

EMPLOYEE HANDBOOK



"There is a great deal of power to be tapped in creating an organization where everybody leads. . .where everybody makes decisions. . . where everybody's empowered."

–Kevin Hancock

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INTRODUCTION

Welcome to Hancock Lumber. We are pleased that you have decided to join us and hope your work experience at Hancock Lumber is an enjoyable one. The skills, productivity, and contribution you bring as a dedicated employee are a major factor in our company's success. Hancock Lumber provides an Employee Handbook for all of its employees to help them become familiar with the company's policies and procedures. Various training sessions, including New Employee Orientation, are available to our employees on an ongoing basis. The contents of this handbook are not intended to create a contract between Hancock Lumber and any or all of its employees. Rather, this handbook is provided only for the purpose of providing general information about the company and its policies. The company reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures in whole or in part, at any time with or without notice. Nothing stated is intended to create any type of contract or guarantee of continued employment. Your employment with Hancock is at will and may be discontinued with or without reason, with or without notice. This handbook is designed to answer those questions most frequently asked by new and present employees on rules, policies, and routine at Hancock Lumber. If at any time you have questions about points either covered or not covered in this handbook, please feel free to discuss them with your supervisor, General Manager, or contact the Human Resource Department. It is the employee's responsibility to be certain he or she understands and adheres to company policy at all times. You should anticipate that this handbook will change as circumstances affecting the company change. Among the matters subject to change are certain policies and various benefits made available to Hancock Lumber employees. Once again, welcome to Hancock Lumber. May you have a successful, long, and safe career as a member of the Hancock Lumber team!

TEAM HANCOCK

At Hancock Lumber our employees are some of the company's most important assets. Each employee must do whatever he or she can to ensure the success of our company. You are a representative of our company, and you must constantly present the positive and friendly image that represents what our company is all about. Your success will go hand in hand with the success of our company. We NEED each other to get the job done. You are a VIP...Very Important Person. The job you do is very important, and everyone depends on you to do it. When you are not around, there is a void. The company's reputation was built on the excellence of its employees, and it will demand excellence from you. Be the absolute best you can be. Our employees really do make the difference.

Team Hancock Mission + Values

Hancock Lumber's mission is to create a work environment that first and foremost recognizes employees as human beings and ultimately improves the lives of anyone who works at the organization.

"An organization's true value is not defined by revenue growth or profitability. Those are important metrics for our business, but they are outcomes of a higher purpose. The real mission is to enhance the lives of the people who work here."

—Kevin Hancock, CEO

Safety. Undoubtedly, safety is our #1 priority and it is everyone's responsibility—every minute of every day. No task or performance goal is so important that safety should be jeopardized in order to accomplish it. Work place safety is an absolute team sport.

Engagement. Leadership is encouraged at every position in the company. We strive to create a workplace where employees feel empowered, respected and listened to, honoring our commitment to a culture where 'Everybody Leads' and truly being a 'Best Place to Work'. Creating and sustaining a best place to work environment takes focus, discipline and a commitment from everyone on the team—the goal is to have a culture that enriches the lives of people that work at Hancock, fosters a high level of engagement, and one that guides good minute-to-minute decision-making by all employees.

Customer Intimacy. Taking market leading care of employees and customers defines who we are. Our focus on employee and customer intimacy means fostering deep levels of engagement across all segments—knowing each employee, each customer, each vendor, and each community with an intense level of detail, compassion, and sincerity. Our relationships have deep roots and are long-term because we ask questions and listen to what matters most for the people on our team and the people we are servicing. We know who we are and we put all our energy into being the company we want to be by staying true to our values and concentrating on our core customers, products and services.

Efficiency. Reducing waste as measured in time, materials, and energy is one side of Hancock's efficiency story. The 'Higher Calling of Lean'—creating efficiencies and gaining capacity to put work back in its place—is part two. Being efficient and accurate enables us to service customers better, but also frees up time for a healthier work-life balance, allowing employees to fill their time with meaningful activities that enrich their lives.

Community. Proudly doing business since 1848, Hancock has always been immersed in the communities we serve. Deeply embedded in Hancock's culture is stewardship, and we firmly believe in giving back and leaving things in better shape than when we assumed responsibility for them. Our employees and customers raise families in these communities; our employees and customers coach and serve on boards here. We connect with organizations around the state, supporting them financially and with in-kind materials, along with the gift of time and service.

Pride. Being a part of Team Hancock means taking pride in doing the right thing for our teammates, our customers, and our communities. Employees—the people servicing the customer—are the most valuable assets to any organization. We employ enthusiastic, vibrant, hardworking, smart team members who are excited about delivering world-class products and services to our customers, continuous improvement, and a culture of engagement and innovation.

Culture. Culture makes the difference and is Hancock's competitive advantage. Hancock promotes a team environment where every employee leads, feels empowered, respected, trusted, listened to, and valued as a person. Our culture is employee driven, built on viewing employees as people and having the management patience to involve the entire team in the company's leadership processes.

PERSONNEL POLICY: 401k

(Updated 7/2016)

PURPOSE: It is the intent of the company to provide a tax-deferred retirement savings plan for its employees.

1. Eligibility requires an employee to be 18 years of age, to have worked 800 hours within the first 6 months for the first eligibility period and if the employee doesn't meet these requirements for the first 6 months of employment than the employee will be automatically enrolled after he/she has worked 1000 hours in 12 months.
2. Each calendar year the Board of Directors vote whether or not a matching contribution will be made to the 401(k) Plan. Any matching contribution will be based upon the company's profitability, cash flow, and overall financial condition.
3. Qualifying conditions for a hardship loan from your 401k:
 - Lean/foreclosure
 - Medical expenses (you or dependent)
 - Education expenses (you or dependent)
 - Purchase primary residence
 - Funeral expenses for dependent
 - Natural disaster to primary residence

PERSONNEL POLICY: Advancement / Internal Opportunities

(Updated 9/2013)

1. Hancock Lumber will consider applicants from inside and outside the company when there is a job opening within the company. Hancock Lumber's policy is to hire the most qualified individual; however, internal candidates will be given preference should all other qualifications be equal.
2. Hancock Lumber encourages internal movement and advancement and urges employees to apply for jobs within the company for which they would like to be considered. All open positions can be viewed via the link set up on the Hancock Lumber Company web site. Should the decision be made to advertise only internally, the internal posting will be circulated by HR. All positions will be posted/advertised.
3. Qualified internal candidates should be granted an interview. If the internal candidate does not meet the required qualifications, he/she should be notified by the hiring manager. If the internal candidate is granted an interview, he/she must advise their current manager. Should the internal candidate be the most qualified candidate, the hiring manager will advise the current manager of the hiring manager's wish to extend an offer. The two managers will work collaboratively in regard to references, start date, and transition details that best serve the company. Should the internal candidate not be the successful candidate, the hiring manager will advise the internal candidate of the decision, as soon as an offer has been accepted.
4. The Company will normally fill an available position with the best qualified candidate. However, the hiring decision is subject to the Company's business and operational needs, the availability of well qualified internal and/or external candidates and the requirements of the particular position. For any of these reasons, the Company may decide not to fill a position with a particular qualified internal candidate or may decide to fill a position with an external candidate.

PERSONNEL POLICY: Birth or Death in the Family

(Updated 1/2017)

Hancock Lumber will pay a full time employee up to a maximum of two days at their regularly scheduled rate of pay per day, not to exceed 8 hours per day, to attend a funeral in their immediate family (mother, mother-in-law, stepmother-in-law, father, father-in-law, stepfather-in-law, brother, brother-in-law, sister, sister-in-law, grandparents, grandparents-in-law, aunt, uncle, spouse, or child). The company will also pay to a parent one day's pay for the birth of a child. Additional unpaid leave may be available when a child is born. Please see the section on Family and Medical Leave. New employees must complete the 30 days prior to be eligible for Bereavement or Baby Holiday pay.

