Dollar Tree Stores, Inc.



Store

Associate’s

Guidelines



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Welcome



## Dear Associate:

Congratulations and welcome to a retail success story in the making, Dollar Tree! Today’s Dollar Tree Stores are an American retail phenomena.

Dollar Tree Stores, Inc. is all about people – our future growth and continued success depends on individuals like you. One of our goals is for you to be a successful part of this dynamic company. We hope you will take pride in your performance and participate in the professional and personal rewards associated with being a member of our team.

Customers are our major priority. We always make sure there is something of value to satisfy even the most discerning of tastes for only $1. Dollar Tree is never the same store, but always the same price. Making every effort to give our customers the kind of service and merchandise they want at a value price is what makes Dollar Tree a retail leader.

This policy guide for Associates is designed as a guide to answer your questions about Dollar Tree. After reading this booklet, feel free to discuss any points with your Direct Supervisor or Human Resources Manager.

We are proud to have you as a member of our team.

Sincerely,

Macon F. Brock

President, CEO

## Company Mission Statement

Dollar Tree Stores, Inc. is a customer-oriented, value driven variety store, operating at the one dollar price point. It will operate profitably, empower its associates to share in its opportunities, rewards and successes, and deal with others in an honest and considerate way. The company’s mission will be consistent with controlled and profitable growth.

## About the Company

In 1986, business partners J. Douglas Perry and Macon F. Brock, Jr. opened the first Only One Dollar store in Dalton, Georgia. With its roots in Norfolk, Virginia, the company opened five stores that first year. Today Dollar Tree Stores, Inc. has a large family, which is secure, healthy, and growing. The average store space is between 3200 and 4000 square feet. While our stores do vary, most contain approximately 2000 SKUs on the sales floor. Customer service, product variety, value, price and location are only parts of the Dollar Tree success story.

In January 1994, Dollar Tree opened a second Distribution Center in Memphis, Tennessee. This facility served the westward expansion of its growing chain. In January 1999, the Memphis facility was moved to Olive Branch, Mississippi to become Dollar Tree’s second expanded automated facility.

In 1996, Dollar Tree Stores, Inc. acquired the 136 store Dollar Bill$ chain, based in Chicago, Illinois. With this acquisition, the ongoing expansion into the upper Midwest was initiated. In November 1997, Dollar Tree relocated its Store Support Center to Chesapeake, Virginia. In January 1998, Dollar Tree’s first automated Distribution Center opened in Chesapeake.

In December 1998, Dollar Tree Stores, Inc.’s expansion moved to the West Coast with the acquisition of 98 Cent Clearance Centers, based in Northern California. This acquisition made Dollar Tree a coast-to-coast one dollar price point retailer. Other acquisitions in 1999 and 2000 involving both Only 1 stores and Dollar express further strengthened our position in the Northeast corridor.

## General Information

Dollar Tree encourages all of our associates to participate in the company’s growth by sharing ideas and suggestions concerning the operation of the company. Associates are encouraged to discuss any idea with their supervisor or any member of the corporate staff. Dollar Tree offers many forms of communication. This book presents guidelines to help you. Forms of communications are as follows:

**Forms & Procedures Manual**: Each store is provided with a manual. Please take the time to review it thoroughly.

**Memos:** Operations and Merchandise memos are designed to keep you informed of important changes, product knowledge, merchandising methods, and other pertinent data. You are required to read all of these memos.

**Store Associate Guideline Book:** This book.

**Fourth Quarter Review:** A condensed version of important procedures, policies, safety, and security measures used to ensure your personal welfare as well as the company’s.

**Posted Security Policy:** This will help you understand the importance of cash security.

**Posted Work Policy:** Make sure to read this carefully. Complying with these rules will make your job easier.

**E-mail Messages:** Dollar Tree uses e-mail to rapidly deliver important messages or changes that need immediate attention.

**Associate Care Line and Poster:** The Care Line number is 1-800-876-8077. It is designed to assist associates who have questions or concerns regarding employment with Dollar Tree.

**Federal and State Employee Law, Wage, Rights, and Workers Compensation Posters:** This will inform you about the wages, rights, and workers compensation required by the government.

**Dollar Tree Ink:** This is a quarterly newspaper published for all Dollar Tree Associates.

**Store Bulletin Board:** This permanent information board is maintained in every store, usually on the office door. On this board information can be found on the following topics: Store Sales, Inventory Shrinkage, Work Policies, Associate Benefits, Security Do’s/Don’ts, etc.

Policies



## New Hire 30 Day Review Period

Every Dollar Tree Associate is hired under a 30 working day probationary review period. During this time, performance, attendance, productivity, interpersonal skills, and overall job success will be monitored and reviewed for continued employment.

## Employment Policy

It is the policy of Dollar Tree Stores, Inc. to provide equal employment to all associates as well as prospective employees in all of our Human Resources practices and programs without regard to race, religion, color, sex, age, sexual orientation, marital status, national origin, disability, or veteran status. This includes but is not limited to: recruitment, selection, job assignment, compensation, training, transfer, promotion, discipline, and termination. Employees are treated equally in these and all other aspects of employment consistent with applicable law. Dollar Tree Stores, Inc. is committed to providing a work environment that is free from discrimination and harassment of any type.

This booklet does not and is not intended to create a contract of employment relationship, or create employee rights beyond those required by applicable law or regulation. At all times associates are “at will” employees of the company which means either the associate or the company may terminate the employment relationship at any time for any reason.

