

# **TILLMAN** Furniture

## STORE MANUAL

January, 2017

**STORE MANUAL UPDATES:** *Employees will be notified when changes have occurred and will be expected to visit the company website to view changes and/or print the manual. Go to [www.TILLMANFURNITURE.net](http://www.TILLMANFURNITURE.net). At the bottom of the page, click on the left dot.*

*The dot is a link to the store manual.*

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## **INTRODUCTION**

Welcome to Tillman Furniture Company. This handbook is yours to keep for as long as you continue your association with our Company. We hope you will find the handbook useful.

This handbook is not intended as a formal or exhaustive statement of employee rights and responsibilities. Nor is it a contract of employment. It is simply a summary of the Company's current policies, rules, procedures, and benefits. We feel very strongly that we must retain flexibility in making changes in the working conditions and benefits of our employees in order to meet future economic challenges. Accordingly, the Company reserves the right to amend, modify, and/or eliminate any of these policies, rules, procedures, and benefits.

## **COMPANY HISTORY**

Herman Tillman, Sr. and B. F. Lemon formed a partnership on August 1, 1945 and opened Copiah Furniture Company on Marion Avenue in Crystal Springs. Mr. Lemon managed the business and Mr. Tillman provided the capital from his employment with Illinois Central Railroad. Within two years another store was opened on Ragsdale Avenue in Hazlehurst. The business prospered with Mr. Lemon's management and Mr. Tillman contribution of capital from his railroad job. But in the late 1940's, being short of working capital to finance growing accounts receivable, Mr. Tillman sold his share of the business to Mr. Wade Funchess of Hazlehurst.

A Laurel store, LeGrande Furniture Company, was soon opened by Mr. Lemon and Mr. Funchess, however, the three stores were closed in 1950 because of the death of Mr. Funchess and the ill health of Mr. Lemon.

Mr. Tillman continued his employment with the Illinois Central Railroad as freight conductor. In 1948 he purchased Hazle Hotel, a small down town hotel. His wife, Willie Nelson Tillman, operated the hotel.

Mr. Tillman got into the furniture business a second time when a guest of the hotel mentioned that he had a load of used furniture for sale and asked if Mr. Tillman knew of anyone who would be interested in buying it. The story was that the load of furniture was brought to a furniture dealer in Hazlehurst but

because of a price dispute with the dealer, the hotel guest could not get rid of the furniture and he wished to return to Chicago. The price was right! Mr. Tillman bought the load of furniture and quickly sold it in an unused dining area of the hotel. Walter Dillon Nelson, Mrs. Tillman's brother, operated the used store in the back of the hotel. The hotel business was not as good as the furniture business. Another truck load of used furniture was brought in from Chicago from the same dealer who had been stuck with the original load. Pickup loads were brought from Roy and Claude Myers dba Tulane Furniture Company on almost a weekly basis. Herman Tillman, Jr. joined the company full time in 1960. New furniture had begun to be sold and more of the hotel was taken over by Tillman Furniture Company. Margaret Porter Russell was salesperson. On June 2, 1970, Frances Stokes joined the company as bookkeeper using a used Burroughs' Sensiamatic posting machine. William Durr delivered. The hotel business was closed, but the furniture business was remodeled and took over the entire two story building. A store in Crystal Springs was opened in 1971 with Jean Martin as manager. In 1972 a store in downtown Magee was purchased from Mr. Prentiss Brown. This store was relocated to a new, larger store on 49 Highway in 1992. Home Furniture Company, in McComb was acquired from Mr. Robert H. Hemeter in April 1991. In 2008 a building was leased for a store in Brookhaven. A new Brookhaven store was built and opened August, 2013.

### **COMPANY OBJECTIVES AND GOALS**

- (1) To provide customers with the very best in savings, selections, and service.
- (2) To maintain a positive, professional, "upbeat" environment within which our employees can achieve success and personal pride commensurate with their contributions to the Company.
- (3) To operate at a profitable return on our investment.