PERSONNEL POLICY: Choice Days

(Updated 11/2021)

PURPOSE: Hancock Lumber will pay a full-time employee up to a total of three days each calendar year for time off. This time is for sick and/or personal choice. It is the intent of this policy to give employees more flexibility with their time and allow them to choose to have time off for a personal/family circumstance should they want that.

1. Employees will only be paid for days regularly worked, not to exceed 8-hours per day.
2. It is the employee's obligation to contact his/her supervisor any time he/she will be out of work due to illness and each day thereafter, if more than one day, to allow the supervisor to arrange for alternative coverage.
3. Employees will be allowed to carry forward to the next calendar year two unused Choice Days, so as not to exceed a maximum of five days in any given year.
4. Hancock Lumber's choice day period is based on the calendar year of January 1st through December 31st.
5. Should an employee be laid off for a partial year, they will maintain their seniority level entitlements, but it will be prorated to reflect the lay off period.

CHOICE DAY ENTITLEMENTS: (commencing January 1st, 2004):

- If hired on or before March 31st = 3 days
- If hired between April 1st – June 30th = 2 days
- If hired between July 1st – September 30th = 1 day
- If hired after October 1st = 0 Days

No choice time will be taken during the first 30 days of employment. Choice time is not eligible for payout if the employee terminates.

PERSONNEL POLICY: Company Clothing

(Updated 5/2022)

POLICY:

It is the intent of this policy to set an appropriate standard for a neat and professional employee appearance for all retail locations as well as to wear safety conscious attire that protects our employees from undue bodily harm. It is also the intent for HL staff to be readily identified for optimal customer service in the yards.

Retail Employees Only - \$150 for a new full-time hire and \$75 for part-time and seasonal. \$10 monthly credit along with an additional \$65 September credit and \$65 April credit to total \$250 annual clothing allowance for a full-time retail team member.

***Employees need to manage their annual clothing allowance, and anything ordered above the allowance will be payroll deducted.*

GENERAL KEY POINTS:

1. **Piercings** – No visible body piercings with the exception of ear lobes and single nose stud (no hanging nose rings)
2. **Appropriate Clothing Choices** – No provocative clothing allowed. Provocative clothing examples includes halter tops, see-through clothing, low rise pants that allow the “belly” area front and back to be exposed, tight fitting spandex articles and shorts that are higher than 3” above the knee.
3. **Jeans** – Jeans are permitted but they must be clean, with no hole, tears, or stains.
4. **Clean** – Clean means laundered with no stains or rips.
5. **Hats** – must be Hancock Lumber logo and not worn backwards.
6. **T-shirts** – HL issued with logo and may be worn by Driver Pro, Yard Pro, LM, IM, and warehouse and panel shop.
7. **Driver Safety Vests** – OSHA/DOT required Class 2 Safety Vests are required for all Driver Pros and Millwork Handlers (anyone accompanying a driver) must be worn from time you leave yard with a delivery to time you return to the yard. This is OSHA/DOT required and the Class 2 Safety Vests are available on the company clothing website.
8. **Shirts** – must be company issued with Hancock Lumber logo.
9. **Shorts** – Must be 3” or less above the knee and cannot be ripped or torn. (Drivers must carry pants to slip over shorts when required at a commercial jobsite as well as a hardhat). **No shorts worn by AM, PP, KD or GM.**
10. **Protected Toe Footwear** – Follow our Protected Toe Footwear Policy. Hancock Lumber will reimburse up to \$150 annually towards purchase.
11. **Sandals** – No open toed shoes or sandals allowed at the retail yard, warehouse or manufacturing facilities where it might pose a hazard.
12. **Winter Wear** – Winter and fleece jackets are available on the clothing website but not required. All jackets need to be clean and an acceptable style for a professional environment.
13. **Sweatshirts** – available on the company clothing website and must be branded with HL logo if being used as a form of identification as an HL employee
14. **Kitchen Designers and Kitchen Sales Support:** They have the option of wearing Hancock branded clothing or more professional attire if preferred.

PERSONNEL POLICY: Direct Deposit

(Updated 8/2013)

PURPOSE: It is the intent of Hancock Lumber to reduce administrative costs by eliminating some of the production, administrative and distribution costs associated with actual paychecks and to require all employees to receive wages through electronic methods of direct deposit.

Payroll direct deposit provides many benefits for our employees:

- Direct Deposit delivers their check to their bank, so they don't have to.
- Ideal for remote employees, those on vacation, sick or traveling for business.
- Guaranteed pay automatically, securely and on time.
- There are no checks to be lost or stolen.

All employees are required to participate in payroll direct deposit. Employees can choose to have their paycheck deposited in either savings or checking accounts at a bank or banks of their choice. Employees will receive a paycheck stub each payday outlining their pay and bank information on each electronic transfer.

PERSONNEL POLICY: Disciplinary

Updated 1/2021

Disciplinary action may be imposed as the Company deems appropriate, including but not limited to cases involving any of the following misconduct: (absenteeism, tardiness, insubordination, theft, misuse of company property, threat of violence, gross misconduct.) This list is non-exclusive. Progressive discipline may include verbal warnings, written warnings, probation, suspension, demotion, and termination, to be determined by the Company in its sole discretion. The Company may forego progressive discipline and immediately discharge an employee. All employees are employed at will, and both they and the Company may terminate the employment relationship at any time, with or without cause, without following any specific procedure. The Company will strive to implement this policy in a fair and consistent manner.

PERSONNEL POLICY: Education, Training and Staff Development

(Updated 7/2016)

1. The goal of Hancock Lumber is to provide our employees with an opportunity for personal and professional growth. Training is done via in-house instruction and through coordination of outside facilitators.
2. The company tracks training and educational program participation for all employees. That information is reviewed during the formal annual review process and considered in promotion opportunities.
3. Each division manager is responsible for creating appropriate training and development opportunities for their staff.
4. Hancock Lumber encourages the continuing education of its employees and wants to help employees achieve their career goals. The company may consider reimbursing tuition for specific job-related training. Requests are to be submitted in writing to the requesting employee's General Manager and in turn to the Director of Human Resource for final approval. Courses are taken on the employee's time and reimbursement will be made when the course is completed, and a transcript is submitted with a grade of "C" or higher.
5. Hancock Lumber firmly believes that each individual employee must take responsibility for their own training and personal development.
6. Kitchens Sales personnel who strive to achieve Certified Kitchen Designer, or Certified Bath Designer status shall have those costs reimbursed by the company. Yearly fees for maintaining professional certifications may also be considered.

PERSONNEL POLICY: Employee Assistance Program (EAP)

(Updated 5/2021)

PURPOSE: In an effort to assist employees, Hancock Lumber has established an Employee Assistance Program (EAP). This benefit allows all employees who have been employed a minimum of 90 days and who volunteer to seek medical help to be referred to appropriate care.

Connect to a counselor by phone or email

Call: 1-800-386-7055

Email: eapcounselor@ibhcorp.com

Available 24 hours a day, 7 days a week

Hancock Lumber believes that at times, employees' abilities to concentrate on their job tasks may be compromised by outside situations. When such situations exist, counseling may be helpful or necessary. Therefore, Hancock Lumber provides a benefit known as the Employee Assistance Program (EAP), for employees and their immediate families. The EAP is a service that provides professional help when personal problems adversely affect a person's life. It will provide users with an evaluation of his/her problem and a referral for further action if necessary.