The company reserves the right to rescind, ad, or otherwise change any of the policies, procedures or benefits described in this booklet at any time, without prior notice and at its sole discretion. The company may also waive or make exceptions to the policies described herein on a case by case basis.

## Updating Employee Information

If any of your information changes, notify your supervisor immediately. Changes like moving, receiving a new phone number, getting married/divorced, or your dependent status changing should be reported. After being notified, your manager will make the necessary change in your employment history in the store’s personal computer. The Human Resources and Payroll Departments need all vital statistics to correctly meet their obligations to you and the government.

As a matter of security and confidentiality, all personnel records are secured in the Human Resources Department at the Greenbrier Store Support center. If you need to review your file, write to Dollar Tree Stores, Inc., 500 Volvo Parkway, Chesapeake, VA 23320. All efforts will be made to respond quickly.

## Friends & Family Policy

We do not allow employment of immediate or extended family or significant friends (such as boyfriend, girlfriend, or roommate) in the same facility. No associate should supervise a family member or significant friend. Should this condition be discovered, transfer or termination will occur. If you have questions about this, check with your supervisor.

## Uniform Policies

You are expected to report to work dressed in the proper attire. You should have a neat and clean appearance.

**Grooming:** Hair should be neat, combed, and in a reasonable fashion. Meticulous personal hygiene is required.

**Clothing:** No t-shirts, sleeveless shirts, shorts, sweat pants, athletic attire, hats, sandals, dangling jewelry (including facial rings and studs) are allowed. Jeans may be worn if in good condition, but no blue denim. Sneakers may be worn if one solid color. Proper business clothing must be worn. Your nametag must be worn at all times, so that you can be identified easily. An associate who reports to work in clothing the Store Manager deems improper will be sent home to change without pay. Aprons are recommended to keep clothing clean and allow recognition of associates by customers.

## Age Requirements

You must be at least 16 years old to work in Dollar Tree Stores. All associates under the age of 18 or still in high school must provide (in accordance with your state statute) a work permit or age certificate. Dollar Tree does not hire anyone under the age of 16, with or without a work permit. Special attention must be paid to associates under the age of 18 in stores that have balers or compactors. Anyone under the age of 18 is not allowed to operate or touch any such machinery.

## Store Personnel

All Dollar Tree personnel are classified by status. An associate may be one of the following:

* (AT) = Active Temporary (seasonal, 4th qtr. only)
* (PT) = Part time (averages 5-35 hours weekly)
* (FT) = Full time (averages 35+ hours weekly)

Please note that every job within the Dollar Tree organization is very important. Each position hinges on the next. One cannot be successful without the other. Cashiers are extremely important members of our organization because they are the last associate our customer sees and remembers. If the cashier is courteous, outgoing, and genuinely concerned about our customers, they will ensure repeat customers and do much to increase store sales.

Payroll hours are based on sales; there is no guarantee of hours. Fluctuations will occur due to seasonal sales swings, so be prepared and proactive.

Keep busy at all times. It is boring and a waste of payroll dollars to be paid for standing around with your arms folded waiting for a customer to make a purchase. Seek out ways to improve your work habits and constantly be open and available to receive constructive advice and help from the Store Management staff.

## Compensation and Promotion

It is the policy of Dollar Tree Stores, Inc. that any consideration for compensation or promotion is based on merit. Dollar Tree has always felt that an individual earns compensation and promotion through more than “just doing the job.”

There are other factors related directly to an associate’s performance with the company:

* Customer Service (Contribution, Dedication, Loyalty)
* The Right Attitude (Sincerity, Commitment, Reliability)
* Honesty (Initiative, Cooperation, Creativity)

Your professional and personal development depends on your flexibility and willingness to assume responsibility. Accepting constructive advice, learning, and applying the information you receive from your supervisor are small parts of the whole picture. All associates will have the same opportunity for compensation and promotion considerations. Deciding factors (such as hire dates and availability) may vary when candidates have equal qualifications.

## Associate Transfers

Dollar Tree makes every effort to place associates in positions for which they are best suited and provide the most challenge and personal satisfaction. Associates may be transferred as a business necessity, at the discretion of a Regional Manager or District Manager at any time.

If you feel that you need or would like to transfer to a different position or location, notify your supervisor in writing, stating the reason for your request. Your request will be given consideration based on the availability of the position, your training, and performance record. You will be notified of a decision as soon as practical.

## Safety Issues & Reminders

Safety in the workplace is your business! Safety happens when associates have:

**The Right Attitude:** A desire to keep your job area safe and free from accidents.

**Good Judgment:** A common sense approach on your job.

**Knowledge:** Knowing how to spot and remove hazards and handle emergencies. When an associate uses this as a basic guideline in conjunction with the safety policy (available to each associate), a safe, hazard-free workplace is sure to follow. All equipment/tools should be handled with care. If you are uncertain how to safely operate something, ask. The manager on duty can assist you.

Note – The safety of each Dollar Tree associate is extremely important and we ask that you protect yourself at all times. On occasion an associate or customer may cut themselves or experience an incident where blood, mucus, or bodily fluids are exposed. We recommend precaution if this occurs in your store. **Do not touch** blood, mucus, or bodily fluids. Report all incidents to the manager on duty immediately.

