



# EMPLOYEE HANDBOOK & ORIENTATION GUIDE

Welcome to a company where employees are front and center...



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# Welcoming Statement: LETTER FROM THE OWNERS

We'd like to personally welcome you to the team.

It's an exciting time for **ACC**, as we continue to grow, you will be a valuable part of our team contributing to our ongoing success. We take pride in helping our customers create the home of their dreams and it takes every employee to help us achieve this goal.

We're always transforming how we operate in order to innovate, expand, and make our employee and customer experience better. Our team members have continued to meet the challenges of our industry and by working together, we win.

Now that you're here, we look forward to working together and achieving great things.

Welcome aboard!

Click to edit text

ACC Owners,

Michael Anderson  
Renee Heiob-Busch  
Brad Anderson



# About Us: THE ACC Marketing TEAM



We aren't big on traditional corporate cultures, structures and environments. Our company values employees working together to deliver an exceptional quality of work to our customers.

We strive to be the best and we're looking for team members that share our tenacity, moral compass and visions for the future.



**Renee Heiob-Busch**  
Owner



**Aaron Black**  
Sales Director



**Kate Clinton**  
ISP Manager  
West Michigan



**Ella Hughes**  
ISP Manager  
East Michigan



**Giacomo Mangiameli**  
ISP Manager  
Central Michigan

It takes a team with drive, creativity, and a passion for solving various tough challenges... and we mean tough!

# About Us: What We Do

Our collaboration with The Home Depot sets a high bar for service excellence, offering clients comprehensive services from consultation to installation. Our team comprises skilled customer service representatives, design consultants, project managers, and installation professionals, each playing a pivotal role in delivering exceptional customer experiences. We adhere to strict quality and compliance standards, ensuring each project exceeds industry benchmarks. Additionally, we place a strong emphasis on understanding and fulfilling client needs, guiding them through a personalized design process that transforms their vision into reality.