The EAP can be helpful in many situations. Most people at one time or another have experienced problems in their lives which affect their sense of well-being. Problems such as divorce, marital difficulties, substance abuse, financial troubles or coping with the loss of a loved one are examples of types of personal challenges that each of us faces at one time or another in our lives. The burden of any of these problems can often carry over into their work performance, how well they get along with fellow employees, and how well they provide service to Hancock customers. Hancock Lumber believes that "Our People Make the Difference" and is the key element to our continued success. We want to give our employees the opportunity to get through these hard times as quickly as possible.

1. The program is completely voluntary and confidential. You are under no obligation to use the program or pursue its recommendations if you do not wish to do so. No one in the company will know if you have used the program unless you choose to release that information.
2. The benefits are available to all full and part-time employees after your 90-day probation period is successfully completed. We realize that a problem may not exist just with you, so the services are also available to your immediate family upon your referral to the EAP.
3. Hancock Lumber reserves the right to insist that an employee access the EAP if the employee's performance at work is not acceptable.

PERSONNEL POLICY: Employee Purchase Benefits

(Updated 5/2018)

PURPOSE: To allow employees and stockholders the opportunity to purchase building materials for personal use from Hancock Lumber at substantially discounted prices. This policy describes gross margin percentages for the sale of items to employees and stockholders as well as credit privileges and payment terms.

1. All material purchases to employees, will be sold at a 10% gross margin.
2. All material purchases to stockholders, will be sold at received cost.
3. Exceptions to the above are as follows:
 - All kitchen purchases including accessories are at 20% gross margin for employees and a 10% gross margin for stockholders. A designated project cost will include salesperson commission. (Any item where we would use established kitchen special order codes for ordering would be included in the employee pricing program for kitchens)

Bargain Barn/Discount Stores pricing will be as follows:

- Stock items will be sold at a 10% margin.
 - Bargain Barn/Discount products one-of-a-kind items will be sold at a 25% discount off the displayed sticker price. *(Note: Bargain Barn/Discount Stores one-of-a-kind items would be items that are part of the inventory but not a regular stock item. Stock items are items that one could expect to be in inventory at all times and replaceable at a similar cost. In the case of sales pricing, the price charged will be the employee pricing or the sale price whichever is lower.)*
4. Employee and stockholder purchase benefits are limited to themselves and their immediate family. Example: Spouse, children living in household. All employee purchases should be handled by other employees and not by the employee making the order/purchase of merchandise. This will ensure an arms length transaction.
 5. Credit privileges are as follows:
 - a) After the 90-day probationary period, all employees may obtain a minimum credit limit of up to \$250.00 by signing the payroll deduction form and a credit application. Each form must be approved by the Accounts Receivable Department.
 - b) Employees requesting credit limits over \$250.00 must contact the Accounts Receivable Department for a credit limit increase and approval.
 - c) Payment is expected under normal credit terms on the 10th of the month following the month of purchase. All overdue employee accounts will automatically be payroll deducted. \$25.00 per week or 20% of the total balance due, whichever is greater. The account will be closed until the account is paid to current. If a balance is owed at the time of termination the total balance will be deducted from your final paycheck.
 - d) Employee payments are preferably not with a credit card due to the 2.5% charge that is incurred by Hancock Lumber from the credit card company.
 6. Employees may also pay cash at the store when purchasing product and by letting the Counter Pro know of their employee status, the employee discount will be applied.

Hancock Lumber wants all employees to be able to access the entire menu of Hancock Lumber products and services and encourages staff to contact their manager with any questions or special needs.

PERSONNEL POLICY: Extended Leave of Absence

(Updated 9/2013)

PURPOSE: If a Hancock Lumber employee requests a Leave of Absence and is not eligible under federal or state law for a Family and Medical Leave Act absence, an employee may be qualified for a Hancock Lumber leave of absence.

An employee may take an extended leave of absence on such terms and conditions as Hancock Lumber may grant.

1. A request for an extended leave of absence should be submitted to the Human Resource Department as early as possible and prior to the commencement of the leave, if possible. Employee must have been employed with the company for twelve months prior to the leave request. The only exception is for a qualified personal injury with work restrictions indicated by a physician.
2. Hancock Lumber may, in its sole discretion, deny a request for an extended leave of absence, grant a request, or grant part of a request. An extended leave of absence normally will be unpaid and limited to not more than 12 weeks.
3. Unless it is agreed otherwise, an employee may continue the employee's health insurance coverage during an extended leave of absence at the employee's own expense.
4. Subject to any legal requirements applicable to Hancock Lumber, an employee who is continuously out of work for any reason for more than 12 weeks may be terminated. Upon termination of employment or upon the expiration of 12 weeks of an Extended Leave of Absence, all company benefits continued during the Extended Leave of Absence will cease.
5. An employee who is terminated under this policy for an extended absence beyond 12 weeks may apply to Hancock Lumber for re-employment, and Hancock Lumber will process that application in accordance with its standard hiring procedures.
6. An employee who has taken an extended leave of absence for the employee's own medical reasons may be required prior to returning to work to obtain a return-to-work clearance from a preferred medical provider who is familiar with Hancock Lumber's job sites and essential job functions. The preferred provider may be requested to provide a work-specific release stating that the employee can safely perform the essential functions of the job into which the employee is to be placed.

PERSONNEL POLICY: Equal Opportunity Employer

(Updated 9/2013)

Hancock Lumber is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, gender, age, national origin, disability, sexual orientation, veteran status, gender identity, genetic make-up or any other status or condition protected by applicable federal and state law.

Hancock Lumber ensures that all personnel actions such as compensation, benefits, transfers, layoffs, returns from layoffs, company sponsored training, education, tuition assistance, and social recreation programs will be administered without regard to race, religion, color, sex, age, national origin, handicap, veteran's status, gender identity, genetic make-up or any other status or condition protected by applicable federal and state law.

If any employee has a suggestion, problem, or complaint with regard to equal employment, he or she should contact the Director of Human Resource.

PERSONNEL POLICY: Gross Misconduct

(Updated 1/2021)

Gross misconduct as defined for Hancock Lumber policy applies to employment law, workplace discrimination, financial fraud, use of drugs or alcohol in the workplace, theft and asset damage as a few of many possible examples.

Gross misconduct in the workplace is characterized as objectionable action that is willful and cannot be described as an error or act of negligence. It can be defined as both criminal and behavioral.

Some accepted descriptions of gross misconduct might include disregard for the safety of others; deliberate actions of violence or hostility; attempts to financially defraud the company; significant levels of insubordination; dishonestly through falsification of documents; disregard for company assets as in willful material damage and/or vehicle damage.

Acts such as poor performance, minor errors in judgment or negligence are not typically considered gross misconduct.

Any individual who management has determined to have engaged in gross misconduct in regard to company property, assets, or behavior will be subject to disciplinary action up to and including termination.

PERSONNEL POLICY: Group Insurance

(Updated 4/2019)

PURPOSE: To provide a brief description of certain benefits offered to Hancock Lumber employees. These descriptions are not intended to be exhaustive, nor are they intended to legally bind the company. Employees must refer to governing plan documents for a complete description of these benefits. If there is any conflict between the descriptions contained herein and the plan documents, the plan documents govern. Copies of plan documents are available in the Human Resource Department.

HEALTH INSURANCE: Harvard Pilgrim provides group health coverage for the company. Group health insurance is offered to all full time Hancock Lumber employees. Employees who wish to enroll may do so within 30 days of hire with a coverage effective date on the 1st day of the month following first 30 days of employment at Hancock Lumber and will be accepted automatically. Those returning from a lay-off will be eligible on the 1st of the month following rehire. If an employee does not wish to enroll at the time of hire, he or she must sign a form declining this benefit. Employees wishing to enroll at a later time may only do so during an annual open enrollment period or during a special enrollment period as defined in the plan document. Hancock Lumber pays a major portion of the premium cost. The employee's portion is paid through weekly payroll deductions. Employees should refer to the Plan booklet for specific insurance coverage details.