## Workers’ Compensation

The State Worker’s Compensation Act provides protection (except for willful misconduct) when an associate suffers an on-the-job injury or occupational illness in most instances. For a compensable injury or occupational illness, the company’s Workers Compensation Insurance will pay for reasonable and customary medical expenses when Workers’ Compensation treatment procedures are followed.

In addition, after a State required waiting period, weekly disability benefits are paid by the Insurance Company to an associate who is unable to work as a result of such injury or illness. Disability Benefits are paid according to the amounts established by each State’s Workers’ Compensations Agency. Dollar Tree does not provide any time of illness/sick pay for a work-related injury or illness. If an Associate is injured on the job and the doctor releases him/her to work with temporary restrictions, Dollar Tree will attempt to accommodate those temporary restrictions.

No matter how slight the incident, if it occurred on Dollar Tree premises or during working hours, report it to your supervisor immediately. All injuries are investigated. In order to be considered for Workers Compensation Insurance, the supervisor on duty must call 1-877-215-3437 to report the incident. If there is a witness to the accident, a signed statement should be obtained from the witness at the time of the incident. If medical attention is required, consult the Panel of Physicians posted for your convenience. Failure to utilize this panel may result in denial of Workers’ Compensation benefits. Any associate with multiple unsafe acts, resulting in injury or a near miss, may be subject to a disciplinary action up to an including termination.

## Security Issues

Unfortunately, there are people in the retail business that make their living from other people’s mistakes and carelessness. You can do your part to prevent this from happening by recognizing and greeting all people who enter the store. This will deter potential thieves, will increase your awareness and will be appreciated by well-intentioned customers.

Always keep the safeguarding of cash in mind. Do not leave a cash register unattended. Never leave a safe unlocked. Keep the office door locked at all times. When counting money, make sure you know who is in the stock room before you unlock the door. No one else should ring on your cash register door. If you are confused by a customer, be aware that they may be a short change artist; always call for the Store Manager’s assistance. Dollar Tree will not be held responsible for associates’ personal items, such as cell phones, pagers, jewelry, purses, money, etc., that are lost or stolen.

## Telephone Usage Policy

The company telephones are for business use only. The supervisor’s approval is required before making a personal phone call. Long distance calling for any reason (except to contact the Store Support Center, Regional Manager, or District Manager) is prohibited.

## Associate Purchasing Policy

A member of management must witness associate purchases. If the purchase is made by a management associate, it must be witnessed by another individual of the management team. Merchandise cannot be held in the back room, office, or under the register counter waiting for an associate to pay for it. All associate purchases are to be made while the associate is not working. The detail and receipt tape must be initialed by the management witness and the receipt must be stapled to the bag.

If you purchase a food item for consumption in the store while you are on break, the receipt tape must be stapled or taped to the item’s packaging. In this instance, the food must be recorded as an individual sale, even if you are purchasing other items at the same time. No associate is allowed to ring up their own purchases. No associate is permitted to ring a purchase for any member of their family.

## Drug & Alcohol Policy

***For associates working in California, an addendum applies with the following.***

The use of illegal drugs or the abuse of prescription drugs or alcoholic beverages by our associates is of utmost concern to Dollar Tree Stores, Inc. Associates who use illegal drugs or abuse prescription drugs or alcohol are prone to frequent accidents, are less efficient and generally create a high risk atmosphere for themselves and their coworkers.

Associates may be disciplined up to and including termination for:

* The use or possession of illegal drugs and related drug paraphernalia and/or abuse of prescription drugs or alcohol while on duty or on company premises
* Where such activities adversely affect job performance, job safety or the company’s reputation
* For the conviction or entry of a guilty plea under any criminal drug charge
* Reporting to work under the influence of drugs or alcohol

Associates who operate a motor vehicle or motorized equipment in connection with their employment must notify the company as soon as possible if they are convicted or plead guilty to a criminal drug charge, driving under the influence, reckless driving, or other serious driving offence.

For these reasons, Dollar Tree Stores, Inc. reserves the right to ask and require any associate to participate in drug and/or alcohol tests at any time during employment if the company suspects the associate is violating this policy, or in the event of a work related incident.

## Personal Security

The company reserves the right to search and inspect any company property and anything on company premises at any time, whether or not locked. Merchandise, desks, files, lockers, and offices, whether or not property of the company, are subject to inspection at any time by any supervisory personnel while the associate is on the company property. If the associate has a locked locker, desk, file, or office, they may be required to unlock it for inspection upon request. All packages and other belongings are also subject to inspection upon request.

## Illness Policies

Full-time associates may be entitled to receive compensation for time lost due to illness under the following guidelines:

* Have a status of full-time and normally work at least 35 hours per week
* Have been employed 90 days or more at full-time status
* Be able to bring a doctor’s note, if requested by your supervisor
* There will be no more than 10 sick days allowed per calendar year, and no accumulation of sick time from year to year

It will be the ultimate responsibility of the supervisor to authorize pay for time missed. If is determined that an associate was not actually sick, or is abusing these privileges, disciplinary action may be taken, up to and including discharge.

## Family & Medical Leave Act (FMLA)

***For associates working in California, an addendum applies with the following.***

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible associates for certain family and medical reasons. Associates are eligible if they have worked for one year and have worked for one year and have worked at least 1250 hours for the company during a 12 month period. Associates who are absent from work for 3 or more days due to medical reasons should be considered for LOA. Unpaid leave will be granted to eligible associates for any of the following reasons:

* To care for the associate’s child after birth, for adoption or foster care;
* To care for the associate’s spouse, son, daughter, or parent who has a serious health condition
* For a serious health condition that makes the associate unable to perform their job.

