoes/boots. If you have any further questions, please contact the Safety Department.

1. Go to a Buchheit Store and pick out a steel toed boot from the manufacturer designated by the store for the discount. Ask the store manager on duty which shoes are part of the program. Those shoes can be purchased at the store for 5% over Buchheit cost. You will need your Buchheit Store discount card to be eligible. If you are new, then you will need a business card from someone in management with your name on the back and the trucking managers signature to present to the store at the time of purchase.
2. Go to [www.expertvoice.com](http://www.expertvoice.com) and complete the process required by the website. There are many different manufacturers and products to choose from. Follow the on-site prompts. Find the Buchheit Store near you or find Buchheit Trucking and create an account for yourself. Find the manufacturer and product you are interested in and complete their required training to receive the price discount on the item.
3. Wear n Share program: There are large discounts on this program, but you have to order through the buyers at Biehle. Go to a Buchheit Store and find the safety shoe or boot you are interested in. Contact the corporate buying office (573-547-1010) and tell them the shoe and brand name you want. When you call give them your Buchheit Discount Card number. If you are new have them contact the Safety Department to verify. The boot is sent to Buchheit Logistics. You are charged for shipping and you do have to pay for the boot up front. This is good for one set of boots per year.

## Logistics Phone List

Office Hours: Monday thru Friday 7:00 Am – 5:00 Pm

- Company Main (Toll Free) 1-800-333-4703 [Logistics@Buchheits.com](mailto:Logistics@Buchheits.com)
- Office Phone (For Cell Phone Calls) 1-224-236-3746 or 1-573-264-1700
- Office Fax (For Dispatch & Payroll) 1-573-264-3256 [Dispatch@Buchheits.com](mailto:Dispatch@Buchheits.com)
- Secure Fax (For Safety/HR Only) 1-573-388-7266 [DOTCompliance@Buchheits.com](mailto:DOTCompliance@Buchheits.com)

Name	Job Title	Extension	Direct Line	Cell Number	Email
Ron Gjerstad	Director, Business Development	20100	573-250-7916	573-768-4660	Ron.Gjerstad@Buchheits.com
Jeff Buchheit	President	20101	573-240-3560	573-768-1150	Jeff.Buchheit@Buchheits.com
Brad Redden	Director of Safety/HR	20601	573-513-8263	405-409-9151	Brad.Redden@Buchheits.com
Dave Dickman	Operations Manager	20102	573-891-1249	573-979-7633	David.Dickman@Buchheits.com
Kent Ward	Sales	20500	573-513-8322	Not Available	Kent.Ward@Buchheits.com
Kim Graham	Safety & HR Specialist	20603	573-513-8247	573-313-0171	Kimberly.Graham@Buchheits.com
Chris Epley	Recruiter	20602	573-513-8291	573-513-1036	Christine.Epley@Buchheits.com
Jeff Miller	Manager – Vans	20403	573-513-8302	573-837-6828	Jeff.Miller@Buchheits.com
Brandon Amick	Dispatcher – Vans	20404	573-513-8244	573-587-6457	Brandon.Amick@Buchheits.com
Rick Miller	Manager – Hoppers	20405	573-240-1556	573-768-1025	Rick.Miller@Buchheits.com
Nate Roth	Dispatcher – Hoppers	20406	573-298-4734	573-318-0329	Nate.Roth@Buchheits.com
Jeremy Boyd	Manager – End Dumps	20401	573-391-5869	618-697-8521	Jeremy.Boyd@Buchheits.com
Rhonda Wencl	Dispatcher – End Dumps	20402	573-513-8262	573-587-1839	Rhonda.Wencl@Buchheits.com
Jody Ramsey	Customer Service Rep.	20407	573-513-8245	Not Available	Jody.Ramsey@Buchheits.com
Josh Cooley	Controller	20302	573-513-8261	Not Available	Josh.Cooley@Buchheits.com
Ashley Barton	Sr. Accountant/EFS/Permits	20304	573-513-8295	Not Available	Ashley.Barton@Buchheits.com
Kelly Kelley	Driver Payroll/SHIPS Mobile	20303	573-513-8326	Not Available	Kelly.Kelley@Buchheits.com
Renee Buchheit	IFTA/Fuel Tax	20309	573-513-8313	Not Available	Renee.Buchheit@Buchheits.com
IT Department	IT/PeopleNet	05911	210-953-6020	573-547-1010	HelpDesk@Buchheits.com
Apryl Yamnitz	Corporate Payroll/Benefits	04704	573-513-8404	573-547-1010	Apryl.Yamnitz@Buchheits.com

**Maintenance Department Hours:** Monday thru Friday 6:00 Am – 6:30 Pm / Saturday 7:00 Am – 3:30 Pm / *On Call Sundays*

Logistics Shop	20700	573-292-0551	1-800-333-4703	Shop@Buchheits.com	
Night Maintenance		573-768-6404		Maintenance@Buchheits.com	
Shop Fax	N/A	Not Available	573-264-2968	Not Available	
Bob Uksas	Director of Maintenance	20701	573-513-8272	573-708-8344	Robert.Uksas@Buchheits.com
Mike McClard	Shop Foreman	20703	573-240-2303	573-275-1374	Mike.McClard@Buchheits.com
LeAnn Koenig	Parts Desk	20702	573-513-8246	Not Available	Leann.Koenig@Buchheits.com