WEEKLY DISABILITY INCOME: Full time employees are eligible for weekly disability income insurance. The weekly disability income insurance pays 60% of the employee's basic weekly earnings (does not include bonuses and commissions), if the employee becomes injured or seriously ill and cannot work. The maximum weekly pay out is \$400. The insurance commences to pay benefits on the first day of disability caused by an accident and the eighth day of disability caused by an illness. The maximum benefit period is twenty-six weeks. The company pays approximately 50% of the premium cost and the employee pays approximately 50% of the premium cost through weekly payroll deductions.

LIFE, ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE: Full time employees (those working in excess of 30 hours per week) are eligible for term life insurance valued at one time their W-2 wages and an additional one time their W-2 wages for accidental death and dismemberment insurance. Hancock Lumber pays 100% of the premium cost for both.

PERSONNEL POLICY: Holidays

(Updated 1/2021)

PURPOSE: Hancock Lumber has seven paid holidays to allow full time and permanent part time (scheduled weekly year-round) employees to spend holiday time with family. Those seven holidays include:

**New Year's Day
Memorial Day
Fourth of July**

**Labor Day
Veteran's Day**

**Thanksgiving
Christmas**

1. The Human Resource Department will notify each division's employees in writing of that division's holiday schedule by January 15th of each year.
2. If a division is open for business on one of Hancock Lumber's observed holidays, the employees that are scheduled to work on that day will be allowed to take that holiday as a floating day. This means that the employee can observe that holiday on another day and receive holiday pay. Under no circumstances will an employee be able to take a day of his or her floating holiday without that division manager's prior knowledge and approval. Floating holidays must be scheduled within one month before the actual holiday date or before year end.
3. If a division is normally closed on the day that the holiday falls, the employees of that division will be allowed to observe the holiday as a floating day unless management decides to close the entire division on another day to observe that holiday.
4. Failure to notify an employee's General Manager of when an employee will take his or her floating day will not be tolerated and may be grounds for dismissal.
5. Under no circumstances will an employee be paid for a holiday if she or he does not work the business day before and the business day after the holiday unless the day before and the day after are part of a prearranged vacation or a scheduled regular day off.
6. The number of holiday pay hours will be the same as the employee's regular scheduled hours for an average day, not to exceed 8 hours per day. New employees must complete the 30 days prior to being eligible for holiday pay.

PERSONNEL POLICY: Illegal Drugs, Marijuana + Alcohol Policy

(Updated 1/2017)

PURPOSE: To establish guidelines regarding the use of illegal drugs, marijuana and alcohol in the workplace to ensure a safe, healthy and productive drug-free work environment for all employees at Hancock Lumber.

1. An employee or temporary worker may not possess, use or be under the influence of illegal drugs, marijuana or alcohol in the workplace or on company premises (including all structures, parking lots, land or vehicles parked on company property).
2. No employee may operate, navigate or be in actual physical control of any motor vehicle, snowmobile, all-terrain vehicle, forklift or any other safety sensitive equipment or machinery while under the influence of illegal drugs, marijuana or alcohol while working on or off company property.
3. Medical Marijuana Card: Hancock Lumber abides by the Maine Medical Use of Marijuana Act. What an employee chooses outside of work is a personal decision. What an employee chooses while at work falls under Hancock Lumber's safety policies and regardless of if a person is authorized for medical marijuana use it will not be allowed to be used in the workplace nor is working while under the influence allowed. Violation of this standard will result in disciplinary action up to and including termination. If an employee or applicant cannot perform the essential functions without using medically prescribed marijuana, that individual may be disqualified from hire or employment.
4. Anyone suspected of being under the influence or impaired while at work will participate in a full investigation conducted by management. After full investigation if management determines that someone cannot safely perform the essential tasks, will potentially put themselves in harm's way or potentially place another employee in harm's way there will be disciplinary action up to and including termination.

DEFINITION OF UNDER THE INFLUENCE OR IMPAIRMENT: Under the influence may be defined when any of the following behavioral or lack of motor skills are present: proficiency, skillfulness, coherency, ability, efficiency or if showing signs of visible impairment. Additional physical signs to determine under the influence include impaired perception, disorientation, and eyelid tremors, reddening of the eyes, unusually relaxed demeanor or spacey behavior.

PERSONNEL POLICY: Jury Duty

(Updated 11/2015)

PURPOSE: Hancock Lumber strongly believes in, supports, and defends our Democratic system and allows employees appropriate time off for jury duty and reserve duty.

1. Any employee called for jury or reserve duty is obligated to report to his or her General Manager immediately.
2. Employees will be paid for their full day, up to 8 hours, while on jury duty but are expected to give their non-Hancock Lumber pay to the payroll department for reimbursement.
3. All weekly insurance premiums must be reimbursed to the company for any week with no pay. Payroll department will double-up on premiums once the employee returns to work, or the employee can make weekly payments to Hancock Lumber.
4. If requested, reserve military personnel will be allowed to use accrued vacation pay while on their annual three-week training.
5. This policy covers reserve duty for up to three-week annual training only. It is not the intention of the company to compensate employees for prolonged, active military duty.
6. Employees called to prolonged, active military duty will have all considerations and job protection as required by the Uniformed Services Employment and Reemployment Rights Act (USERRA) as outlined in the document inserted below.



YOUR RIGHTS UNDER USERRA

THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

REEMPLOYMENT RIGHTS

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- ☆ you ensure that your employer receives advance written or verbal notice of your service;
- ☆ you have five years or less of cumulative service in the uniformed services while with that particular employer;
- ☆ you return to work or apply for reemployment in a timely manner after conclusion of service; and
- ☆ you have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

RIGHT TO BE FREE FROM DISCRIMINATION AND RETALIATION

If you:

- ☆ are a past or present member of the uniformed service;
- ☆ have applied for membership in the uniformed service; or
- ☆ are obligated to serve in the uniformed service;

then an employer may not deny you:

- ☆ initial employment;
- ☆ reemployment;
- ☆ retention in employment;
- ☆ promotion; or
- ☆ any benefit of employment

because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

HEALTH INSURANCE PROTECTION

- ☆ If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.
- ☆ Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

ENFORCEMENT

- ☆ The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.
- ☆ For assistance in filing a complaint, or for any other information on USERRA, contact VETS at **1-866-4-USA-DOL** or visit its **website at <http://www.dol.gov/vets>**. An interactive online USERRA Advisor can be viewed at <http://www.dol.gov/elaws/userra.htm>.
- ☆ If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice or the Office of Special Counsel, as applicable, for representation.
- ☆ You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA.

The rights listed here may vary depending on the circumstances. The text of this notice was prepared by VETS, and may be viewed on the Internet at this address: <http://www.dol.gov/vets/programs/userra/poster.htm>. Federal law requires employers to notify employees of their rights under USERRA, and employers may meet this requirement by displaying the text of this notice where they customarily place notices for employees.



U.S. Department of Labor
1-866-487-2365



U.S. Department of Justice



Office of Special Counsel



1-800-336-4590

Publication Date—October 2008

PERSONNEL POLICY: Minors as Employees

(Updated 3/2017)

PURPOSE: It is the intent of Hancock Lumber to comply with all state and federal regulations involving minors in the workplace.

1. Hancock Lumber will not allow employees who are under the age of 18 to operate mechanical equipment at any time. This means that anyone under the age of 18 years may not drive any company vehicle, forklift, or operate other mechanical equipment. No employee under the age of 18 may operate his or her personal vehicle on company business at any time.
2. Hancock Lumber will not employ persons under the age of 16 unless they have obtained a work permit.
3. Minimum age requirement for employment at Hancock Lumber is 14 years of age.
4. Hancock Lumber strongly supports the education of minors. It is general policy that full time employment for a minor (under 18 years of age) will not be extended unless that individual is actively enrolled in school or has graduated from high school.

