

Year In Review

THE HOME DEPOT

84
60

TIFFANY SPRINGS





THE HOME DEPOT



What a year of change! We've had a new competitor open up, new computers, new process for freight, a simplified 3-step process, delivery options for customer's product, online purchase integration, MyView for Specialty and Pro, plus much more. If you've been listening to the prognosticators of retail brick-and-mortars demise against an onslaught of the internet and Amazon, you should be tempted to wonder how we have fared against such challenges. Your company has consistently outperformed these nay-sayers. Posting another year of positive growth and profit while, at the same time, seeing our direct competitors fight to hold on to a small increase or at least mitigate their losses. How does your company do it? How do we consistently deliver results regardless of the constant change we see in customer choices?

I see it one way and one way only. As with politics, all customer service is local. My one and only competitive advantage is excellent customer service by an orange apron in the aisle. That orange apron looking for a way to make a sincere connection with a customer and solve their needs. That orange apron well-trained so they know all the ways the company allows us to say 'Yes' to a customer. The Orange Promise is a perfect combination of a simple concept: Value and Convenience. If you asked me how to define 'Value and Convenience' and how it relates to a customer, I couldn't do it and, quite frankly, I think that's missing the point of the Orange Promise. Convenience and Value is defined by the last customer with whom you last spoke. After all, they will be better able to define what the Value and Convenience - offering assistance, listening for what is needed, and finding a way to say 'yes' on their terms. That is what the Orange Promise means to me. We will win as we have won in the past if we continue to find ways to give our customers the attention they need on their terms. We will always continue to win if we continue to work together in a way that allows us all to say 'yes' to customers on their terms.

I will finish with a customer interaction I had that defined the Orange Promise for me. Late at night, right before close, a visibly upset customer was at the service desk needing assistance on getting a battery for her luggage scale. Yes, a luggage scale. Her entire family was flying out in the morning for the destination wedding of her daughter. She was a self-proclaimed "organizational control freak", and she had all the bags for the family packed and ready to go. One problem, the scale didn't work because of the dead battery. She went to Lowe's they said they were closing and didn't have time to help. She left went to Target, they wanted to help, but they didn't have the battery. She came to us; frantic and expecting more of the same. I took her over to the battery center the whole time listening to her story - letting her vent. I found the battery she needed. While she was still talking about how scared she would be of moving clothing around fifteen pieces of luggage at a 5am check-in, she heard a beep from her luggage scale. I had replaced the battery, and it was working. Of course, she was thankful. She was shocked. She asked how much she owed and, then, noticed in her hurry out the door, she forgot to bring her debit card. I told her it was no charge and all I needed was for her to go home and enjoy the trip. She became very emotional. She said she would never forget what I did for her. Two weeks later she came in, asked for me, and showed me the wedding pictures. Now, every time she comes in, she says hello to me and says her battery is still running. That battery was under \$3.00. I had \$50 in my pocket to do what was right. We have gained a family member for life.

I want you all to think about your work week. I know you have those customers that talk only to you. There is a reason they seek you out. This is the Orange Promise in action. That customer is telling you that you made the difference for them. Once again, my only competitive advantage I have is you in an Orange Apron. If you look back and notice you don't have those types of stories or customers that seek you out, I challenge you to be yourself, be engaging, and learn all the tools the company gives us to say 'yes' to the customer.

Our Leadership Team



**Ben
Trembly**



**Brandon
Damon**



**Brian
Bradshaw**



**Chris
Griese**



**Elaine
Williams**



**Erik
Brumbaugh**



**Hugo
Blomquist**



**Jamie
Salsberry**



**John
Buxton**



**Lisa
McKenzie**



**Matt
Haldeman**



**Nate
Glenn**



**Rhonda
Jurgensen**



**Ryan
Mulford**



**Sonja
Nissley**



**Stacy
Mackley**



**Todd
Miller**



**Branden
Lubke**



**Teresa
Whitworth**



**Michele
Nelson**



**Rob
Large**



The Home Depot

As we take the survey, this is a great time to review what we did with all the feedback you provided from last year's survey. Does this mean that all of our concerns from the last survey have been fixed? Of course not. We know that we always have work to do to improve our store, but we continue to work to take your suggestions and get better.