Dollar Tree requires that you use any available paid time off benefits, sick pay and vacation pay, during FMLA.

Advance Notice and Medical Certification: the associate will be required to provide written advance leave notice and medical certification, when the leave is foreseeable.

The associate must ordinarily provide 30 days in advance written notice when the leave is foreseeable. Where the leave is not foreseeable, the associate must provide notice of the need for leave within 72 hours. The associate must provide medical certification to support a request for leave due to a serious health condition. The company may require second or third opinions (at the company’s expense) and a fitness for duty report to return to work.

The family and Medical Leave Act (FMLA) became effective on August 6, 1993. Please see the poster which is displayed near the bulletin board for additional details and eligibility requirements. Applicable state laws may provide additional time off for specific reasons. Contact Human resources with any questions.

## Leave Policy

For associates who are not eligible for the FMLA of 1993 due to length of service, Dollar Tree Stores, Inc. has adopted a company leave policy. This policy is designed to provide up to 6 weeks of unpaid, job protected leave to eligible associates for certain family and medical reasons. Eligibility is based on length of service, reason for requested leave, and the needs of the company.

Associates will be eligible according to the following guidelines:

Length of Service:

* Completion of 3 months of employment – up to 2 weeks of leave
* Completion of 6 months of employment – up to 6 weeks of leave
* Completion of 12 months of employment – see requirements for FMLA

Unpaid leave will be granted to eligible associates for the following reasons:

* To care for the associate’s child after birth, for adoption or foster care;
* To care for the associate’s spouse, son, daughter, or parent, who has a serious health condition;
* For a serious health condition that makes the associate unable to perform their job
* Personal needs which are viewed as dire emergencies

Advance Notice and Medical Certification:

The associate may be required to provide 30 days advance notice when possible. Medical certification will be required for leave due to medical reasons. Leave may be denied or postponed if these requirements are not met. Dollar Tree requires that you use any available paid time off benefits during Dollar Tree leave. Contact Human Resources with any questions.

## Store Security

All members of Store/District Management are responsible for the security of their store and all merchandise and monies maintained on site. For this reason, keys to our stores are to be kept secure and are never given to anyone other than management, no exceptions. Any authorized key holder should understand that they are responsible for the cost to re-key their store should they lose, misplace or have stolen their store keys. If any authorized key holder should leave the employ of Dollar Tree, they are responsible for turning in their keys to the appropriate person.

Payment Information

## Associate Pay Day

***For associates working in California, n addendum applies in lieu of the following.***

Store associates are paid every other week. You will receive your paycheck in the store that you work. Payday is Friday of the appropriate week. Dollar Tree’s work week begins on Sunday and ends on Saturday.

Before signing your paycheck, please review it carefully, making sure all information is correct, including social security number, address, and the spelling of your name. You must verify that you that you have been paid for hours you worked. If you feel there is a discrepancy in your hours, bring it to the attention of management and note it on the signature line that you have reported a difference in your paycheck.

If you are overpaid or underpaid, report it immediately to the manager on duty. Upon notification from the Store Manager, the payroll department will correct your pay on the following week’s check.

Once you have signed for and received your paycheck, it is your responsibility. If you lose, misplace, accidentally destroy, discard, or discover your paycheck is stolen, inform your supervisor immediately. The Payroll Department will stop payment on the lost check and issue a new paycheck after five working days. There is a charge of $25.00 (subject to change) assessed by the bank for each stop payment, and you will be responsible for this cost.

If you have reported a lost check, been informed that a stop payment has been issued and you find the loss check, do not attempt to cash the check. You could be charged with a misdemeanor offense by the bank.

## Time Entry

All associates must clock in and out on the personal computer. If a mistake is made on the computer time clock, notify the store manager immediately in writing, of the error with the necessary corrections.

If the computer is inoperable, you must clock in and/or out with the Store Manager. They will manually enter your time on the Time Clock Worksheet (FOF-0038) until it can be entered into the computer. At no time should you have someone enter your time on the computer, nor should you enter a coworker’s time. Always keep a record of your hours worked. Falsification of such records will result in disciplinary action up to and including termination. It is likewise not allowed for a member of Management to adjust their own time without the District Manager’s approval first.

## Off Hours Stocking

Off hours stocking takes place during the time the store is not open for business. This process allows us to replenish our displays without interfering with customers. While off hours stocking may take place during any part of the year, it is mandatory during the 4th Quarter.

Off hours stocking pay applies only to associates who are actually assigned to an off hours crew and for work performed from one hour after closing until one hour before opening. Premium pay does not apply to those associates who are unloading the truck or recovering the store prior to store opening or after store closing.

As an incentive, associates who are assigned to an off hours crew will receive an additional $1.00 per hour above their regularly hourly rate for off hours stocking up to 40 hours per week. After 40 hours, off hours stocking crews will be paid at time and one-half based on their regular hourly rate. Sunday morning off hours stocking crews will be paid premium pay as outlined above. The differential pay will be paid on each applicable paycheck.

## Lunch & Dinner Breaks

***For associates working in California, an addendum applies in lieu of the following.***

Associates will receive a break during each shift. Your store manager will schedule your break time. Minors under the age of 18 may be required by state law to receive special consideration for scheduling breaks. Please check with your District Manager or Zone Human Resources Director to ensure you are complying with state child labor laws.

