

## Response B to Home Depot

### Part B

August 31, 2021

#### OVERVIEW OF THE HOME DEPOT

**“Taking care of our people” is one of our core values and a key contributor to our success. We take care of our associates by encouraging them to speak up, by recognizing and rewarding good performance, and by leading and developing our associates. In further support of our commitment of “Taking care of our people,” a Human Resources team is available to partner with store management on human resource matters and to assist our associates with personnel and human resources related matters.**

This sonnet is best taken with a glass of wine. Writings and documents that follow expose the palpable self-serving falsehoods. Employees refer to the core value wheel as the company rack upon which they are frequently impaled. Encourage to speak up? Reward good performance? Leading? Developing? Employees know better.

Attached is a PDF of an **Associate Statement A**. It can be read if blown up. Interesting this statement is not in the Personnel File per Natalie. This is the end result of a long and fruitless attempt to see something and say something. How Depot takes care of employees.

**Example B is a second file JPG** where April FES is attempting to set up a meeting individually with cashiers, herself and ASM Donna. Has not yet happened 60 plus days later. Another example of **not** taking care of cashiers.

The next example reprinted following has to do with hours being cut. Another example of Depot's idea of taking care of its people.

**From:** Bill Ford <[cford1331@gmail.com](mailto:cford1331@gmail.com)>

**Sent:** Saturday, July 17, 2021 5:15 PM

**To:** Corporate Compliance <[Corporate\\_Compliance@homedepot.com](mailto:Corporate_Compliance@homedepot.com)>

**Subject:** [EXTERNAL] Questions

I am sure I am in the wrong portal but would appreciate it if this would be forwarded to the right parties for a requested response.

Store 0884 has taken drastic payroll action. It is my understanding that all probationary employees have been terminated to cut costs. Part time employees have taken a 60 to 80% cut in pay. The only notice provided was on the weekly schedule. Scheduling for part times has been a disaster for the two and a half years employed. Also, new employees have been hired non stop until now which has only served to compound the problem.

1. Is cutting 80% of salary for part times a proper way to resolve scheduling?
2. Help me to understand how cutting a paycheck like this in any way incentivizes the recipient to provide value to the customer?
3. When reduced to four or eight hours a week help me to understand why come in at all?

Looking at your famous wheel some additional questions to ask

1. Taking Care of Our People. Is cutting pay 80% taking care? Is that what you mean?
2. Excellent Customer Service. Not only have we the results of policy implemented above but now call outs can no longer be filled when they occur. How does this equate to much less promote good customer service?
3. Building strong relationships. People, even part time, need these paychecks. Cutting them off like this does not build good relations does it?
4. Entrepreneurial Spirit. Probably not directly related to this.

5. Respect for all people. Part time cut 80% and full time no more than 20% possibly in what way does this show any respect for anyone?
6. Creating shareholder value. Other than cutting expenses in the short run please explain how understaffing the store and cutting paychecks results in shareholder value?
7. Doing something because you can never make it right. In what way is it doing the right thing to cut part time employees 80% but leave full time employees unscathed?
8. Giving back. Not sure anyone thinks this applies. Treating employees that are part time who do come to work like this is not giving back anything positive at the minimum. How are these reductions giving back?
9. What would your response and attitude be if Depot did this to you?
10. Why are full times not cut at the same percentage as part time?

Please advise. Thanks.

Charles Ford  
678 477 2087 Cell

00826686 Closed  
Ticket #826530

2:08 PM (1 hour ago)

**myTHDHR** <[mythdhr@hr.homedepot.com](mailto:mythdhr@hr.homedepot.com)>

to me

Hello,

Thank you for reaching out to the HR Service Center. Due to the nature of your request/concern, please contact your Leader, HR Partner and or District HR Manager directly to obtain appropriate feedback and resolve in a timely manner.

- If you do not feel comfortable speaking to your leader or HR Representative, you can contact the AwareLine at 1-800-286-4909 or [www.thdawareline.com](http://www.thdawareline.com).

If you have any further questions or concerns please contact MYTHDHR by phone at 1-866-698-4347 Monday through Friday 8am to 8pm eastern or you may send an email to [MYTHDHR@HOMEDEPOT.COM](mailto:MYTHDHR@HOMEDEPOT.COM).

Thank you,  
**HRSC Research Associate**  
The Home Depot | HR Service Center

**my****THDHR**

**Here is a summary of a three-month quest dealing with HR. Denied disparaged dismissed.**

### **Summary and Conclusions**

Alicia Amacker, HR Home Office and I had a phone conversation on Tuesday September 29<sup>th</sup>, 2020 about the information in this packet and the results of her investigation. This paper is a review of her findings and corrections for the backfilling, innuendo, and falsities the narrative constructed contains.