THE HOME DEPOT STRATEGY FOR SUCCESS!

CUSTOMER SERVICE

IN STOCK

STORE APPEARANCE



Growth and Advancement

New Hires that joined our team



Alex Gallagher
 Alvaro Reyes
 Amit Berry
 Andrei Herman
 Andrew Duncan
 Ben Taylor
 Bryan Meyerowich
 Carey Reinsch
 Cassidy Adams
 Chris Wood
 Christopher Spry
 Clifton Tunley
 Conley McGuinn
 Connor Bowley
 Courtney Johnson
 Cullen Moriarty
 Damon Montford
 Devin Loszewski
 Edward Martinez
 Isaiah Daniels
 Jake Chase
 James Becton Jr
 Joeseoph Saunders
 Joshua Seifert

Kathryn Bracale
 Kathryn Figueroa
 Kevin Griese, Sr.
 Kevin Griese
 Leorah Addadi
 Lisa McKenzie
 Maribel Solano
 Mark Manville
 Mason Wheeler
 Matthew Bakely
 Michael Hewitt
 Braden Smith
 Nathan Daniels
 Nathaniel Glenn
 Rebekah Turley
 Richard Reuscher
 Robert Overton
 Shea Hill
 Thomas Breshears
 Thomas Schaefer
 TJ Harrington
 Treyton Burch
 William Pearce
 Wynnsday Beingsner

Promotions / Moves

Jame DePriest - Specialty ASM to Store Manager at 3019
Michele Nelson - 3029 Millwork DS to 8460 Specialty ASM

Ben Trembly - Overnight Recovery DS to Garden DS
Brandon Damon - Tool Rental Tech to Tool Rental DS
Chris Griese - Flooring DS to Electrical / Lighting DS
Elaine Williams - Tool Rental DS to Customer Service DS
Hugo Blomquist - Lumber DS to Freight DS
Lisa McKenzie - MET Associate to Plumbing DS
Matt Haldeman - Plumbing DS to Millwork DS
Rhonda Jurgenson - Electrical / Lighting DS to Floater DS
Ryan Mulford - Garden DS to Flooring / Blinds & Decor DS

Bill St. Michael - Receiving Associate to Tool Rental Technician
Chris Wood - Order Fulfillment Associate to Pro Lot Associate
Ron Malone - Freight Associate to Receiving Associate
Sherrie Hoskinson - Lumber Associate to Garden Associate

Our Store Management and Associates with over 10 years of THD Experience



Teresa Whitworth
18 Yrs



Michele Nelson
15 Yrs



Branden Lubke
12 Yrs



Todd Miller
26 Yrs



Dennis Ankrum
19 Yrs



Brain Bradshaw
19 Yrs



Cameron Shilko
19 Yrs



Pam White
18 Yrs



Susie Almaraz
18 Yrs



Marilyn McLain
17 Yrs



Sonja Nissley
17 Yrs



John Buxton
16 Yrs



Rose Beal
16 Yrs



Cynthia Horseman
13 Yrs



Nadine Odil
12 Yrs



Rhonda Jurgenson
11 Yrs



Hugo Blomquist
10 Yrs



Kathy Fithen
10 Yrs



Robert Blaylock
10 Yrs



Celebrating Your Excellence

281 Homer Awards were given so far in 2017



Homer

Aspiring Bronze



- Alex Gallagher
- Alison Hatfield
- Alvaro Reyes
- Amit Berry
- Andrei Herman
- Andrew Duncan
- Autumn Boyle
- Ben Taylor
- Brian Langston
- Bryan Meyerowich
- Bryant Leiva
- Carey Reinsch
- Cassidy Adams
- Christopher Wood
- Clifton Tunley
- Conley McGuinn
- Connor Bowley
- Courtney Johnson
- Damon Montford
- Devin Loszewski
- Edward Martinez
- Elaine Gower
- Harvey McIntyre
- Isaiah Daniels
- Jake Chase
- Janet Dolph
- Janice Oliviero
- John Adams