Procedures for taking breaks (these breaks are mandatory, unless mutually agreed upon, in writing, buy the associate and management staff):

* 4 hours of work = One 10 minute paid break
* 6-8 hours of work = One 10 minute paid break and one 30 minute unpaid meal break
* More than 8 hours of work = Two 10 minute paid breaks and one 30 minute unpaid meal break
* More than 10 hours of work = Two 10 minute paid breaks and two 30 minute unpaid meal breaks.

For smoking breaks, please ensure that all smoking is restricted to an Associate’s regularly allowed break periods. Smoking is not permitted inside our stores or outside the back doors while unloading trucks or while taking out trash.

## Inclement Weather

In the event the area surrounding your store receives an accumulation of snow or other severe weather which results in unsafe driving conditions, associates should call their supervisor.

Please contact your supervisor if you feel any special circumstances apply. If the shift is canceled prior to regularly scheduled work hours, associates will not be paid. Associates may elect to utilize personal time or vacation pay for unpaid time due to inclement weather closing. If you report to work and the store closes, you will receive pay for your scheduled hours.

## Absenteeism & Tardiness

Your work schedule is posted in advance on a bulletin board in the office or stock room of your store. You are expected to know and work the hours you are scheduled, unless previous arrangements have been made with your store manager.

If you are going to be absent or late you must notify your store manager as soon as possible. Excessive absenteeism and tardiness can become serious problems and could be reason for dismissal. You and your job are important to the company, and fellow associates depend on you. When you are late or absent, it hurts everyone.

No calls/no shows will result in disciplinary action of some type. Three consecutive occurrences will be considered as job abandonment/voluntary quit. An associate must also provide documentation such as a doctor’s note upon the request of Management.

## Evaluations

Performance evaluations focus on job performance, productivity, relative skills and effectiveness, rather than salary adjustments. Hourly associates (full and part-time) and salaried associates will have their evaluation prepared by their supervisor. The store manager initiates the associate’s evaluation and consults with the District Manager.

Associate evaluations are performed using the following criteria:

* Prior to completing 30 days of employment. This is a probationary evaluation with no wage increase consideration.
* After completing 6 months of employment.
* After completing 12 months of employment.
* Annually thereafter.

If performance warrants, wage increase consideration can be a part of any evaluation of 6 months or more. All store managers will be evaluated effective July 1 of each year.

## Associate Benefits

Dollar Tree Stores, Inc. offers a multi-option benefit plan to eligible associates for health care coverage through a flex care plan, retirement benefits, and investment opportunities.

Full-time associates (working more than 35 hours per week and status of full-time) are eligible for participation in Dollar tree’s health insurance programs on the first of the month following four months of full time employment. You will receive a package from the Benefits Department with your enrollment information. Part-time associates will receive notification of eligibility for health insurance coverage on the weekly Issues and Answers bulletin, which your store manager prints and posts.

Benefits included in the Flexible Benefit Plan (Flex Care) are:

* Medical
* Dental
* Long term disability
* Voluntary life insurance (employee and dependents)
* Basic life insurance (employee)
* Reimbursement accounts (Health and dependent care)
* Vision Care

Retirement benefits

* 401(k) Retirement plan
* Profit sharing

The eligibility requirements are:

* 21 years of age AND
* Employed one full year with 1000 hours worked

Investment Benefit:

* Employee stock Purchase Plan

The eligibility requirements are:

* Employed one full year

The benefits program is designed to allow each eligible person to choose a unique benefit package to meet their specific needs. Your Store Manager will explain the coverage costs and eligibility requirements.

Important numbers:

Dollar Tree Benefit Hotline – 1-800-876-8697, option #2, ext. 3660

Franklin Templeton (401K and profit sharing) – 1-800-539-2110

Trigon Blue Cross Blue Shield (FT Medical) – 1-800-445-7924

MetLife (FT Dental) – 1-800-438-6388

Smith Barney (Stock Purchase) – 1-800-367-4777

Administrative Enterprises (PT Medical/Dental) – 1-800-762-2727

Contact the Benefits Department if you do not receive information regarding participation in these programs.

## Vacation Pay

***For associates working in California, an addendum applies in lieu of the following.***

Vacation is earned each year based on anniversary date. Full time associates will earn vacation after one year of full-time employment according to the following schedule:

* After completing one year: One week
* After completing two years: Two weeks
* After completing five years: Three weeks

To qualify as full-time, an associate must have a status class of full-time and be normally scheduled for at least 35 hours per week.

During a Full-time Associate’s first year of vacation eligibility, they must wait until their anniversary date, to actually take their vacation (unless that occurs in the 4th quarter, see the following note). After that first year of vacation eligibility, vacation will be earned as follows:

* As of January 1st: 50% of vacation available
* As of July 1st: the remaining 50% of vacation is available

Note: Associates are employed after October 1 and before January 1 will be allowed to take their first year vacation early (during June, July, August or September), if approved by their supervisor. An associate will reimburse Dollar Tree Stores, Inc. for vacation used but not earned if they either voluntarily or involuntarily leave the company prior to their anniversary date.

Part-time Associate Managers will receive one week of vacation on the annual anniversary date of their assignment to the Associate Manager position. The one week vacation will be based upon the average hours worked per week during the previous 12 months. Example: if the average hours worked per week during the previous 12 months is 25 hours, the Associate Manager will receive one week of vacation at 25 hours.