1. She indicated she had reviewed my concerns. My concerns were not concerns. They are indictments of repeated abuse and wrongdoing towards me and others in the building, a proverbial tip of an exceptionally large iceberg. I also provided positive suggestions and processes to help the company and these are incorporated in the packet.
2. She reviewed the failure to schedule and scheduling failure and advised me part of this was driven by call outs. She also indicated that she wanted part time employees to average around twenty-two to twenty-five hours a week and that this process had been fixed going forward. She reiterated that the

schedule should be treated as sacrosanct not a draft. Only with call outs or other absences should changes be made.

3. One document in this packet is titled Workplace Incident Report. Alicia indicated Melanie had given Josh a copy and that he had it at the meeting held by Josh with me and Chris Sullins. Josh had his copy of the Concerns letter included in this packet and had highlighted many places in it. I was sitting at a 90-degree angle and could see this as he went down the items. He did not have a copy of the Incident report and failed to discuss the details of what is contained in it. Why?

I provided Melanie a copy of this letter on August 24 at 9 AM local time by physically placing it on her desk. She never saw it even though she returned to office shortly after. Had she seen it why did she not ever contact me about it or initiate protocol? For almost a month? Because the document had been removed from her desk and she remained ignorant of its existence. Read the document. It lists a pretty serious incident. And yet crickets followed until Josh received a phone call from this same Alicia telling him to answer the concerns letter and advised him of the incident report contents. The reason Josh did not have a copy is because Melanie never saw it. Christy, the FES removed it.

When I arrived that morning, Christy was walking toward the glass door when she saw me enter. She followed me into Melanie's office and proceeded to start reading the document when I put it on Melanie's desk. She then started rustling through Melanie's mail. I gave her a separate copy. I then left. Melanie never had a copy. It was put on her desk by me in the presence of Christy. Connect the dot. I have.

Home Office has reconstructed the narrative. It seems Melanie called Kevin a MF. This has been confirmed by him to me and by Dan as a witness. Home Office swept this under the rug to have Melanie agree and Josh to then say he had the letter for the meeting with me and protect Christy. Kevin, the affected employee and Dan the witness were never contacted. It served corporate purposes this way because the store is now number 6 in an 11-store region, and key Christmas season is upon us. To serve Mammon sweep it under the rug, rearrange the narrative, purge the evidence, and

announce nothing to see here with this “concern”. Depot takes care of Depot don’t you know. I am muted, Christy keeps her job, the store manager is able to move forward, Sullins is protected and Melanie is restrained. Also, Christy’s serious violation of group texting is again ignored. Everybody wins right? Business as usual and the store is climbing.

4. The original complaint appropriately filed in Home Office received a Close Ticket. Alicia explained they had hired new people and that this was a training moment. Are you serious? You cannot make this up.
5. Then came the polite and judicious attack on me. She credited me with excellence in filing but to be more circumspect in the future and to follow channels. That the channels led to a Closed Ticket and that the resulting whitewash written of here only happened because I chose to continue after receiving a Closed Ticket somehow was not considered in her comments.
6. She told me my proposed credit card program was rejected because it was not inclusive and that being inclusive meant we could not discern prospects based on their features. The Board of Directors would love being told that this program could and would generate 4 prospects and cards per store per week and over 52 weeks approach 500,000 new credit cards which would then add an additional estimated \$4,000 or so in sales per card but was turned down because it was not inclusive. Yes, I am sure the shareholders would embrace losing \$2,000,000,000 in sales for this reason. Merry Christmas.
7. Then came the final point. I have a black mark in my file because I listed all bad bar codes under the heading Eat Me. That is unprofessional. That statement is subjective, not objective. Using this title focused attention on bad bar codes but I am deemed subjectively insensitive and that means I have a black mark. Never mind the info and the application it could have in making the business run better. Not inclusive and not sensitive right?
8. Alicia indicated Josh had the right to call me a thief by asking if I waited on friends and family. I have no friends and no family. I corrected her by responding he was accusing me of giving money out of the till to them. I

remain angry and still demand an apology, but I am not holding my breath waiting on it.

To conclude, Home Depot has no moral compass. I do. The two conflict endlessly. I am very particular about what and who I attach my good name and visage. That is why I took down my picture as Cashier of the Month. I have no respect for the rabid dogs running this store or the pack of even more rabid dogs up and down the chain of command including the CEO. I have been there and seen for myself. I note some incredible changes the first week of October....

Christy is morally and ethically deficient as are Chris, Josh and Melanie. They do reflect the values of the corporation as like the corporation, they have few, except greed and avarice. The employer deserves these and they deserve this employer.