- Jordan Ohl
- Joshua Kucinick
- Joshua Seifert
- Kathryn Bracale
- Kathryn Figueroa
- Kevin Griese
- Leorah Addadi
- Lisa Daniels
- Maribel Solano
- Mark Manville
- Mason Wheeler
- Matthew Bakely
- Matthew Perez
- Braden Smith
- Nathan Daniels
- Rebekah Turley
- Richard Crawford
- Richard Reuscher
- Robert Overton
- Shea Hill
- Thomas Schaefer
- TJ Harrington
- Wayne Alspach
- William Pearce
- William St Michel
- Wynnsday Beingsner



Bronze



- Alison Gordon -6th
- Alyssa Studer

- Ben Trembly -3rd
- Brandee Blanton
- Branden Lubke - 2nd
- Breanne Segorski
- Brock Boldt
- Christopher Cox
- Christopher Spry
- Dale Kessler
- Dominique Blanchard
- Erica Rodriguez
- Gerald Moore -2nd
- Hannah Long
- Jerry Kanabel -2nd
- John Buxton -4th
- John Pyle
- Kevin Griese
- Lisa McKenzie
- Niketa Yelverton -3rd
- Noria Gugliotta
- Ray Deutsch
- Randy Cole
- Sam Murray
- Sherrie Hoskinson -2nd
- Treyton Burch
- Vikki Kidwell
- Wilma Burnett



Silver



- Brandon Damon
- Brian Bradshaw -2nd

- Brain Shattuck -2nd
- Cameron Shiiko -2nd
- Chris Griese
- Jamie Salsberry -3rd
- Jerod Saunders
- Jim Waddle -2nd
- Lyle Phillips
- Pam White -4th
- Paula Andres
- Pete Myers
- Rose Beal -4th
- Ryan Mulford -2nd
- Sam Carolla
- Stacy Mackley -3rd



Gold



- Aynslee Resch
- Chuck Walitalo -2nd
- Cullen Moriarty
- Demetria Roe
- Dennis Ankrum -4th
- Elaine Williams -2nd
- Erik Brumbaugh -2nd
- Frank Bingham
- Herschel Sampson -2nd
- Hugo Blomquist -2nd
- Jacqueline Friar -3rd
- Jacob Murphy
- Kathy Fithen -2nd
- Lorie Burnett

- Marilyn McLain -2nd
- Matt Haldeman -3rd
- Michele Nelson -5th
- Nadine Odil -4th
- Rhonda Jurgensen -4th
- Rick Defreece
- Robert Blaylock -5th
- Steve Roland
- Sonja Nissley -4th
- Susie Almaraz -3rd
- Tim Wood



Platinum



- Craig Hall
- Cynthia Horseman -4th
- Elton Mansell -2nd
- John Guthrie
- Juana Mendez
- Rob Large
- Roger Burnett
- Ron Farrimond
- Ron Malone
- Tabitha Rich
- Teresa Whitworth
- Todd Miller -3rd
- Tom Nixon
- Sonny Sallee

Rewarding Our Performance Success Sharing



March Payout
\$62,242



September Payout
\$22,047

Here's how it works

Success Sharing pays you additional money based on our store's sales. The more our store exceeds its sales plan, the higher your payout can be. From the receiving department to the sales floor, everyone plays a role in exceeding sales plan and qualifying for Success Sharing. The minimum Success Sharing bonus is \$50 and you can start receiving a payout once your store hits 95 percent of sales plan.

Did our store qualify?

There are two levels of payout: stores that achieve between 95 and 100 percent of sales plan and stores that achieve between 100.1 and 110 percent of sales plan.

Determine our store's success sharing pool.

At the end of the plan period, our store's sales dollars between 95 and 100 percent of plan are multiplied by 1.5 percent. Sales between 100.1 and 110 percent of plan are multiplied by 3 percent to arrive at our store's Success Sharing pool amount.

Calculate your award

The pool is then divided by the sum of all eligible store associates' earnings for the plan period to arrive at a payout percent (not to exceed 8 percent). This payout percent is then multiplied by each individual's eligible earnings for the six-month period to get the individual's actual dollar payout.

MORE SALES. MORE SUCCESS SHARING. THAT'S THE POWER OF THE HOME DEPOT.