PERSONNEL POLICY: Overtime

(Updated 1/2021)

PURPOSE: As business warrants, employees need to understand they may be required to work more or less hours than their normal workweek.

1. All hourly employees will receive one- and one-half times their regular hourly rate for every hour worked over 40 hours in any given week. The employee's supervisor or General Manager must authorize all overtime.
2. Occasionally, employees will be required to work mandatory overtime to serve customer and production needs. The company will try to give advance notice of unusual overtime, but sometimes employees will be required to work if other employees are absent or unexpected customer needs arise.
3. Workweeks should not exceed 60 hours. Regular violations will be addressed.
4. Holiday, vacation and choice pay is calculated at the regular rate of pay and not at an overtime rate.

PERSONNEL POLICY: Probationary Period

(Updated 1/2017)

PURPOSE: There is a 90-day probationary period for new employees that enables management, as well as the employee, to determine whether employment at Hancock Lumber is a proper fit.

1. The first 90-days of employment are a probationary period for the employee's General Manager to evaluate how well the new employee fits into the company. This is also the time for the new employee to discover Hancock Lumber and decide if it is the right company for them.
2. The company or the employee may terminate the employment relationship at this time, or at any other time, if either decides that the relationship is not beneficial.
3. The Human Resource Department monitors probationary periods.

PERSONNEL POLICY: Referral Program

(Updated 5/2020)

PURPOSE: Earn up to \$2000 for referring a new employee! If an employee refers a full-time or part-time applicant who is hired, the employee will receive \$500 after the referred employee works 30 days, another \$500 after the referred employee works 90 days, and once the referred employee works 12 months, you are eligible for an additional \$1000. You must submit a completed referral form with your General Manger's approval to HR in order to receive the referral bonus.

PERSONNEL POLICY: Release of Employment

(Updated 9/2017)

PURPOSE: Employees are able to discontinue their employment with Hancock Lumber should they choose to do so.

1. If, for any reason, an employee leaves the employment of Hancock, either voluntary or involuntarily, the company requests at least two-week notice. Four-week notice is requested for officers of the company.
2. When notice is given, Hancock Lumber reserves the right to accept or not accept the notice period.
3. If notice given involves a competitor; all confidential information, knowledge and documents must remain the sole property of Hancock Lumber and may not be taken, copied or shared in any way.
4. The company expects that an employee's work will be left in good order and that they will do the best possible job during the notice period. It is expected that employees will turn over all customer information so the company can continue to best serve its customers. Charge privileges will cease at time of notification.
5. Hancock Lumber is an employer at will and may release an employee at any time.

RELEASE OF EMPLOYMENT FORM: The form is expected to be signed by exiting employee stating all money due to the company, benefits due to the employee and keys and company property to be turned over at that time

PERSONNEL POLICY: Substance Abuse

(Updated 1/2017)

PURPOSE: Hancock Lumber has established a substance abuse policy in accordance with state and federal regulations. All Hancock employees are subject to this policy. The Substance Abuse Policy interfaces with the company's Employee Assistance Program (EAP). Please refer to that program/policy outline for specifics.

1. While Hancock Lumber feels it is the obligation of the employee to seek immediate help if he/she has a substance abuse dependency, the company reserves the right to act promptly when it suspects an employee's job performance is impaired by the use of alcohol or drugs. Employees with a substance abuse dependency are encouraged to request assistance from their supervisors, HR or contact our Employee Assistance Program (EAP) service directly at 1-855-882-0025. Referrals will be in confidence. Generally, employees who seek assistance in dealing with a substance abuse dependency may do so without jeopardizing their continued employment as long as they adhere to the terms of diagnosis, treatment and rehabilitation.
2. If an employee recognizes that he or she has an alcohol or drug dependency or has a medically prescribed leave of absence for counseling, the employee may request a leave of absence of up to 30 days, if necessary, without fear of losing employment. Leaves of absence will only be granted when the employee is fully participating in the Employee Assistance Program and such leave is recommended by a professional. The employee may return to work within that time frame if that employee is evaluated by a physician and determined capable to return to work. If the EAP recommends a leave of absence, the employee must agree to take said leave of up to 30 days. Employees are encouraged to continue counseling after returning to work. Through our EAP, education is provided on the danger of use, abuse and dependency of alcohol and drugs. All employees are expected to participate in these educational programs. Education programs are open to employee's families as well. For more information on Hancock Lumber's EAP, contact your supervisor or the HR Department.
3. If an employee has a dependency problem that is detected by his/her supervisor, that supervisor will inform the HR Department who will then discuss the situation with the supervisor and the employee. At that time, the General Manager will inform the employee of the circumstances surrounding the conference and inform the employee of actions that should be taken to address the problem. The employee will be made aware of the consequences of not seeking assistance. If the employee decides to seek assistance, he/she may receive an unpaid leave, if needed, depending upon an EAP evaluation. In detected cases, if an employee refuses assistance, his/her employment may be terminated.
4. Upon authorization to return to work, if the employee still has a performance or substance problem, the employee will be given a second unpaid leave of up to 30 days to correct his/her problem. If the employee does accept treatment a second time, the employee may return to work at the end of 30 days (or sooner if appropriate). If, after returning to work a second time, the employee is again detected with a problem, the company may terminate the employee.
5. The following situations will generally be treated as follows:
 - a) The use of illegal drugs, marijuana or alcohol during work, including breaks and lunch will result in termination.
 - b) The sale, possession or conveyance of illegal drugs, marijuana or alcohol on or around company property will result in termination.
 - c) The unauthorized transportation of illegal drugs, marijuana or alcohol in company vehicles, or in any vehicle while performing work related duties will result in termination.
 - d) The operation of company equipment while using illegal drugs, marijuana or alcohol will result in termination.
 - e) If an employee reports to work under the influence illegal drugs, marijuana or alcohol disciplinary action will result up to and including termination.
6. If an employee is taking prescription drugs, which carry any kind of warning that the employee should not be operating vehicles or machinery, or be around vehicles or machinery, or if the actions and responses of the employee may be impaired, he/she is required to report this to his/her supervisor at the start of work. Prescription and over-the-counter drugs must be in their original containers to be permitted in the workplace.
7. Hancock Lumber will require all job applicants who have been offered employment to complete a company sponsored pre-placement substance screenings. Employment will be contingent upon acceptable results of the substance-screenings. Applicants refusing to submit to the tests will be disqualified from being hired.
8. Hancock Lumber, in compliance with the Department of Transportation Rules and Regulations 49CFR, Part 391-394, has implemented a drug-screening program for its appropriate truck drivers.

PERSONNEL POLICY: Time Clock + Timecards

(Updated 5/2016)

1. Hourly employees are expected to use the Kronos time clock, or web punch in and out, for hours worked. Each employee is to punch in upon commencement of work, coming or going for lunch, if required at your particular location and at the conclusion of work.
2. Each employee is responsible for the completeness of his or her own time in the Kronos system. If an employee's time is not complete at the end of the week you must communicate directly with your supervisor. Employees will not be paid for the time prior to the normal starting time unless authorized in advance by a supervisor or manager.

Sawmill Division: Employees, please refer to the employee procedure outlined in the employee new hire packet.

3. Managers approve all timecards, make corrections and submit to payroll by 9 a.m. Monday morning for disbursement the following Friday.