### **EQUAL EMPLOYMENT OPPORTUNITY**

The Company is strongly committed to equal employment opportunities in all of its employment practices. We recruit, employ, train, transfer, promote, pay, discipline, lay off and terminate employees solely on the basis of individual qualifications and merit, and/or according to the standards and policies outlined in our employee handbook and related policies. Decisions involving any aspect of the employment relationship must be made without regard to race, color, creed, religion, sex, age, national origin, marital status, physical or mental handicaps, or any other status or characteristics protected under federal or state law. Discrimination or harassment based on any of those factors is totally inconsistent with our philosophy and will not be tolerated at any time. Any employee who witnesses any harassment or any other conduct inconsistent with the philosophy of this section should report the incident immediately to management. Along with advantages and opportunities offered by Tillman Furniture Company go certain responsibilities. Your primary responsibility is to do a good job in the work assigned to you. Doing a good job requires you to think for yourself and to ask questions. Our Company is interested in your ideas and will appreciate your efforts to do an outstanding job.

Doing a good job also implies certain obligations on your part; maintaining good health and mental alertness, using good judgment, being prompt and regular in attendance, cooperating with your fellow employees, and being loyal to your Company. You will want to keep well informed on our Company and its services so that you will be able to talk intelligently about it.

## **PROBATIONARY PERIOD**

All new employees are hired for a 90 calendar day probationary period. This is a trial period during which a new employee's job performance is carefully observed by a supervisor. It also provides an opportunity for the employee to learn what is expected as part of his or her employment. Probationary employees may resign or be terminated at any time for any reason, with or without notice. Probationary employees are not eligible to participate in Company benefit plans.

## **ABSENTEEISM**

All employees are expected to attend work on time and as scheduled. The Company recognizes that some degree of absence or tardiness, because of bona fide illness or emergency situations, beyond the control of the employee, may be unavoidable. In such a situation, the employee is responsible for notifying his or her supervisor as soon as possible.

Unexcused absences increase the workload of other employees and disrupt the Company's operations. Employees who have unexcused absences or are guilty of excessive absenteeism or tardiness will be subject to appropriate disciplinary action.

Definition of family members includes Mother, Father, Grandmother, Grandfather, or child living in the household.

## **HOLIDAYS**

All full time (not temporary or probationary) employees are eligible for the following paid holidays after one year of employment:

New Year's Day  
Memorial Day  
Fourth of July  
Labor Day  
Thanksgiving Day  
Christmas Day

## **VACATION**

<u>Service Period</u>	<u>Vacation Time</u>
Less than 1 year	Non eligible
1 year to 4 years	One week
5 years and over	Two weeks

Vacations must be used in the current year, no vacation days or extra days worked may be carried over to the following year. Vacations are not to be scheduled the first week of the month or during November and December. A new employee may schedule his or her first vacation during the following year.

Each store will maintain a vacation calendar and priority will be given to length of employment. Vacation schedule should be given at least 30 days in advance.

### **SICK LEAVE**

A full-time employee shall receive sick leave credits as shown on the schedule below. Sick leave is not to be considered as days off but as a Company benefit to employees who are sick and cannot attend work. No sick leave is accrued during the employee's first six months of employment with the Company. Sick leave may be accrued and carried forward up to a maximum of 20 days. Days off because of pregnancy or complications from pregnancy is not considered sick days.

The store manager will maintain a log of employee days off and code identifying reason for absence.

The following schedule shall apply:

<u>Length of Service</u>	<u>Sick Leave Days</u>
6 months or less	Not eligible
6 months to 1 year	2 days
1 year through 2 years	5 days
2 years through 4 years	10 days
4 years and over	20 days

### **RETURN TO WORK & LIGHT DUTY JOB POLICY**

We will actively seek to return disabled employees to productive work as quickly as possible, in cooperation with the employee's physician or health care provider. If you are disabled, a temporary job may be provided for you that is within your physical capabilities, consistent with company needs. Even working at partial capacity will assist your fellow employees in completing the work. Efforts will be made to return you to your previous job, when possible.