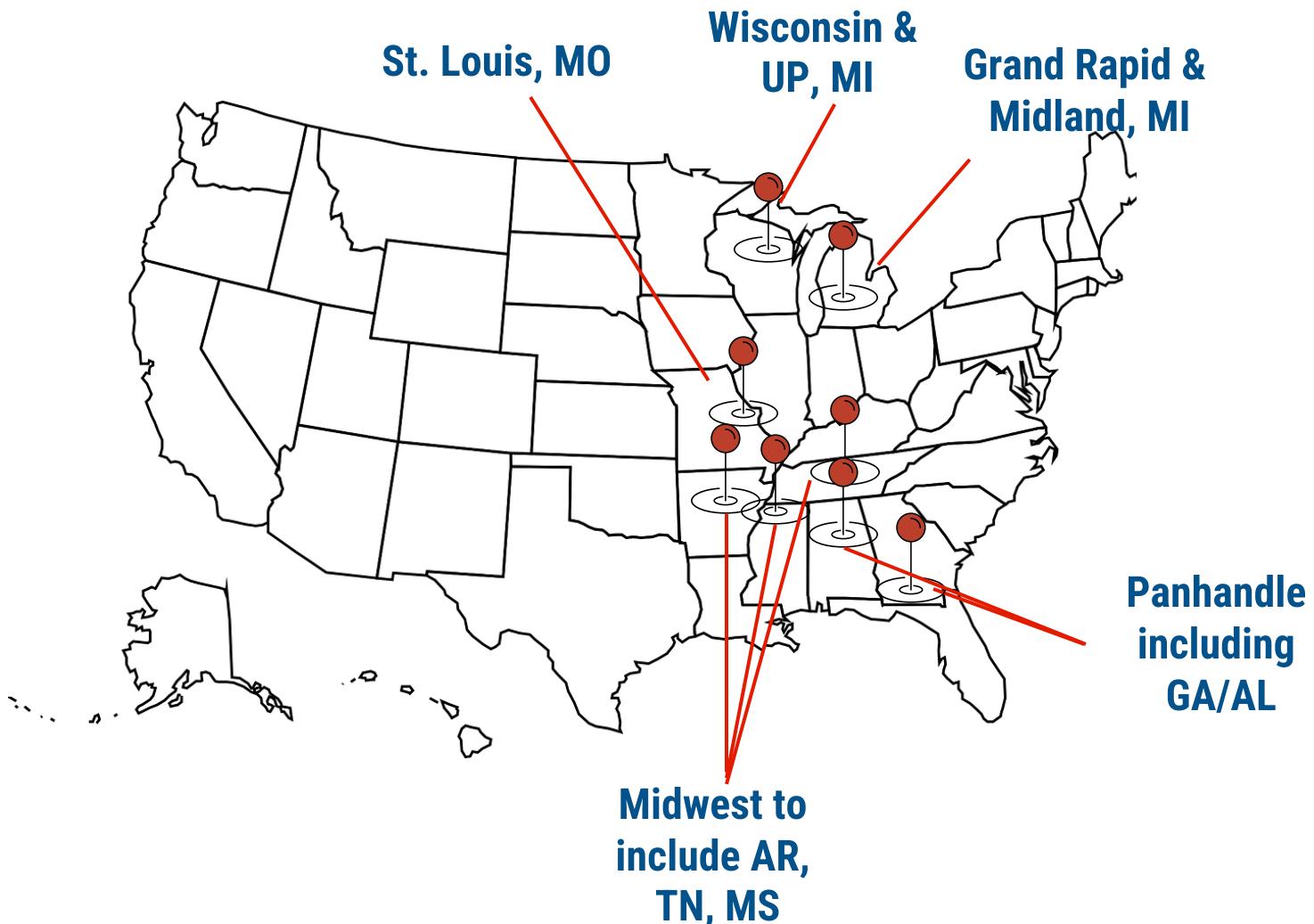
## Cabinet Makeover

The Cabinet Makeover service is a great way to update a kitchen. It is a quick and affordable option to improve the kitchen's appearance. Customers can continue to use their kitchen during the 3-5 day install process.

Customers have the opportunity to completely customize their kitchen. We can do anything that they would be able to do with new cabinets such as glass inset doors, crown molding, roll out drawers etc. In some cases, customers are able to do more with refacing as they are saving money by not replacing the whole cabinet.



# About Us: Our Territories



# ACC Values



**Extreme Ownership:** honor commitments, personally commit to the success of the Company and the well-being of teammates and customers.

**Teamwork:** Work together to get the job done in a positive, encouraging and energizing way.

**Communication at All Levels:** keep teammates informed and participate in meetings. Keep customers informed and updated.

**Respect:** treat each other with respect by valuing diversity of thought and opinions, encourage open dialogue, and consider the impact of our decisions on employees and customers.

**Trust:** seek fair resolutions, uphold commitments, deal honestly with all customers and maintain transparency in decision-making.

**Sense of Urgency:** Don't procrastinate. Follow processes, identify problems and raise solutions quickly.

**Quality:** Do the job right the first time, every time.

**Taking Care of Our People:** Personally commit to the success and well-being of all employees.

# Company Policies

# Code of Conduct

As employees, we are all responsible for how ACC does business and the impact to our customers. Failure to comply with company policies and applicable laws can result in disciplinary action up to and including termination of employment. Employees are expected to:

## Comply with the law

All employees must protect our company's legality. We expect employees to be ethical and responsible when dealing with our company's finances, products, customers, partnerships and public image.

## Ensure Safety and Respect in the workplace

All employees should respect their colleagues. We are committed to maintaining a safe work environment free from threats of physical violence, harassment, intimidation, and other disruptive behavior.

- Any form of sexual harassment, reprisal or overtures, advances or coercion by any employee toward another employee or customer at the work place will not be tolerated.
- Do not bring firearms, weapons or hazardous or harmful devices on Company property or while engaged in sales activities during work hours. Employees must not possess, use or be under the influence of any illegal drug, alcohol or any other intoxicating substance while on duty or engaging in sales activities. Failure to pass or refusal to take a drug test is grounds for termination.