PERSONNEL POLICY: Tobacco Free Workplace

(Updated 1/2021)

As of May 1, 2004, it is the intent of this policy to provide a tobacco free workplace for all employees and customers of Hancock Lumber. It is the intent of this policy to prohibit use of all tobacco products at all Hancock Lumber locations. This includes all property, buildings, parking lots and company owned vehicles both on and off site. This includes the use of electronic cigarettes (vaping). This policy helps Hancock Lumber to provide employees and customers a safe, healthy and productive working environment that protects them from potentially adverse health effects and encourages productivity among its employees. While we recognize that it is a personal choice to use tobacco, we must also recognize that this choice has an adverse impact on the health of oneself and others.

PERSONNEL POLICY: Vacation/Paid Leave

(Updated 5/2022)

Hancock Lumber believes that paid leave offers employees an important opportunity to relax and enjoy themselves. Hancock Lumber provides paid leave to allow full time and part time employees to take breaks from work. Paid leave may be taken in hour increments up to the employee's regularly scheduled hours. Rehired employees will be treated as new hires for seniority purposes. Paid leave is accrued during the year it is earned and accrued time is paid upon termination. No paid leave time will be taken during the first 30-days of employment.

POLICY:

1. Hancock Lumber's paid leave period is based on the calendar year of January 1st through December 31st
2. Paid leave Entitlements Full-Time Employees:
 - a. **Date of Hire Year/Partial Year Entitlement**
If hired between:
 - Jan 1st– June 30th – 40 Hours
 - July 1st – Sept 30th – 26 Hours
 - Oct 1st – Dec 31st – 0 Hours
 - b. **First Full Calendar Year Entitlement:**
If hired in previous year between:
 - Jan 1st – June 30th – 80 Hours
 - July 1st – Sept 30th –64 Hours
 - Oct 1st – Dec 30th –40 Hours
 - c. Second through fifth calendar years – two weeks' (80 hours) paid leave.
 - d. During the sixth through fourteenth full calendar years–three weeks' (120 hours) paid leave.
 - e. During the fifteenth through twenty-fourth full calendar years – four weeks' (160 hours) paid leave.
 - f. During the twenty-fifth and higher calendar years – five weeks' (200 hours) paid leave. **The maximum allowable paid leave for Hancock Lumber employees is five weeks' (200 hours)**
3. Paid leave entitlements Part-Time Employees: One hour of paid leave will be accrued for every 40 hours worked. Any unused vacation time will be carried forward to the following year, but not to exceed a maximum of 40 hours in any given year. Upon termination they are entitled to the entire amount of their unused accrued vacation time.
4. Should employment at Hancock Lumber be terminated, the employee will be paid for paid leave as follows. If terminated on or before:
 - a. January 31st – 0 hours
 - b. June 30th– 50% of paid leave balance
 - c. December 31st – 100% of paid leave balance
 - d. Employee hired and terminated within the current year will be entitled to one hour of paid leave per 40 hours worked, if not already taken at the time of termination.
5. Paid Leave must be taken in the year in which they are earned and may not be accumulated or carried forward. The company will not pay for unused paid leave, nor will the company pay wages plus paid leave if employees work their scheduled time-off.
6. Reasonable notice must be provided to the manager in charge of the employee's division. With the exception of an emergency, illness, or sudden necessity for taking paid leave. In such situations when an employee must make a good faith effort to provide as much notice as possible under the circumstances to their manager.
7. Summer is the period when Hancock Lumber does much of its business and when it needs its people to serve its customers. No more than one week of paid leave will normally be allowed between May 1 and Labor Day for retail employees, and generally. GM's must schedule paid leave appropriately based on staff availability. When an employee is going to be on paid leave, the manager accounts for this in UKG. When a salaried person is on paid leave, he/she needs to report to HR Department at the end of the month.
8. Should an employee be laid off for a partial year, they will maintain their seniority level entitlements, but they will not accrue paid leave during the lay off period.

PERSONNEL POLICY: Working Hours + Punctuality

(Updated 9/2013)

WORKING HOURS: A new employee and his/her General Manager will decide the schedule a new employee will work. In a service business such as Hancock Lumber, the customer always comes first. Each division's hours are different. An employee's hours will frequently vary, and employees must remain flexible to meet the needs of his or her job, the company, and the customer. An employee will, from time to time be required to alter his or her schedule with little or no notice.

PUNCTUALITY: Every employee is expected to work every day scheduled unless sick. Tardiness in the morning will not be tolerated, nor will tardiness in returning to work from any break or lunch. Tardiness or unauthorized absences will lead to discipline, up to and including discharge without notice.

SAFETY POLICY: Glove Policy

(Updated 9/2015)

PURPOSE: To minimize and avoid splinter injuries we are implementing a mandatory glove policy for ALL Retail locations. All employees handling building materials shall wear work gloves during this process while in the yard and at the job site.

SAFETY POLICY: Prescription Safety Glasses

(Updated 1/2022)

Hancock Lumber's manufacturing divisions are required to wear safety glasses and for any employee that needs prescription safety glasses Hancock will offer \$250 reimbursement every two years.

- Employees are eligible after their 90-day probationary period.
- If employee terminates before 90 days of employment the \$250 will be deducted from their last paycheck.
- General Manager must approve the purchase.

SAFETY POLICY: Protected Toe Footwear

(Updated 9/2018)

Hancock Lumber's manufacturing division, Mainely Trusses (Assembler, Maintenance and Driver Pro) and designated retail employees (Logistics Manager, Driver Pro, Millwork Handler, Order Coordinator, Yard Pro/Warehouse personnel, Wall Panel Fabricators) are required to wear a protective toe footwear during work hours. Hancock will offer a \$150 credit towards the purchase.

KEY POINTS: Employee must work 30 days to be eligible for the \$150 reimbursement. Employees are eligible to receive the \$150 reimbursement once every 12 months. General Manager must approve the purchase. All footwear must have a protected toe.

PURCHASING POINTS: Forward a receipt and Protected Toe Reimbursement form to Human Resource Department to receive the \$150 reimbursement. A check or ACH direct deposit will be processed through our Payables department. If you are reimbursed by check, the check will be sent inter-company to you at the location at which you work.

SAFETY POLICY: Reporting an Incident or Injury

(Updated 4/2022)

PURPOSE: It's mandatory for all employees to report a work-related incident or injury the same day it happens. NO EXCEPTIONS. Any personal incident, injury, or condition should be reported directly to individual's Supervisor and Human Resource Department.

1. After an employee experiences a work-related incident or injury, he/she should report to his/her Supervisor to complete a Injury Investigation Report on Filemaker. If his/her General Manager is unavailable the employee should contact Human Resource Department for assistance. Tel # 627-2165 Dial "0" if you get a recording.
2. The Injury Investigation Report on Filemaker should be completed the same day as report. A full investigation is required within 24 hours.
3. During the initial notification it should be determined between the employee and supervisor if the employee is in need of medical attention. If there is any question, please contact Human Resource Department for further discussion.
4. If medical attention/restrictions are needed, please follow the guidelines for Transitional Work Duty policy.

SAFETY POLICY: Safety Award Program

(Updated 1/2015)

PURPOSE: Safety is a value that we must apply to every operation, procedure and project at Hancock Lumber. Our Safety Awards Program is designed to recognize divisions and individuals for excellence in workplace safety. Every employee is personally responsible for his/her own safety and the safety of his/her co-workers.

As individuals and divisions reach annual safety milestones, Hancock Lumber sees value in taking the time to recognize, remind and celebrate success for keeping workplace safety an integral part of our daily operations. As our Mission Statement states, "No job is so important that your safety has to be jeopardized in order to accomplish it".

1. **INDIVIDUAL SAFETY AWARDS:** Recognition will be quarterly for an employee who completes an accident and injury free year. His/her milestone is based upon their date of hire or a previous injury/accident.
2. **DIVISIONAL SAFETY AWARDS:** Divisional awards are based upon each individual locations 10-Point Audit results. There will be three retail and four mill audits annually.