Associates shall be entitled to their vacation at a time mutually agreed upon by the associate and the supervisor. There will be no carryover of vacation time from one calendar year to the next calendar year.

Associates who resign and give a two week notice will be given vacation pay for any vacation time earned in that calendar year but not taken at the time of resignation. Any associate who does not provide a two-week notice, or who is dismissed forfeits all vacation pay, as permitted by applicable state law.

## Military Pay

Dollar Tree Stores, Inc. will permit associates to take military leave as required by federal, state and local law.

## Holiday Pay

The following holidays are recognized by Dollar Tree Stores, Inc.:

* New Year’s day
* Memorial Day
* Independence Day (July 4)
* Labor Day
* Thanksgiving
* Christmas

Only full-time Hourly Associates will earn holiday pay when a store is closed on holiday. They must work their last scheduled day before and their next scheduled day after the holiday to qualify. Full-time Salaried Management shall count any such days off as their regularly scheduled weekly time off. Salaried Management will receive two additional floating days off which they must take sometime during the 1st quarter following their first 4th quarter of employment. When the store is open on a holiday, all hourly associates who work on the holiday (both full and part-time) will be paid time and one half.

## Jury Duty Pay

Associates summoned to serve on Jury Duty will be entitled to receive the difference between the amount they receive as pay from the court and their regular wages, provided the following conditions are met:

* The jury summons must be submitted with a written request for reimbursement.
* The jury duty check must be endorsed, payable to Dollar Tree Stores, Inc., by the juror/associate and mailed to Human Resources Department at the Store Support Center.

When the above conditions are met, associates will receive scheduled wages for each day actually served on a jury. When you are excused from Jury Duty, you are expected to return to work.

## Bereavement Pay

Full-time associates will be entitled to Bereavement Pay for time missed due to the death of an immediate family member. An immediate family member is defined as:

* Father
* Mother
* Child
* Spouse
* Grandparent
* Mother-in-law
* Father-in-law
* Sibling

Three days of pay will be granted, which would include the day of the funeral and the two days prior. Pay is authorized for posted scheduled days only. Special allowance will be considered for persons in whom the associate occupies the same household, or for an individual who was responsible for raising the associate (i.e., Godparent, Aunt, etc.).

## Communication with Management

Occasionally, an associate may experience a misunderstanding, or isn’t sure how to find the answers or the facts needed to solve a situation. The following is a common concern.

Scheduling Problem – Calmly discuss your concerns with your immediate supervisor. Your supervisor is trained to know the hours needed for proper coverage to effectively operate the store. Be sure you understand when you begin work, and what your schedule is normally going to be. Also, remember the needs of the store will supersede scheduled or posted hours. In case business slows down, someone may be chosen to leave early. If the store is busy, you may be asked to work extra hours or be called in with little, if any, notice. If you restrict your availability or indicate only certain times you can work, this may not always be practical for store operations, and may actually interfere with you being placed on the schedule for work. When the manager is making the weekly schedule, they are considering your performance, productivity, accuracy, attitude, and dedication.

The first step in solving any problem is to communicate. A situation cannot be solved if you don’t speak up. Discuss the problem with your immediate supervisor. If you still have concerns, request a meeting with your immediate supervisor. If you still have concerns, request a meeting with the District Manager. Dollar Tree is proud of our ability to assist associates in understanding their responsibility and Dollar Tree’s obligation to all associates. Other contacts include: Regional Manager, toll free Associate Care Line (1-800-876-8077), Human Resources and Operations. Letters are always a good tool to disclose a problem and getting the assistance you need to answer your question or concern. Address your letter to Human Resources, P.O. Box 2500, Norfolk, VA 23501-2500. Dollar Tree’s Human Resources Department is here to help you.

## Nondiscrimination and Harassment Prevention Policy

Purpose:

Dollar Tree Stores, Inc. is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Each of us has a role in fulfilling Dollar Tree’s commitment to equal opportunity and a respectful work environment. To maintain a work environment that is productive and free from discrimination and harassment, you are responsible for treating your colleagues, clients and customers with respect and to avoid taking any action or engaging any conduct based on any of the protected factors describing in the policy.

Policy:

It is the policy of Dollar Tree Stores, Inc. to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, citizenship, or any other characteristic protected by law. Dollar Tree Stores prohibits any such discrimination or harassment.

The company takes all claims of harassment or discrimination seriously. We will respond promptly to complaints of harassment or discrimination and, if it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose corrective action as necessary and appropriate, including disciplinary action up to and including discharge.

Please note that while this policy sets forth our goals of promoting a workplace that is free from harassment and discrimination, the policy is not designed or intended to nor does it limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of harassment or discrimination.

Retaliation is Prohibited:

Dollar Tree Stores encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Dollar Tree Stores to investigate such reports. Dollar Tree Stores will not tolerate any retaliatory taken against any individual who in good faith reports discrimination or harassment or in good faith participates in an investigation of such reports.

Individuals and Conduct Covered:

These policies apply to all applicants and associates, whether the conduct is engaged in by fellow associates or someone not directly connected to Dollar Tree Stores (e.g. an outside vendor, consultant, contractor, or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.

Definitions of Harassment:

Sexual harassment:

Sexual harassment is defined as sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

* Submission to, or rejection of such advances, request or conduct is made either directly or indirectly as a condition of employment or as a basis for employment decisions such as favorable reviews, salary increases, promotions, increased benefits or continued employment regardless of whether the harasser actually alters or attempts to alter the terms or conditions of employment.
* Or such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s workplace by creating an intimidation, hostile, humiliating, or sexually offensive work environment.