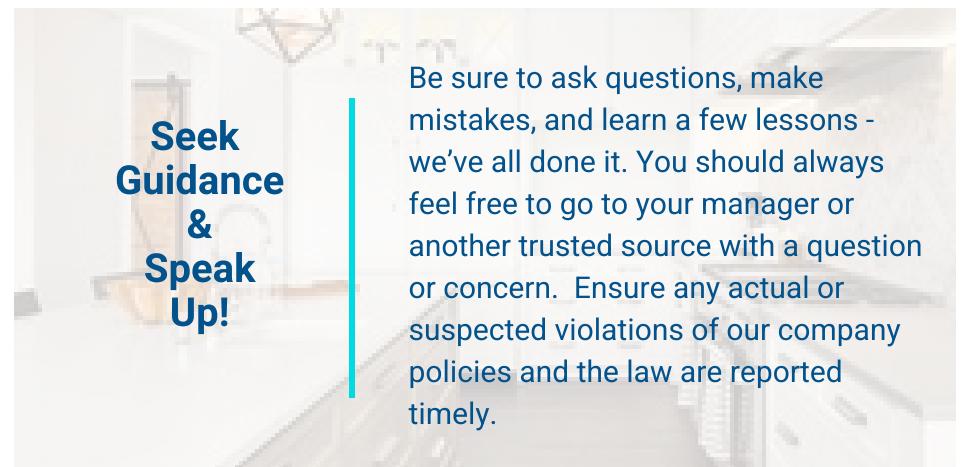
## Protect Company Property and Personal Information

All employees should treat our company's property and personal information with respect and care.

- Do not misuse company equipment or use it frivolously.
- Theft or unauthorized removal of company property or property that belongs to another employee, customer or Home Depot will not be tolerated.
- Protect company facilities and other material property from damage and vandalism, whenever possible.
- Protect the confidentiality of our colleagues' and customers' personal and financial information. Do not disclose information about current or former customers and employees.

## Avoid Conflicts of Interest

We expect employees to avoid any personal, financial or other interests that might interfere with their ability to perform their job duties.



# Equal Opportunity Employer (EEO)Policy

ACC is an equal opportunity employer. This policy is intended to further outline our commitment to equal employment opportunity in accordance with our values, our commitment to diversity, equity and inclusion and applicable law. ACC prohibits discrimination and harassment and provides equal employment opportunity to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, disability, marital status, national origin, citizenship, genetic information, protected veteran status, or any other characteristic protected by law. ACC also prohibits retaliation against any person who in good faith reports a suspected violation of this policy or participates in the investigation of such report.

This policy applies to all aspects of the relationship between ACC and its employees, and applicants seeking employment with ACC, including:

- Recruitment
- Employment
- Promotion
- Transfer
- Training
- Working conditions
- Wages and salary administration, and
- Employee benefits and application of policies.

Violations of this policy, regardless of whether the law has been violated, will not be tolerated. ACC will promptly, thoroughly and fairly investigate every issue in this area that is brought in good faith to its attention and will take responsive action, when appropriate. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as ACC believes appropriate under the circumstances.

# ADA Policy

The Americans with Disabilities Act as amended by the Americans with Disabilities Amendments Act (collectively "ADA"), and applicable state and local laws, require employers to provide reasonable accommodation to qualified individuals with disabilities so that the individual may perform the essential duties of the job, with limited exceptions.

ACC prohibits discrimination against qualified individuals with disabilities with regard to job application procedures, hiring, promotion, compensation, benefits, training, termination, or other terms, conditions and privileges of employment. The Company will provide Reasonable Accommodation to Qualified Individuals with Disabilities who may require them, unless doing so would cause undue burden or Direct Threat.

Upon receiving a request for an accommodation, or upon otherwise becoming aware that a Reasonable Accommodation may be needed, ACC will engage in an Interactive Process to consider and, where appropriate, to offer the Qualified Individual with a Disability a Reasonable Accommodation, unless doing so would create an undue burden or Direct Threat.

Employees or Applicants who believe they need accommodations are expected to cooperate in an Interactive Process with ACC and may be required as allowable by law to provide appropriate medical documentation and authorizations to assist ACC in assessing whether a Reasonable Accommodation may be granted under this Policy. All medical information received will be treated as confidential in accordance with ACC policy and any applicable laws.

Reasonable Accommodations may take many forms and will depend upon the particular facts and circumstances.