SAFETY POLICY: Transitional Work Duty

(Updated 9/2013)

PURPOSE: The purpose of transitional work is to encourage all employees to return to work as soon as possible after experiencing a work-related injury, and to prevent injuries from unnecessarily resulting in lost work time.

1. After an employee sees a physician for a work-related injury, he/she should report to his/her Supervisor with a “practitioner’s report” stating work restrictions. A Human Resource Representative and General Manager will discuss the restrictions with the employee to make sure that the restrictions are fully understood. A Transitional Work Agreement will be filled out and signed by all three parties.
2. The General Manager will be responsible for finding the appropriate job task for the restricted employee. The employee will be monitored by the Supervisor and the Safety Director to see that he/she is adhering to the restrictions and correctly performing the transitional job functions.
3. Transitional duty can be for a partial or full day and will last as long as deemed necessary by the physician. However, should the General Manager or the Safety Director have serious questions regarding the restrictions, a second medical opinion may be called for at the company’s expense.
4. When transitional duty is for a partial day, the length of the work time will be decided upon by the health care provider and the Safety Director. Each case must be handled independently so the work hours are deemed to be reasonable for the company and the individual with the injury involved.
5. The employee will keep all follow-up scheduled appointments with the health care provider and will keep the company posted of all changes in the restricted duties. A “practitioner’s report” will be given to the General Manager after each visit.

VEHICLE POLICY: Seatbelts

(Updated 3/2017)

PURPOSE: Seatbelts have proven to reduce injuries as well as save lives. The company supports and enforces this safety measure for all employees traveling on company business.

1. All employees traveling in a company vehicle, operating a forklift, or traveling in their own vehicle while conducting company business must wear a seatbelt at all times.
2. Failure to wear a seatbelt will result in disciplinary action up to and including termination.

VEHICLE POLICY: Vehicle Accidents + Property Damage

(Updated 1/2012)

PURPOSE: All Hancock Lumber employees are expected to know and obey state and federal vehicle laws. Anytime anyone driving a company vehicle has an accident of any type, no matter who is responsible or how minor the accident, the procedure outlined below must be followed immediately.

1. No matter how minor the damage, the employee must notify the State or local police immediately.
2. NEVER leave the scene of an accident until released by police.
3. If anyone is injured, get immediate medical help.
4. Employees are not to discuss the accident or its cause with anyone outside the company except the insurance agent or the investigating officer.
5. The employee must call his/her General Manager or Safety Director immediately to report as much information as the employee can about the accident, including the name, address, phone number, and insurance carrier of any other party involved in the accident. An employee who fails to immediately report an accident may be disciplined, up to and including termination.
6. Any driver involved in a motor vehicle accident involving a Hancock Lumber truck or forklift will be automatically suspended from driving immediately for a minimum of the next two working days or until the Safety Director has investigated the accident, whichever is longer, and will not resume driving until cleared in writing by the Safety Director.
7. In the event a Hancock Lumber driver does minimal damage (under \$500) to property while making a delivery, every attempt will be made to repair the damage immediately with the assistance of the Shipper, General Manager and Safety Director.
8. The General Manager is to immediately report all accidents and injuries, both to employees and customers, the Safety Director, Director of Human Resource or the CFO. If contact must be made after hours, call Gregg Speed on his cell 207-329-9750, or Wendy Scribner, 627-2160.

CONDUCT POLICY: Community Involvement

(Updated 9/2013)

Hancock Lumber encourages all employees to be involved in civic and charitable events and organizations in our communities. Occasionally, time off will be given when necessary for participation. It is our belief that without a healthy community there cannot be a healthy company. Time off for community activities must be approved in advance by your General Manager. The manager will evaluate the needs of the division and customers, as well as the importance of the activity, in making his/her decision. We encourage parents to participate and support their children's and families' activities. Activities need to be scheduled in balance with company needs. Advance planning is the key to accommodating the needs of the family and the company.

CONDUCT POLICY: Concealed Weapons

(Updated 8/2015)

Regardless of whether or not an employee possesses a concealed weapons permit or by law is allowed to carry a concealed weapon, weapons are prohibited on any company property or in any location in which the employee represents the company for business purposes. Employees who violate this policy will be subject to disciplinary action up to and including employment termination.

1. Weapons include, but are not limited to, guns, knives, swords, explosives, and any chemical whose purpose is to cause harm to another person.
2. Weapons are prohibited on company business locations owned, leased or controlled by Hancock Lumber, including business conducted at customer locations, client trade shows, company event venues, etc.
3. Parking Lot Restrictions and Exceptions: Many states have passed laws recognizing an employee's right to store an otherwise lawfully possessed firearm in his/her locked vehicle in a company parking area. Hancock Lumber does not prohibit an employee from transporting or storing a firearm in their locked vehicle. The vehicle must be locked at all times and the firearm must remain in the vehicle at all times while on company property or the employee may be subject to disciplinary action.
4. Vendors and Customers: The same rules apply to vendors and customers, and we can explain and share policy.

CONDUCT POLICY: Honesty, Confidentiality, Integrity and Discipline

(Updated 9/2013)

PURPOSE: It is Hancock Lumber's intent to be honest in all transactions with customers, staff, vendors and the community.

HONESTY:

1. Hancock Lumber insists that employees are honest in their actions. Stealing and dishonestly will result in termination and possible prosecution.
2. All employees are to report dishonesty immediately to their supervisor.
3. Employees should never feel compromised about reporting any activity they suspect is illegal or that violates company policy. In the event an employee senses or is a witness to an impropriety they should report it to their immediate supervisor. If the employee suspects his/her immediate supervisor, then the impropriety should be reported to the appropriate manager up the chain of command, without fear of retribution.

INTEGRITY:

Situations may occur which have the potential of putting an employee in a position where he or she cannot serve the best interest of the company.

1. Employees are never to accept gifts of cash from customers or suppliers.
2. Employees are never to accept tips in the form of cash from customers or suppliers.
3. Employees are never to act in a manner that gives the impression that company favors are being swapped for personal favors.

CONFIDENTIALITY:

1. Employees of Hancock Lumber must not disclose sensitive company or customer information.
2. All information, especially financial information, technology software, customer account records and business strategies are the sole property of Hancock Lumber. Information of this nature may not be duplicated or shared without written permission of the CFO, or President of the company.

Any employee who fails to follow above stated policy may be disciplined up to and including immediate termination without notice. An employee who leaves the company and inappropriately discloses such information to a competitor may be subject to legal action.

CONDUCT POLICY: Non-Harassment

(Updated 9/2013)

PURPOSE: It is the company's policy to prohibit harassment of one employee by another employee, supervisor or vendor/visitor, including but not limited to harassment on the basis of age, race, color, sex, handicap, national origin, religion, gender identity, or genetic make-up. Any employee who feels that he or she is a victim of harassment should immediately report the matter to a General Manager or Human Resource Department. Violations of this policy will not be permitted and may result in discipline up to and including termination.

All employees are responsible for assuring that the workplace is free from all forms of harassment and intimidation. All employees must avoid any action or conduct which could be viewed as harassment, including unwelcome sexual advances, requests for sexual acts or favors, or other verbal or physical conduct of a harassing nature.

Harassment includes any repeated unwelcome or unwanted verbal or physical conduct based on race, color, sex, sexual orientation, age, religion, national origin, ancestry, physical or mental disability, veteran, gender identity, genetic make-up, or marital status that creates hostile, offensive or intimidating work environment that interferes with an employee's work performance.

Any employee who has a complaint of harassment at work by a supervisor, coworker, or vendor/visitor must bring the problem to the immediate attention of a responsible company official. Employees may bring their complaint to their supervisor or directly to the Human Resource Department. If the complaint involves someone in the employee's direct line of supervision, the employee may go to another supervisor or General Manager with the complaint. All complaints will be handled promptly, and special safeguards will be observed to insure privacy. All employees should be aware that the privacy of the charging party and the person accused of harassment will be kept strictly confidential.