Other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment. Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender.

It is not possible to list all those additional circumstances that may constitute sexual harassment, however, the following are some examples of conduct which are prohibited by Dollar Tree Stores, and if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its persuasiveness:

* Unwelcome sexual advances – whether they involve physical touching or not
* Sexual stereotypes or labels, slurs, jokes, written/verbal references to sexual conduct, gossip regarding one’s sex life, comments on an individual’s body, comments about an individual’s sexual activity, deficiencies, or skills
* Displaying sexually suggestive objects, pictures, cartoons
* Leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments
* Sending or circulating, whether in print or electronic form, literature or communications (articles, magazines, or e-mails) of a sexual nature
* Inquiries into one’s sexual experiences
* Discussion of one’s sexual activities.

Harassment:

Harassment on the basis of any other protected characteristic is also strictly prohibited.

Harassment is verbal, physical, or visual displays or conduct that puts down or shows hostility or aversion toward an individual because of race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, citizenship or any other protected category, or that of the individual’s relatives, friends or associates, and that:

* Creates an intimidating, hostile or offensive working environment
* Unreasonably interferes with an individual’s work performance; or
* Otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes, but is not limited to:

* Stereotypes or labels
* Slurs
* Negative jokes
* Threatening, intimidating or hostile acts that relate to the above characteristics
* Written or graphic material that defames or shows hostility or aversion toward an individual or group because of the above characteristics, and that is placed on the walls, bulletin boards, or elsewhere on the employer’s premises, or circulated in the workplace on paper or electronically.

Reporting an Incident of Harassment, Discrimination, or Retaliation:

Dollar Tree Stores encourages reporting of all perceived incidents of discrimination, harassment, or retaliation, regardless of the offender’s identity or position. Individuals who believe that they have been the victim of or who have been observed such conduct should express their concerns in writing or verbally with any of the following individuals from the Human Resources Contact List:

* Employee Relations Department (1-866-742-3256 Toll Free)
* Care Line (1-800-876-8007)
* A Human Resource Manager
* A Director of Human Resources
* The Vice President of Human Resources

These people are also available to discuss any concerns you may have and to provide information to you about our policy on harassment and our complaint procedure.

Any associate, whether a co-worker, supervisor or manager, who has reason to suspect harassment or discrimination is occurring must inform a member of Human Resources from the Human Resources Contact list, shown above. Individuals who believe they are being subjected to such conduct are welcome to advise the offender that their behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. The company recognizes, however, that an individual may prefer to pursue the matter through formal complaint procedures.

Retaliation against an individual for reporting harassment or discrimination, in good faith, is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Anyone who knowingly makes a false complaint of harassment, discrimination or retaliation or who knowingly provides false information during the investigation of a claim of harassment or discrimination may be the subject of appropriate disciplinary action up to and including discharge. Complaints of discrimination, harassment, or retaliation that are made in good faith, even though they may not be substantiated are protected by law and will not subject one to disciplinary actions.

Investigation

Any reported allegations of harassment, discrimination or retaliation will be investigated quickly and fairly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. The investigation will be kept confidential to the extent possible with adequate investigation and appropriate corrective action.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct, and where appropriate, we will also impose disciplinary action up to and including discharge.

Conclusion

Dollar Tree Stores, Inc. has developed this policy to ensure that all its associates can work in an environment free from harassment, discrimination and retaliation. The company will make every effort to ensure that all concerned are familiar with these policies and aware that any complaint of a violation of such policies will be investigated and resolved appropriately.

Any associate who has any questions or concerns about these policies should talk with Employee Relations (1-866-742-3256 Toll Free), the Care Line (1-800-876-8007), a Director of Human Resources, or the Vice President of Human Resources.

## Disciplinary Procedure

Dollar Tree Stores, Inc. reserves the right to employ qualified associates that are cooperative, courteous, productive, dependable, and respect the company, their job, their supervisor, fellow associates and themselves. Your employment is considered “at will.” Associates are free to resign at any time and the company is free to conclude an employment relationship when it deems termination is in the best interest of the company.

Any failure to comply with company security policy, work policy, or safety regulations or any failure to perform within the company standards will result in appropriate disciplinary action. As determined by the company to be appropriate under the circumstances, progressive discipline shall be as follows:

* Oral counseling
* Corrective counseling, including a signed, written record which will be kept in your personnel file
* Demotion or probation when improvement or accomplishment of a specific goal is required
* Suspension without pay (including for investigation purposes)
* Termination

All forms of counseling, including verbal counseling, are documented on an employee counseling form. Although the issuance of a warning is usually required to sustain a finding of misconduct, some expected standards of behavior are so implicit in the employer-employee relationship that their breach is an obvious act of willful or wanton disregard of the employer’s interest and require no warning to constitute termination. The company reserves the right to bypass any and all steps of progressive discipline, as it determines appropriate, including termination of an associate for a first infraction.

## Termination of Employment

***For associates in California, an addendum applies in lieu of the following:***

Employment at Dollar Tree is a matter of mutual consent between you , the associate, and the company. You may terminate your position for any reason. Dollar Tree requires at least two weeks’ notice. Dollar Tree may elect to accept your notice immediately, without pay.