For these and a whole lot more reasons I am exiting. I will miss greatly most of you subjected to their abuses and the camaraderie we shared. That is priceless to me. You have brought endless joy to an old Dragon and quickened my heart. Thank You. As to the remainder you shall have your reward at the White Throne. Enjoy.

My advice to you that like me, have a moral compass is this. Home Depot is not good enough for you. Exit Sodom before the fire comes....and never buy their lies.

Charles Ford  
JD CPCU CLU ARM AAI

Another example involving Sullins ASM. Yet he later said I interviewed better than anyone he had ever seen. He also manned up to and apologized for this event and apology was accepted completely. I still like working under him despite what has happened.

## **Workplace Incident Report**

**August 24, 2020**

This is to report an unfortunate and unnecessary event of an incident that occurred in the front end on Saturday afternoon between three and four thirty in the afternoon. I was the sole cashier in Pro and it was busy. We had the saw going full blast, more than one piece of mobile equipment engaged and the freight door often in use plus Kevin was assembling a wooden frame for a large piece of merchandise. Quite a cacophony. The cash register was equally busy.

A customer came in with two eighty-pound bags of Sakrete to return. I noticed and paused a checkout and requested he wait a moment so I could help him. When I finished with the other customer I did so. I scanned and ran a tape. I Printed, signed and dated it then asked him to go to Customer Service to process the return. I did not want the customer to pull it through the store and then us have to bring it back to the Pro end. I had started doing this over a month ago to make Customer Service's job easier, reduce restock process effort required and serve the customer in a small way. I then took the recall receipt and voided it in my register. No one had objected to or questioned this methodology for over a month.

The customer returned fifteen minutes or so later and said Customer Service required he bring the merchandise despite my signed and dated receipt. I called customer service and spoke with an employee that said Tina had required that. I asked to speak to Tina. The very first time it had ever been said to me. Remember the entire return was \$10 in cost. Between customers I managed to walk to the phone and that moment the decibel level in the Pro End reached a crescendo requiring me to yell to hear myself speak. Tina said she had to see it and that she "was doing her job". I then told her I would call the MOD to try and fix the



problem. I called Chris Sullins but he did not answer. He called right back but I was having to check out several customers and could not quite get back to the phone. He ended the call just as I reached the receiver.

Several minutes later I called again and Chris Wasco answered. I began to explain to him what had happened and he stopped me and gave the phone to Sullins.

Chris broke off my review with the comment that this was company protocol. He then asked where I got off yelling at an employee. Curiously, he was yelling at me as he said this. Tina was also equally loud with me on our earlier phone call. He then threatened me with a separate conversation about my conduct. He then said I had to stop doing this. Stop doing what exactly? Then he specifically inferred there had been other cases. I said yessir and ended the phone call. As I was doing so the customer involved saw my facial distress and came over to me. He thanked me for trying to help him and recognized I was being chewed out for trying to do so.

So let me review this as follows:

1. I had started a process over a month ago to help make Customer Service's job a little easier and to make life a bit better for the customer. My job is to serve the customer and I thought in a small way this did so while at the same time it served the company's interest and protected the company's assets. No one had said anything about this methodology, and it had been accepted without comment.
2. The return involved was just barely ten dollars including tax. It involved 160 pounds of weight in the two bags.
3. When I asked Tina what was the problem she said she was doing her job and that specifically meant requiring the customer to serve her by lugging 160 pounds of merchandise to her from Pro instead of calling me to confirm or walking to Pro and serving the customer's needs by doing so.
4. When Sullins was apparently told by her he threatened me for my alleged conduct. Literally threatened me for trying to serve the customer and make life easier for Customer Service. At no time did he ever ask me what had happened. It is my understanding he was not present. I was one of the two people that were. It would have been nice to have been given a chance to tell my side of the fact pattern before being attacked and threatened for something I did not do.

5. I then was required to serve the next customer in the face of these threats and tongue lashing. I did so because that is what I do. I serve the customer. In this incidence the customer involved appreciated my efforts on his behalf so the company won despite what was being done to me.

5. I am a honest man. My word is my bond. I signed and dated the receipt. I had been led to believe by prior conduct that satisfied all company requirements as I am also an employee of the company. No one ever told me or instructed me at any time until Saturday this was not the case. When Tina told me she had to see the items that had a \$10.00 value she was discounting my word. If that is policy so be it. You need only have told me.

If anyone has any questions or wishes to speak to me about Saturday, then I am available at any time.