If you become ill or injured as a result of a job related accident, you will be missed by other employees working in your department. Employees have a responsibility to return to work at the earliest possible time, commensurate with your health and safety.

Listed below are some examples of light duty jobs which we have available for you to do, depending upon your injury, capabilities and company need.

- checking in freight
- light cleaning duties
- labeling merchandise
- hand inventory

## **EMPLOYEE BENEFITS**

The Company is extremely proud of the benefits it is able to provide and offer its employees. See below:

Unemployment Compensation	Discount on Purchases
Workman's Comp	Vacations
Cancer Insurance	Holidays
Uniforms	Education/Market Trips
Profit Sharing	Attendance Awards

We believe these benefits to be among the finest available. Some of these programs are administered by the Company, while others are offered in conjunction with insurance companies and similar carriers. Employees who have successfully completed their one year probationary period are entitled to participate in Company plans, profit sharing, etc. Employees interested in obtaining detailed information concerning these benefits should consult the plan documents. Copies of these documents can be provided upon request.

Discounts on CASH purchases are offered, as a special benefit to you, on furniture and appliances at 10% above landed cost. This is for your benefit alone and is not for family members not living with you or for friends. Please observe that this benefit is not available for 30, 60, 90 or installment purchases. To be eligible for financed purchases at 20% above landed cost, a person must be an employee for at least 90 days. In addition, the following acts of abuse of this employee privilege are strictly forbidden and will result in immediate termination:

- Resale of employee purchases
- Load out of employee purchases to members of the community
- Use of delivery truck for personal use without specific permission

## **EMPLOYEE CHECK CASHING**

Personal checks may be cashed through the cash drawer after the initial 90 day probationary period. The first time a check is returned, a warning will be issued. After the second returned check, the employee loses the benefit of check cashing privileges. No check will be cashed over the amount of \$300 without management approval.

## **DISCIPLINE AND DISCHARGE**

The Company reserves full discretionary authority to discipline and discharge employees at any time. The Company exercises its own judgment on disciplinary matters and said judgment is final and binding.

Ordinarily, the Company takes into consideration the employee's conduct, past record, length of service, the surrounding circumstances and the business concerns of the Company. Although employees normally are given an opportunity to correct problems before termination of employment is imposed, the Company specifically reserves the authority to impose termination for a first offense if, in the Company's sole discretion, it considers this penalty appropriate. Warnings, suspensions, and other penalties may be imposed, but there is no requirement of any specific number of sequences of disciplinary measures.

## **POLICY REGARDING FRATERNIZATION**

No fraternization between male and female employees will be allowed. This policy applies not only to the normal workday, but extends into non-working hours as well. Any violation of this policy will result in immediate termination.

## **COMPANY POLICY ON ALCOHOL AND DRUGS**

Drug abuse, once confined to a small segment of the population, is today a growing national problem, found in every sector of society and spreading to every industry and occupation. Recent government-sponsored studies estimate that drug use each year costs the American economy billions in lost productivity, increased rates of employee absenteeism, poor performance, on-the-job injuries, higher medical costs and rising thefts.

For many years, Tillman Furniture Company has had a strong commitment to its employees to provide a safe work environment and to promote high standards of employee health. Consistent with the spirit and intent of this commitment, the Company has established this policy regarding drug and alcohol abuse. The Company's goal is to establish and maintain a work environment that is free from the effects of alcohol and drug abuse.

While the Company has no intentions of interfering with the private lives of its employees, the Company expects employees to report to work in a condition to perform their duties in a safe, effective and efficient manner. The Company recognizes that an employee's off-the-job as well as on-the-job involvement with drugs and alcohol can have an impact on the workplace and may present a substantial risk to the employee who is using alcohol and illegal drugs on the job or the employee's coworkers.