If you are a full-time associate with one year or more of service and have given the proper notice, you will receive any unused earned vacation with your final paycheck. Vacation is determined by your full-time adjusted hire date.

Upon determination, whether voluntary or involuntary, your final paycheck will be issued to you as normally scheduled, unless circumstances direct otherwise. Be sure to notify your supervisor of any address change so that you will receive your W-2.

Dollar Tree has the right to terminate your employment at any time, for any reason without prior notice. Associates dismissed will forfeit all payment for unused vacation and unpaid bonus pay, as applicable by state law.

Shift Information



## Shift Duties

Ringing an Item:

All that is required for ringing up an item is locating the barcode on the product, and sliding it across the barcode scanner. If the register does not accept the barcode, you may manually enter in the SKU using the keypad on the cash register. If this still does not work , ask your supervisor for assistance.

Rude Customers:

Not all people are pleasant. If a customer is rude to you, it is important to resist the temptation to be rude back to the customer. If the situation seems like it is out of your control, call your supervisor over for assistance.

Returns/Exchanges:

Dollar Tree’s current policy does not allow returns. In the event a customer wishes to return something, you will have to inform them that Dollar Tree only allows even-exchanges. The customer may exchange the item(s) for something that costs the same amount or more, tax included. This is normally the same amount of items that the customer wished to return, but if they choose to get food in exchange for their items, it will be tricky to find the right balance. Call your supervisor if help is needed. Food items cannot be exchanged.

When they are ready to exchange their items, scan the items they wish to take with them first. After this, call your supervisor over. They will have to enter a code, and then you may scan the item(s) the customer wishes to exchange.

## Conclusion

Dollar Tree welcomes you to our family. We are proud to have you as an associate and pleased that you will share in the opportunities our company offers. We will do everything we can to make your time, whether it is a career move or seasonal position, with Dollar Tree an experience you will remember with fondness. We ask only that you make every effort to adhere to company policies, procedures and your supervisor’s directives, and that your work be conducted in a safe manner.

The information contained in this guideline is to assist you. Should you have questions concerning the material presented in this guide book, please contact your supervisor.

Once again, Dollar Tree is glad you are here and we look forward to working with you.

## State of California Dollar Tree Stores Addendum

California Family Rights Act (CFRA): In addition to Federal Family and Medical Leave Act (FMLA), Dollar Tree Stores, Inc. complies with the guidelines of the CFRA. The CFRA provides for a concurrent leave of up to 12 weeks within a 12 month period.

Regarding disability leave due to pregnancy or childbirth, the California pregnancy-related disability leave law (PDLL) provides leave up to four months while you are certified as disabled by your physician. This leave may also run concurrent with an FMLA leave. Eligibility requirements are the same for an FMLA leave. While you are disabled, you may be eligible for California State Disability benefits.

Associate Pay Day: Store Associates are paid weekly. You will receive your paycheck in the store in which you work. Payday is on Friday of each week and represents compensation for the week ending the Saturday prior (6 day turnaround). See store bulletin posting for complete list of paydays.

Unpaid earned wages will be paid immediately upon discharge. With regard to voluntary resignation, Dollar Tree requires a two week notice. Your notice may be accepted immediately, and you will be paid any compensation due.

Volunteer Fire Fighting: Dollar Tree Stores, Inc. will permit unpaid time off to registered firefighters to perform emergency duty in support of a regularly organized fire department that is officially recognized by the local government. If you are a registered firefighter you must notify your immediate Supervisor, should you intend to perform emergency duty during work hours. In the event you are required to report for emergency duty you must notify your Supervisor before leaving the facility.

Military Leave: Dollar Tree Stores, Inc. will permit associates to take military leave as required by federal, state and local law.

Vacation: All full time associates of Dollar Tree will begin earning vacation after completing one year of full time employment on their anniversary date (or full time adjusted anniversary date). A full time associate is defined as working 35 hours or more per week and having a status of FT.

Vacation Schedule for full time associates:

* After completing one year – one week
* After completing two years – two weeks
* After completing five years – three weeks

Vacation should be taken in the year that it is earned. Associates shall be entitled to their vacation at a time mutually agreed upon by the associate and the supervisor. Associates who are employed after October 1 and before January 1 will be permitted to take their first year vacation early during the period of June through August, of the year of eligibility.

After that first year, second year of vacation eligibility is earned as follows:

* As of January 1st – 50% of vacation available
* As of July 1st – the remaining 50% of vacation available

Dollar Tree permits the carry-over of vacation from calendar year to calendar year in compliance with California law. However, the maximum amount of carryover is set at 120 hours you will no longer accrue vacation.

Effective January 1, 1999, all newly hired California Dollar Tree associates will comply with the aforementioned vacation policy. Dollar Tree Stores, Inc. will grandfather vacation for those eligible part time associates hired in 1998 and before.

Education Code Section 48900.1: Dollar Tree Stores, Inc. will permit, with reasonable advance notice, time off to appear in school (grades K through 12), or licensed child care. A limit of 40 hours per year, not to exceed eight hours in any calendar month of the year, is allowable to participate in activities of the school. Documentation of your visit or participation may be requested by your supervisor.

Breaks: Dollar Tree complies with California law, for scheduling lunch and break periods:

* 10 minute paid break for every four hours of work
* 30 minute lunch break for five hours of work, this may be waived, with mutual consent, if associate is scheduled to work a 6 hour shift

Note: Any associate working more than a 10 hour day is entitled to an additional 30 minute break.

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