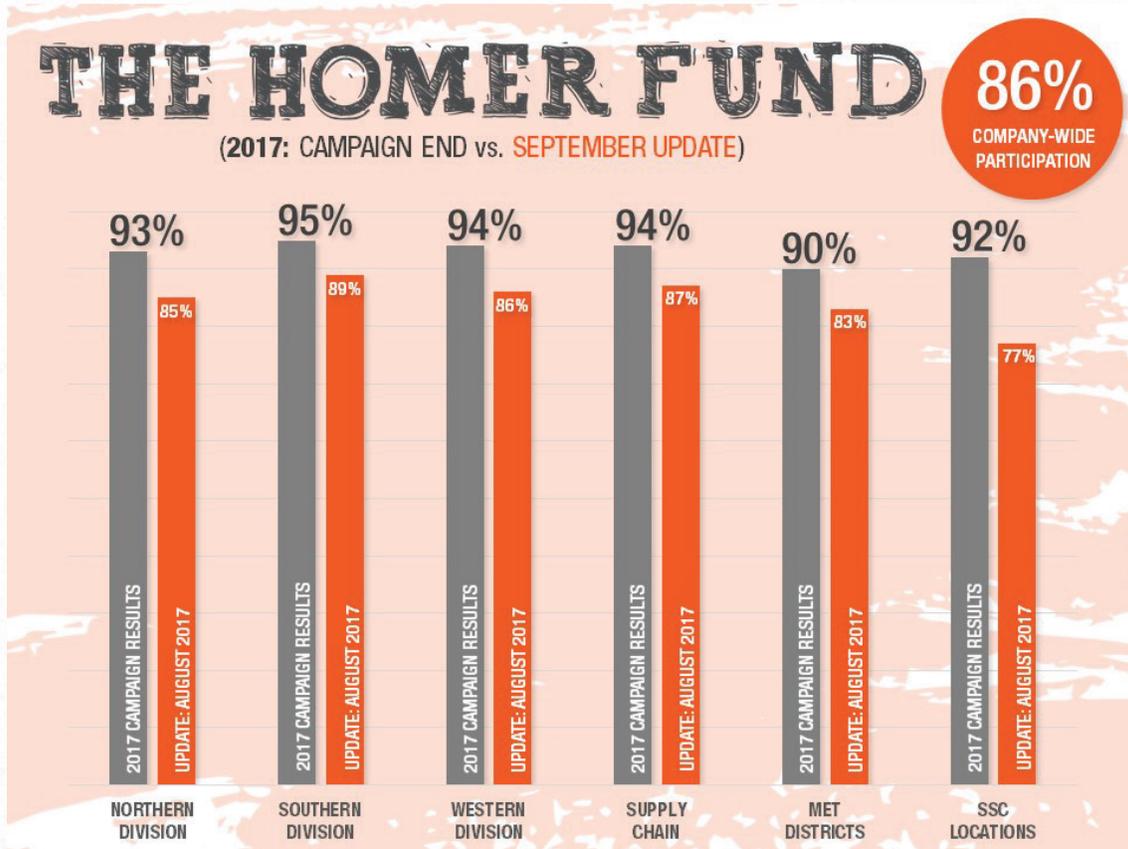
Your Success Sharing payout is based solely on our store's sales. That's why when you remain focused on providing excellent customer service, you have the power to directly affect our store's success and your own payout. For example, the average store averages 11,000 transactions per week. By focusing on Customers FIRST and striving for attachment sales and project selling on each of those transactions, you have the chance to drive sales and increase our store's Success Sharing payout amount.



Taking Care of Our People



Since the inception of The Homer Fund in 1999, \$100 million has been given to associates through direct grants and matching grants!



Our store, through the Homer Fund, has given out 20k in support to fellow associates. Some of you reading this have been personally helped. Some of you reading this manned a fundraiser or donated food. Each one of these Homer Fund applications and fundraisers were for a hardworking, in-need associate. I wish you all knew what I knew and the impact your change had on an associate you call a friend. Some of the things associates helped take care of were medical expenses, paying for a funeral, and we even helped an associate who was living in a car.

If every associate would donate \$1/per paycheck to the Homer Fund. After taxes and deductions, it would be a change of approximately 21 cents less in your paycheck or \$5.46 in a years time. The company matches your donation 2 for 1. Will you please consider giving up one Big Mac in a year to contribute to something that impacts associates in some of the hardest moments in their life?