Possessing, using, transferring, offering, or being under the influence of any sedative, narcotic, or drug (except as authorized and prescribed by a physician) while on Company property, Company time (such as a customers' premises) or in other circumstances which might adversely affect our operations or safety is prohibited. This includes consuming such substances prior to reporting to work or during breaks or lunch period.

Any employee who is under the influence of a narcotic during work hours must provide a copy of the prescription to his/her manager before clocking in for work. The manager will use his/her discretion in regard to job duties the employee is allowed to perform while under the influence of the narcotic. The employee must also alert the manager when he/she is no longer taking the drug.

Where evidence indicates an employee may have violated these rules, he will be suspended immediately and/or be required to submit to a search of his/her possessions and/or personal testing, either of which may result in termination.

The following drug screens will be required for employment:

Pre-employment

Random during employment

Following an accident or injury on the job

When an employee returns to work following an injury

Anytime a member of management has reasonable cause to suspect drug use

Effective 5/17/00 all new employees hired will be required to submit to a urine drug analysis. Tillman Furniture will pay for the initial cost of the test, however, should the test be positive for illegal drugs, the employee will be terminated and the cost of the test deducted from that employee's final paycheck. Also, should the employee leave the employment of Tillman Furniture Company, Inc. within three months of hire for any reason, the employee will be responsible for the cost of the drug screen.

Effective 5/17/00 all existing employees who test positive on urine drug analysis will be terminated with the cost of the test deducted from that employee's final paycheck.

### **OUTSIDE INTEREST OR EMPLOYMENT**

Our Company believes that other full time or part time employment interferes with your work here and it is discouraged. Your store manager should be contacted first and written approval received before you accept any other employment.

### **SECURITY**

Your honesty is assumed by the Company. All employees are expected to exercise constant vigilance relative to the security of their company's assets both in terms of property and certain confidential information.

You agree to report anything you perceive to be abnormal in terms of security directly to the President or Vice President of this company without delay, and without going through regular company channels.

You understand that any employee caught removing property of any nature or description from the company without proper, written documents authorizing such removal will be terminated immediately without pay.

You understand that any employee who is proven guilty of theft or crime against the Company will be arrested and prosecuted to the full extent of the law with no exceptions.

### **SAFETY POLICY**

Tillman Furniture Company intentions are to provide a safe working environment to assure employee safety. The company will provide the necessary instructions and safety equipment to perform each work task.

As an employee of Tillman Furniture Company, you are required to observe all safety rules and regulations as set forth by management. Your input on safety and better work methods is both encouraged and welcomed!

Your life and physical well-being is our greatest concern. Always remember, (DIRTFT) 'DO IT RIGHT THE FIRST TIME' means the work asked will be done in the safest and most productive manner.

## **SAFETY REGULATIONS**

Employees' safety on and off the job is vitally important to your family and Tillman Furniture Company. The following rules are written and enforced to help protect everyone in or on Company property. They may not cover every situation, but outline most of the precautions you should follow:

**REMEMBER, IF YOU ARE NOT SURE, STOP - ASK AND BE SURE - BE SAFE**

1. Practical jokes, horseplay, running and fighting are forbidden.
2. **AT NO TIME** are visitors allowed in any part of the building except the show room floor or office area unless approved by your supervisor. It is also a requirement of our insurance company. To break this rule is a serious offense and may be grounds for dismissal.
3. All personnel shall wear required protective equipment when working at certain locations or doing certain jobs. Please ask your supervisor if you have questions.
4. Report to your supervisor any known dangerous practice, faulty equipment, machines, etc...
5. Observe speed and traffic regulations on and off Company property. This pertains to **ALL** employees and visitors.
6. Never distract, interrupt or annoy another worker unnecessarily as it may cause an accident.
7. No person shall get on or off any truck or other mobile equipment while it is in motion.
8. Only authorized personnel shall operate equipment and then only when they have been trained on that particular piece of equipment and instructed to do so.
9. Personnel handling chemical or caustic materials shall wear proper protective equipment.
10. Material shall be stacked safely using proper procedures and never to exceed a safe height.
11. Smoking within any building including the warehouse, break-room and bathroom is strictly prohibited. Smoking is also prohibited in the cab and in the back of delivery trucks.