The company will investigate all harassment claims and take appropriate corrective action, including disciplinary measures, when justified, up to and including termination, to remedy all violations of this policy. There will be no retaliation taken against any employee who makes a report of harassment. Any person found to have retaliated against another for reporting harassment will be subject to disciplinary actions, up to and including termination. You may call your state's Human Rights Commission directly at any time if you feel your complaint has not been handled properly.

CONDUCT POLICY: Technology Acceptable Use Policy

(Updated 7/2018)

Summary

Access to company technology resources, including hardware, software and infrastructure, is for business use and benefit. Each user is expected to treat his/her use of company resources with respect. Any violations of the policy outlined below can result in disciplinary action, ranging from fines to termination, at the discretion of Management.

Section 1: Equipment

Depending on their job function, users of the company network will be issued or provided with some or all of the following:

1. Desktop PC or Laptop computer
2. Cellular “feature” phone or smart phone
3. Other portable computing device, such as a tablet computer or handheld scanner

Equipment is issued to the employee for company use only. It is understood that some personal use will occur, but employees are expected to keep their personal use of company equipment to a minimum, and not allow personal use to interfere with business functionality.

Users are expected to keep the equipment provided to them in good working order and are responsible for its proper treatment. Repeated misuse, neglect or abuse of company equipment will be documented by IT personnel and reported to Human Resource and the employee’s manager.

At any time, IT personnel can access any or all information on company-owned equipment without notice or employee approval. This includes email, personal files and other information stored under an individual’s username or on an individually issued device. There is no expectation or implication of privacy when using company

Part A: Computer Hardware

Equipment is provided for employee use, not for family use, and should not be used as a replacement for a personally owned device. Only employees are authorized to make use of company computers. Do not allow access to your company-issued computer to anyone else. There is sensitive and proprietary information stored on your computer.

Under no circumstances should pornographic or otherwise explicit websites be visited using company equipment. Forwarding, storing or otherwise accessing lewd, pornographic or illegal materials is strictly prohibited. Any evidence of illegal activity (including child pornography, gambling or other activities banned by statute) may result in the employee’s immediate dismissal.

Any computer believed to be infected with a virus or other malware must be brought to the attention of the IT Department Help Desk immediately. Infected computers must be cleaned quickly to prevent spreading. Hancock Lumber IT personnel are the only technicians allowed to perform clean-up on an infected company device.

All software installed on any computer must be approved by IT Department personnel before installation. IT personnel are allowed to remove any unauthorized software without permission from the user at any time. Repeatedly installing software that has been removed from your system may result in loss of privileges on your computer and disciplinary action up to and including dismissal.

Part B: Cellular Hardware

Cellular devices and their associated carriers will be issued and assigned according to current Hancock Lumber best practices and job-based connectivity requirements. Additional plan features such as text messaging and data will be added to the company plan or charged to the employee at the discretion of the user's General Manager. Users are expected to keep personal cellular data usage to a minimum. Any user causing an overage charge on the company's cellular account may be held responsible for that charge, at the discretion of their General Manager.

Altering the operating system on any mobile device ("jail breaking" or "rooting" the device) is strictly prohibited. Any user found with an altered device will immediately lose access to that device and will be held liable for any costs related to restoring the device to full functionality.

Smart Phone users are expected to maintain their own accounts for device application installation where necessary, personal credit cards will be associated to these accounts. Applications required by the company will be provided at no cost or reimbursed to the end user as necessary. Users acknowledge that installation of any software beyond what is required for their job is at their own discretion and that they are responsible for any damage that results from installing unapproved software. Installing illegally obtained software or other media is strictly prohibited. Any illegal software or media found on a device by IT personnel will be removed immediately and the user's manager notified.

Operation of cellular equipment while driving any vehicle is strictly prohibited. Hands-free devices are acceptable for phone calls when taking a call while driving is necessary. Company-issued hardware is expected to be maintained in good working order and treated with care. Cases and screen protectors will be provided by the company, and their use and maintenance are strongly encouraged. Use of personal accessories with company equipment is allowed provided that such use does not physically alter the device in any way that would prevent it from being issued to another user.

Part C: Other Portable Devices

Tablet and scanning "gun" devices are present in many areas of Hancock Lumber. Where these devices are assigned to individuals, all above policies for cellular and PC hardware apply as appropriate. For devices that are issued within departments, but not to individuals, users are expected to care for these devices as though they were individually issued. Abuse, neglect or other mistreatment of these devices carries the same penalties as for assigned devices.

Section 2: Access

Access to company computer systems is controlled through the issuance of a username and password that is unique to each individual. Sharing individual usernames and passwords between users is strictly prohibited. Individual users are responsible for maintaining their password securely, and for following system-required guidelines for password complexity, length and change frequency.

Access to company systems is at the discretion of the user's General Manager and the IT department. Any user found to be in violation of acceptable use policies can have their access terminated at any time.

Part A: Internet Use

Internet use is provided for company business only and made accessible to individuals at the discretion of the user's General Manager. Occasional use of the internet for personal use is permitted as long as it does not interfere with business activity. All internet activity is filtered and logged based on username, and all attempts to access blocked content are logged and reported by the system on a nightly basis.

Accessing lewd, pornographic or illegal websites is strictly forbidden. While reasonable attempts to filter Internet access are made, technology is not always perfect. Users are expected to be responsible for their own Internet use, and to never attempt to access inappropriate websites using company provided resources and time.

Use of file sharing (peer-to-peer) and remote-control software is strictly prohibited. Any users found using these technologies will have the software and associated files removed from their computers and will be reported to their General Manager for disciplinary action.

Part B: Email Use

Hancock Lumber believes strongly in the importance of communicating directly to the team and as part of that effort, employees are provided with access to the company email system.

The company email system is a business tool wholly owned and controlled by the company. All communication sent from hancocklumber.com email addresses is acknowledged by the sender to represent the company, and should be carried out in a manner consistent with the company's values and position in the marketplace.

The company reserves the right to monitor access and revoke access to all email communication of any user at any time for any reason. Use of company email carries no expectation or implication of privacy, unless company-provided email encryption software is used.

Employees need to be able to receive their company email in a timely manner. For users whose job does not regularly involve a computer or other network-connected device, kiosks are provided in all break rooms to provide basic access, including email. In addition, employees may access their company email from home computers via a web-based portal, provided as part of the company Intranet. Optionally, employees may access their company email from a personal mobile device without completing a Bring Your Own Device (BYOD) form, provided they do so use an application approved by the Technology department (currently only Microsoft Outlook for Android/iOS). Under this policy, employees remain responsible for the entire cost of their mobile device data usage and are expected to remove all stored corporate email system data from their device upon termination.

The technology department retains the right to remotely remove (wipe) company email system data at any time from any personal or corporate device accessing the company email system. Users logging in to company email accounts agree that the company cannot be held liable for any damage or loss of data that results from the removal of corporate data from a device.

Part C: Telephone use

Landline and company-issued cell phones should be left available for customer use during business hours. Use of personal cell phones, or use of company issued cell phones or landline phones for personal calls should be limited to emergencies or when absolutely necessary. Cell phone use cannot interfere with employee or customer safety, customer service or the manufacturing process. Cell phone conversations should not take place at retail counters. Necessary personal calls should be worked into lunch breaks.

Part D: Confidential and Proprietary Data

Depending on the level of access required to perform their job functions, individual employees have access to varying levels of confidential and/or propriety company information. Sending, storing or otherwise electronically distributing proprietary company information outside of a user's normal course of doing business is strictly prohibited.