- Rob

The Benefits of Being Orange

LIVE OUR VALUES

GROW YOUR CAREER

PART OF A WINNING TEAM

The Orangelife Advantage is how we describe our culture and the benefits offered at The Home Depot. It's how we talk about why The Home Depot is a great place to work and how we're different from other retailers.

Our unique culture, which is enabled by our people and values, sets The Home Depot apart in our communities. Our commitment of putting our associates and customers first creates a feeling of family, where associates are empowered to live the values and are given opportunities to grow, while being part of a winning team.



- **Purchasing Power**
Online credit that can be used to purchase merchandise with easy automatic Payroll Deductions.
- **Associate Discounts**
Discounts on nearly everything, from electronics to travel, dining to apparel.
- **ESPP & 401(k)**
Company match on retirement savings and a 15% discount on Home Depot stocks
- **Tuition Reimbursement**
Home Depot will help you invest in your education.
- **Home, Auto, & Pet Insurance**
Ensure all the important things in your life are insured at very competitive rates.
- **Annual Health Screening**
Free with Home Depot medical insurance, reduced for everyone else. Includes family members!
- **Doctor on Demand**
24/7 medical help & support from actual doctors!
- **Quit For Life**
Assistance to help you stop smoking, Permanently!
- **Flu Vaccines**
Available annually. Free for Home Depot associates!
- **Health & Better Living Challenge**
Our yearly Health Challenge gives advice and support to get associates healthy.



Teams

MET | **MERCHANDISING EXECUTION TEAM**



Tom Kantor

Tom O'Donnell

Mark Harpole

Lynette Reid

Scott McBride

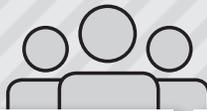
Kenny Davidson

Kevin Wrinkle

David Washington



STEP UP TO SAFETY



YOUR INFOCUS TEAM



**Manager
Rob Large**



**OPS ASM
Teresa Whitworth**



**Captain
Rose Beal**



**Sherrie
Hoskinson**



Elton Mansell



Robert Blaylock



Jamie Salsberry



Chuck Walitalo

New Associate Coaches



Marilyn McLain
Paint



Rick DeFreece
Tool Rental



Wilma Burnett
Garden



Lyle Phillips
Plumbing



Pete Myers
Garden



Juana Mendez
Pro Bilingual Cashier



Ron Malone
Receiving



Lorie Burnett
Garden



Tom Nixon
Garden



Tabitha Rich
Front End



Jerry Moore
Electrical



Jerry Kanabel
Lot





VOA (Voice of the Associates)



The VOA committee (*Voice of the Associates*) is a group of associates that work together to improve associate engagement and the overall environment in the store. The main focus is on communication, recognition and growth & advancement.



Rob Large



Teresa Whitworth



Elaine Williams



Sonja Nissley



Matt Haldeman



Pam White



Scott McBride



Jim Waddle



John Guthrie



Jerry Kanabel

The VOA committee takes feedback from associates to find ways to make the store a more enjoyable place to work. This ranges from having fun events, such as celebrating National Soup Day and Donut Day, to more important issues, like improving communication between the management team and associates, and our recognition programs, like the Bravo Board and Associates of the Month Awards. To continue making improvements, we continually need YOUR help by giving feedback on what is working and the areas that still need improvement.