## **DRIVING POLICY**

Tillman Furniture has made a commitment to safety, service, and quality to both our employees and customers. Tillman's requires our employees to operate all vehicles owned or used by the company in a safe and economical manner. Policy guidelines are summarized by the following:

1. Vehicles are not to be operated unless in a safe operating condition.
2. Drivers must be physically and mentally able to drive safely.
3. Drivers must conform to all traffic laws with allowances made for adverse weather and traffic conditions.



4. Respect the rights of other drivers and pedestrians.
5. Drivers may not be under the influence of drugs or alcohol while operating a vehicle owned by or used by the company.
6. All company employees driving or riding in company or personal vehicles during work hours must wear a seat belt. Failure to comply with this policy will result in suspension for one day for each offense. The employee will be terminated on the fourth offense.

## **VEHICLE ACCIDENTS**

All accidents are to be reported to management within 24 hours after the accident occurs. All accidents will be reviewed by the company and a determination made as to whether it was preventable or non-preventable. A preventable accident is defined as an accident in which the driver failed to do everything reasonably possible to avoid it.

## **MVR STANDARDS**

Motor Vehicle Records (MVR's) will be checked annually on all employees where driving is a part of their job description. The MVR will be reviewed to ascertain whether the employee holds a valid license and whether his/her driving record is within the parameters set by company management. An example of these standards may include disqualifying a driver from driving company vehicles, or those vehicles in the care and custody of the company, for any of the following:

- Drivers over the age of 25 with three or more traffic violations over a three year period.
- Refusing to take a breathalyzer test.
- Having a driver's license suspended, revoked or canceled.
- Reckless driving which results in injury to persons or property
- Driving under the influence of alcohol or controlled substances
- Passing a stopped school bus
- Leaving the scene of an accident without stopping to make a report
- Homicide or assault arising from the operation of a motor vehicle or criminal negligence in the operation of a motor vehicle resulting in death
- Racing

"Traffic violation" includes seat belt violation, but does not include such non-moving violations as weight violations or improper or inadequately maintained equipment.

The number of convictions allowed will be reduced by one for each at-fault accident of the particular driver.

## **RADAR DETECTORS**

The use of radar detectors is forbidden in all vehicles owned or used by the company. Drivers using radar detectors will have their driving privileges revoked.

PASSENGERS-Hitchhikers and passengers, other than company employees, are not permitted.

SEAT BELTS-Seat belts must be worn whenever the vehicle is in motion.

### **DRESS CODE**

The public judges this store primarily by the people who work for it. You are Tillman Furniture Company, and the things you say and do, your conduct inside and outside the store, will have much to do in shaping this store's image in the community.

As in any business which serves the public, extremes in appearance and dress are FORBIDDEN! Reasonable, conservative clothing and a neat, well-groomed appearance with attention to personal hygiene are always acceptable and in good taste. The following are not allowed:

- Tight fitting clothing
- Exposed midriff
- Sleeveless Shirts
- Excessively baggie pants
- Body odor
- Dirty hair or nails
- Dirty or torn clothing
- Body piercings of any kind for males
- Body piercings other than ears for females
- Denim leggings or jeans
- Tights worn as pants

In addition, dress length must measure no more than 2 finger widths above the knee

### **GOOD HOUSEKEEPING**

Our customers judge us by each employee's appearance as well as the appearance of his or her immediate surroundings. During the day, maintain your work area in a neat and orderly condition. Adequate storage space is provided and it is expected that all desks and counters be put in order at the close of each day.