ACC maintains that regular and reliable attendance is an Essential Function of all positions. As a result, an accommodation request that excuses regular and reliable attendance is generally not reasonable.

If a leave of absence is granted as a Reasonable Accommodation, then at the end of the leave, if the Employee is unable to immediately return to work, ACC will engage with the Employee to determine if an extension of the leave is a Reasonable Accommodation, or whether there is an open position for which the Employee is otherwise qualified. Employees are expected to cooperate with Kellogg in providing information to allow ACC to determine if an extension of leave is a Reasonable Accommodation and that it does not create an undue burden or Direct Threat.

Employees are expected to comply with all safety procedures and Retaliation against an Employee or Applicant requesting accommodation under this Policy is prohibited.

This Policy contains no rights, contractual or otherwise, and does not constitute an offer or guarantee of employment..

An employee seeking accommodation shall initiate the Interactive Process by contacting their manager

# Employment At Will

ACC Company policies are provided solely for the purpose of information. Employees agree to abide by all work rules that are established by the Company any time and which pertain to the employee's conduct and the manner in which the employee sells products. The company retains the right to revise, alter, amend, modify, change, terminate, or suspend any of its policies, benefits, procedures described at any time, with or without notices at this sole discretion.

Nothing in company policies creates an employment contract for any specified period of time between the Company and any employee, nor does it create a contract for providing any of the benefits or procedures described in these policies. Employees have no authority, either expressed or implied, to obligate the Company or its Clients, service providers, or suppliers in any manner whatsoever, either verbal or in writing.

**At—Will Employment/Termination:** The parties acknowledge and agree that employee is an at-will employee of the company. Nothing in this agreement gives employees the right to be employed by the company for any specific duration of time regardless of the length of employee's employment. Company or employee may terminate the employment relationship at any time, for any reason or no reason, and without advance notice. Progressive discipline is left to the sole discretion of the Company and nothing in the agreement requires the Company to issue a warning or suspension prior to discharging an employee. Initial employment will be terminated if the employee fails the background authorization to be badged to work within the Home Depot.

**Commissions paid upon termination:** Employees acknowledge that a commission is deemed "earned" Upon termination of employment an employee shall be entitled to receive payment of all commission or cash sales through the date of the employee's termination. Payment of non- cash sales made prior to the employee's termination date shall be paid to the employee when the commission is earned.

**Return of company property:** Employee is responsible for returning all items provided to or belong to the Company. Company has the right to obtain all or any portion of monies due to the employee as reimbursed for any items not returned by the employee that are company property. A fine of \$100.00 will be charged or final check held if all company property, Apron, badge, and all marketing materials (binder, calendar, completed lead sheets) is not returned to the office the next business day of termination or resignation. All company materials must be returned to the main office.

**Non-Compete:** The undersigned employee agrees not to directly or indirectly compete with the business of the company and its successors including Home Depot and any of their contractors.

# Attendance Policy

## Expectations

Employees are expected to be punctual. Being late or absent from your scheduled shift causes a loss of potential business to the company. Attendance incidents, such as being late or absent, diminish operational functioning of the Organization. Employees are expected to work with their manager to build a schedule that works for both the employee and the Organization.

## Definitions

**On-Time:** Employees are On-Time when they report as scheduled and prepared to start work.

**Late:** A late incident is recorded when an employee starts working more than 5 minutes after the scheduled start time.

**Excused Absence:** An employee requests an excused absence from their direct manager. Excused absences require at least 48 hours notice before the scheduled start of the shift. The request/reason must be credible and/or acceptable to the manager.

**Unexcused Absence :** An unexcused absence occurs when an employee reports to their manager that they will not be on a shift with less than 24 hour notice and the absence is not excused. The absence must be reported prior to the shift start time (preferably 3 hours in advance) and any absence not reported before shift end will be considered a NCNS. (I changed this slightly, what do you think? Was thinking it may clearly set expectation to call before shift) What about leaving early before the end of a shift? How do you count that?

**No Call No Show (NCNS):** A No Call/No Show event happens when an employee does not show up for and does not call to report their absence. The NCNS event happens at the moment the scheduled shift ends with no reporting by the employee.