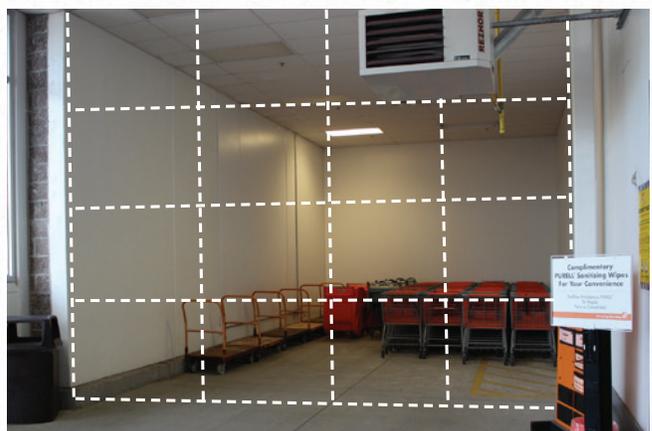
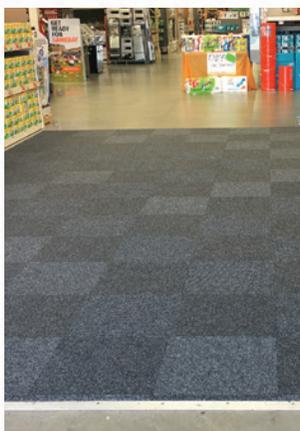
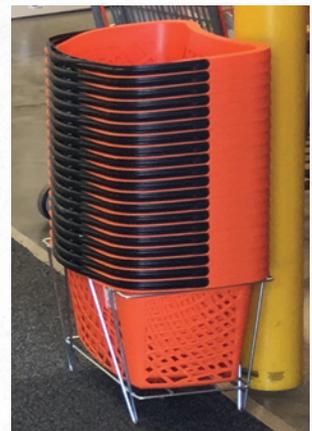


Cookouts / Lunch



You Asked, We Listened

Some of the updates this past year were brand new computers throughout the store, new training room chairs, restroom renovation, new daily update board, register sign on barcode, new microwaves and ice maker for the break room, new hand-held shopping baskets and new carpeting in the front entrance. Coming soon: a new electric ladder called a Ballymore that requires no spotter and plans for future home for BOPIS orders.





The Home Depot Ahead of the Curve

Always Innovating
Products & Services

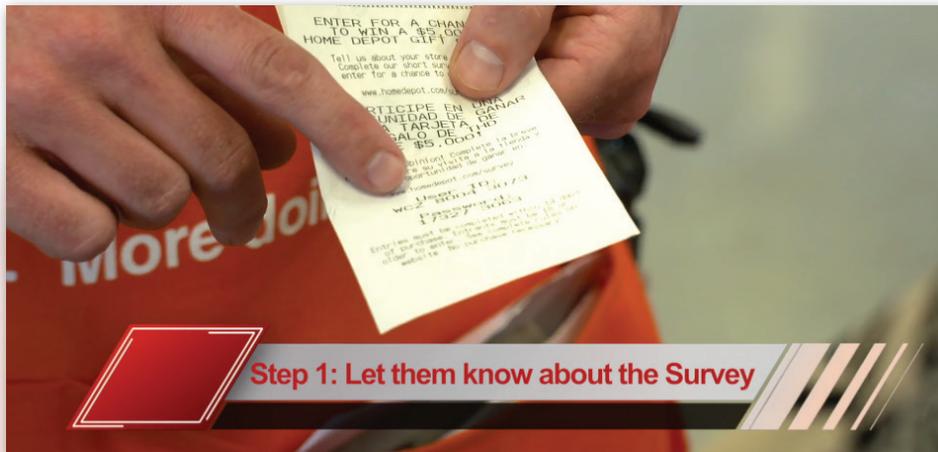


To Improve
The Customer & Associate
Experience



3-Step Process

The **3-Step Process** is a way for us to thank our customers after providing excellent customer service. View the training of the **3-Step Process** at: <https://vimeo.com/228417343>



Step 1: Let them know about the Survey



Step 2: SM reads every comment



Step 3: We appreciate your business



The Home Depot has Heart



ASSOCIATES

401(k) Match • ESPP • Success Sharing • Advancement Opportunities
 The Homer Fund • Store Remodels • Parties and Cookout

COMMUNITY

Team Depot • Veteran's Projects • How-to-Clinics • Kid's Workshops
 Community Outreach • Job Fairs • Do-It-Herself Workshops

Closing Thoughts

When taking the survey, you will be given three options for each question:

- **Favorable**
- **Neutral**
- **Unfavorable**

Remember that our store does not get credit for neutral or negative answers.

- If you see our store going in the right direction, please consider giving us a positive response on the survey.
- If there are specifics that you would like us to work on, even if you give a **positive** response, you can anonymously give additional feedback in the comments and we will keep working to improve regardless of our scores.

THANK YOU!





THE HOME DEPOT

8900



This Year in Review publication was produced by: Rob Large, Store Manager

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