### **TELEPHONE USAGE**

With the exception of emergencies, incoming personal phone calls will not be allowed. Employees will be allowed short outgoing personal calls during his/her break only. Upon violation of this policy, the employee will be given three written warnings and will be suspended for a one week period without pay upon the fourth offense. Personal long distance calls on company billing will not be allowed.

### **FAMILY VISITS**

The company discourages extended visits from friends, relatives, or spouses of an employee during business hours.

## **WAGE POLICY**

Employees on a monthly pay period will receive their paycheck on the 1st of each month for the previous month's work. Employees on a weekly pay period are paid from Monday thru Saturday the following Saturday at 4:00 p.m. after the week worked. This gives the payroll clerk a week to figure your paycheck.

## **EMPLOYMENT OF RELATIVES**

The company does not employ a member of the immediate family of a present employee except by written consent of the president.

## **STORE AWARDS**

Store awards are given at the store meeting each month. At present, The Best Store award is based on a point system with the lowest number winning. To qualify a store must achieve their monthly sales goal, a collection percentage of 10.25 or higher, and a 90 day percentage of less than 5%. The remaining stores will be ranked from 1 to 4, 1 being the best, based on sales, collection percentage and 90 day list. If a tie results, the award will be decided by the President based on other criteria such as Warehouse Awards, etc. To receive any bonus at all, including commission bonuses, a store must maintain a collection percentage of at least 10% per month.

The Customer Service Award is based on the highest percentage of possible pieces that could be fabricated against the number of pieces actually fabricated.

## **EMPLOYEE REVIEWS**

There will be periodic employee reviews to discuss job performance, job descriptions, company and personal goals. Reviews are usually in December except for new hires which will be reviewed after three months.

## **HOURLY EMPLOYEE OVERTIME POLICY**

Overtime must be approved by your supervisor in advance. Overtime hours must be explained and documented on the employee's timecard and include the supervisor's signature. It is the employee's responsibility to obtain the supervisor's signature on the timecard.

Working unauthorized overtime hours may lead to a day or 2 off without pay. Repeat offenders will be subject to termination.

## **TOBACCO-FREE WORKPLACE POLICY**

Because we are dedicated to providing a healthy work environment for our employees, tobacco use (smoking, chewing or dipping tobacco) is not allowed in the workplace, on business property or in business vehicles.

To maintain good relations with neighboring facilities, employees must refrain from the use of tobacco products on any neighboring properties (indoors and outdoors) and on neighboring streets.

Employees must also refrain from tobacco use when working outside the office or during business travel. Employees receiving visitors or vendors must ensure that their visitors or vendors understand and adhere to the tobacco-free workplace policy.

Employees who disregard the tobacco-free policy will be subject to disciplinary action.

## **SUMMARY**

The policy you have just read, as well as the agreement you are entering, is the result of many years of trial and error involved in the development of your company.

They are designed to lay a solid foundation for a good and lasting relationship during your career with us.

There are six keys...six "silver bullets" if you will...that will determine your success with Tillman Furniture:

1. **ABSOLUTE HONESTY**.....with us, our customers, associates, fellow workers, & yourself.
2. **GENUINE ENTHUSIASM**....get involved, love your work, have fun!!!
3. **CONDITIONED GOALS**.....set specific goals, talk about them, visualize!
4. **CHARISMA**.....get people to like you, care about them liking you.
5. **PERSONAL MANAGEMENT**...time, energy, financial, workloads.
6. **DETERMINATION**.....3 rules: never give up...never, never give up...never, never, never give up!

## STORE MANUAL UPDATES

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The dot is a link to the store manual.



\_\_\_\_\_  
*Your Initials*

I HAVE READ AND UNDERSTAND THE TILLMAN FURNITURE COMPANY STORE MANUAL.

EMPLOYEE \_\_\_\_\_

DATE \_\_\_\_\_