**Patterned Absence:** Unexcused absence before or after weekends, holidays and vacation days are considered patterned absences when the same event or pattern happens more than once.

## Official Schedule

It is your responsibility to keep your availability updated in Homebase. Time off requests and availability changes need to be requested at least two weeks in advance. The official schedule will be sent to you via the Home Base app weekly. Employees will be notified by text/email if there are any changes made to the official schedule after it has been sent out. Employees have 24 hrs after receiving the schedule to report any issues or conflicts. No other schedules, copies, edits, verbal requests, or non-official changes will be considered. After the 24 hour window, the schedule is Final and employees are expected to follow it.

# Attendance Policy (continued)

## Procedure for Reporting an Absence

Employees must report their absence as soon as reasonably possible to allow time to fill the shift. To report an absence, submit a request with a detailed note through HomeBase . Please leave at least 48 hours notification to be considered for an excused absence. Vacation or requests for days off must be submitted through Homebase a minimum of two weeks in advance.

In the event you are reporting an unforeseen absence or tardiness such as an illness you must submit the request in Homebase and include a detailed message ASAP; preferably a minimum of 3 hours before your shift. Employees who have more than three unscheduled absences will be subject to disciplinary actions.

## Illness & Injury

After three consecutive days of absences due to illness or injury the employee must give proof of physician's care. If the illness or injury prevents the employee from returning to their scheduled duties further information will be requested to determine a return to work plan.

## Disciplinary Actions

Should this say Unexcused Absence?	Corrective Action
First Occurrence	Documented Verbal Warning
Second Occurrence	Written Warning
Third Occurrence	Final Written Warning*
Forth Occurrence	Termination
First NCNS	Voluntary Termination

Voluntary Termination: If the guidelines from the written warning are ignored or deliberately broken

# Dress Code Policy

**It is required that ISP's look presentable and professional to the public at all times!**

## ATTIRE

- Jeans are acceptable- NO HOLES! (NO White, NO bleached out trendy jeans).
- Must be 5 pocket or dress slacks
- No yoga/athletic wear. No leggings, No joggers- basically nothing that Lulu sells
- Dresses or skirts must be knee-length and professional- leggings can be worn under a skirt/dress if shorter but the booty must be fully covered.

## APRON

- You will be provided with a company apron. The HD logo must be on the outside at all times and not covered by sweaters etc
- It must be kept clean and free of stains or wrinkles.

## FOOTWEAR

- Closed toed shoes are required. No open toed/open backed shoes or sandals. No slippers or slipper-like footwear.
- We recommend tennis shoes or similar with appropriate support for standing long hours on concrete floors.

## GENERAL APPEARANCE

- No excessive piercings, jewelry, or cologne/perfume.
- Men must be clean-shaven or keep a neatly trimmed beard or mustache.



**If for any reason employment is terminated, by either party, the company apron and ALL marketing materials need to be returned to the office or \$100 will be deducted from your check!**

# Compensation Plan and Performance Expectations

# ISP Compensation Guidelines

In-store promoters will be paid \$10 per hour or the commission per qualified demos/sales that week, whichever is greater. All earnings will be paid Bi-weekly via direct deposit

## Requirements to Receive Hourly Pay:

1. All clock ins/outs including all breaks must be IN THE STORE. You have two options to clock in/out:

**Option 1:** Homebase - You must use your LOCATION and give the gps time to stop moving and solidify location then select your shift. You must be sure the map is showing your location. **A blue screen will not count as a clock in/out.** It is your responsibility to make sure that your location is accurate before you clock in for your shift.

**Option 2:** Call your Manager. You must use a Home Depot store phone, using a cell phone to call will not count as clocking in/out.

2. Your lead sheet must be received daily at the end of your shift and prior to clocking out. Lead sheets are required even if no appointments were set for that day. Use the CAMSCANNER app to email your lead flow group. **Ensure that your email with lead sheet is sent from your outbox prior to leaving the store.**
3. Text the date and time of your appointments as you set it in the team chat in the Google chat. If you have not set any appointments you must call your manager or Team leader by the 2 hour mark of your shift.

## Commission Plan:

\$150 per Qualified Demo

\$125 bonus for 5 or more demos in the same week (Monday to Sunday) \$200 bonus monthly for every 4 sales in a month

\$25 will be paid for attendance of office meetings (monthly)

\$300 or 2% of sale will be paid for Friends & family leads (NO Demo pay)

Qualified Demo: Lead that is confirmed by phone and designer is able to complete a full demonstration with price to all homeowners.

Employees are paid bi-weekly via Direct Deposit.

## Qualified Demo:

A demo will only be considered qualified and eligible for commission if the lead is confirmed by phone and designer is able to complete a full demonstration with price to all homeowners.

# Performance Expectations

## Your Role and the Overall Sales Process

As an In-Store Promoter, you are responsible for talking to customers in The Home Depot Store to raise awareness about our services. Utilizing the whole store as your territory, you will use our 5 steps to engage with customers informing them of the Makeover Service Home Depot offers. It is important to note that you **must not engage with customers in the Kitchen Department** of The Home Depot (THD). These customers are actively seeking THD for their kitchen remodel and are not the customers we are hired to educate. In fact, the majority of your customers will not come in with a kitchen project at the front of their mind, but with the right energy and approach from you they will walk out wanting a Kitchen Makeover ASAP!

Once you have engaged with a customer and peaked their interest in our service, you will schedule an appointment for an in-home consultation. The customer will then receive a call from our confirmation department 72 hours prior to their appointment qualifying that they are ready for their in home consultation.

## Performance Expectations

To be successful in your role, you must meet the Performance Expectations as outlined below. Failure to meet these expectations or mistakes due to carelessness, will be subject to disciplinary action up to and including termination. Additionally, any Insubordination, including refusal to do assigned work or refusal to perform work as described by a manager without justification is subject to disciplinary action.

1. Remember you are representing ACC. Have the best attitude and conduct yourself professionally.
2. Build rapport with THD employees and managers.
3. You are required to set 3 quality appointments every shift. Your goal is 1 lead every 1.5 hours. If you are submitting a blank lead sheet then you did not do your job for the day.
4. Follow the our 5 steps to engage the customer. Never interrupt a store associate during a transaction with a customer and do not harass, mislead or conduct yourself in an overly aggressive manner. Do not beg customers.
5. Contact your manager or team leader for help if you are 2 hours into you shift and have not set an appointment or do not have the results you want. Do not wait until your shift is over to ask for help.
6. Use only approved lead generation materials.
7. Adhere to all scheduled break and meal periods. Breaks must not be taken during the first or last hour of your shift. ALL break and meal periods must be taken off the sales floor. No eating or drinking is allowed while working on the floor.
8. Personal phone calls/texts should be conducted on your break either in the break room or outside the store. Your phone should not be out at all while you are on the sales floor unless you are using The Home Depot app to help a customer.
9. Do not pet or interact with any pets or animals in the store without permission from the owner.
10. Do not give your phone number to customers or potential customers. Never contact a customer from your personal phone.
11. Avoid congregating/approaching customer within the kitchen department.
12. Soliciting appointments for other services or companies is not permitted(Real estate, direct sales, other contractors). Home Depot Employees are forbidden from recommending any company or service that could be performed by a division of Home Depot or Install Services.
13. Attend and contribute during mandatory team training on Mondays and Fridays. Meetings alternate between in the office and via Teams as scheduled by your managers. Meetings via Teams should be attended while clocked in at the store. If occurring on an off day, you must watch the recording before your next shift and submit notes to your Manager.

# Employee Acknowledgment

# Employee Acknowledgement of Handbook

I hereby acknowledge that I have been made aware that ACC has an Employee Handbook and that a copy of the Handbook, in electronic and/or paper form, has been made available to me for review. I hereby acknowledge that I understand that it is my responsibility to read the Handbook and familiarize myself with the policies contained therein. I agree to comply with all of the policies and procedures. Questions about the Handbook may be directed to my manager.

I further understand that this Employee Handbook is not an employment contract and that changes may occur to the Handbook. I agree to comply with the policies contained in the Handbook as well as any updates or changes to the policies and procedures contained in the Handbook.

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Employee Signature

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Date of Signature

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Printed Name