A final note. Sullins referenced there had been other occasions I have supposedly yelled at an associate. No one has ever told me that nor have I ever been given an opportunity to review and tell my side of any such alleged occurrence. I deny categorically and if there are any alleged incidents then I request an opportunity to review. I believe I am a pretty reliable witness and an honest man. I am not without faults and error and when these occur, I appreciate having my iron sharpened. Thanks.

Respectfully,

Charles Ford

**THE HOME DEPOT'S EQUAL EMPLOYMENT  
OPPORTUNITY AND NON-DISCRIMINATION POLICIES**

**As an equal opportunity employer, The Home Depot is committed to ensuring that our associates work in an environment of mutual respect, free of discrimination, harassment, and retaliation against applicants, associates, vendors and customers. In support of this commitment, The Home Depot has written policies expressly prohibiting discrimination, harassment and**

**retaliation. Likewise, violations of these policies will result in discipline up to and including termination....**

The second example involves a complaint of Anti-Semitism which local and the referenced Home Office HR team disparaged dismissed and denied then sent me on my way.

October 20, 2020

**J'Accuse!!!**

Re: Anti-Semitism at Home Depot Complaint

Attached is a copy of a brief letter I provided HR person Melanie at Store 0884 in Decatur, Alabama. As part of cashier appreciation month she and Christy, the Front End Supervisor, had partnered to arrange certain activities. The first paragraph is a thank you from me for the lunch sandwich that had been provided. The next paragraph points out a concern I had over the possibility of some employees not being included in the photoshoot. I was never included and was concerned others had been passed over. Interestingly, the Front-End Supervisor appeared in three or more of the photos but had not apparently did not act to insure everyone was included.

We were to be all given **black shirts** as a uniform to wear last Friday. I declined to accept the offer. Three or more times I had to explain why I would not wear a black shirt as a part of a "uniform" to the Head cashiers including the Front-End Supervisor. They were insistent I do so. One young Head cashier named Isaac on two separate occasions brought me a black shirt and attempted to coerce me. He is six feet seven and weighs north of 300 pounds so the implied intimidation was apparent and real. I said no and repeated my reasons why.

Last Friday I was scheduled to work and in silent protest I wore a white shirt. I was placed in Garden the entire shift. I do not believe in coincidences and connected the dot appropriately. This caused me to write the attached to Melanie and I provided a courtesy copy to the head cashiers and Front-End Supervisor.

When I reported to work on Monday Melanie and Donna an Assistant Store Manager, met me in the conference room with a surprise meeting that turned into an interrogation. They asked me if I had written this letter. Since I had signed it that seemed a bit ridiculous to ask. They then wanted to know and demanded I tell them who else received a copy. I refused to tell them and now angry at the nature of the proceedings and star chamber mentality, I told them I was angry and I was angry. They then tried to twist the letter by arguing with me this was insensitive and intolerant and had bothered one or more employees allegedly.

I responded that the letter was objective, factual and truth. It is an objective fact I thanked Melanie for the objective fact that I had been given a lunch sandwich. It is an objective fact that the Front-End Supervisor was in three of more photos but I and possibly other employees had not been included. It is an objective fact Depot buys shirts from Red China or third world nations made in sweat shops. It is an objective fact that the SS wore black uniforms. It is an objective fact that after they murdered American Prisoners of War in the Battle of the Bulge that orders were issued in the Third Army to take none such uniformed Germans alive ever. It is an objective fact the color black not orange or white was specifically chosen. It is an objective fact that Melanie posted a notice for all of us to wear this black uniform Last Friday.

If recounting these facts that hurt someone's feelings, then that was simply unimportant. I then suggested they send any such strawman to me and I would be happy to discuss. They seemed to assume that my First Amendment rights were subordinate to corporate policy. I reminded them and you this is not the case.

Donna then said I did not know her or her background. So what? Who cares? What matters is that Home Depot wanted employees in one department to wear black uniforms. Not orange or white the company colors but black just like the SS did in Nazi Germany. What is next goose step training? Blackjack boots made in Red China provided or required at a discount? Free Star of David badges for anyone of Jewish faith to be worn on Saturday? You tell me.

When I showed the letter to one Jewish employee he read it and thanked me profusely for having the courage to write it. Share it with other Jewish employees if you dare and if they are not afraid of repercussions you will see the impact. At the time I thought this was simply insensitive. Now I am convinced it is far worst... a cultural **TOLERANCE AND INCLUSIVITY** at Home Depot of the poison of anti-Semitism. In response I have tendered my resignation effective 01

01 2021. I will not have my good name attached to such an organization. Meanwhile I demand a personal apology over this event and the treatment received personally and a guarantee that it will not be repeated ever. Thank you.

Charles Ford

A Jewish employee thanked me profusely for doing this He did feel threatened.

Here is the outcome **Case 00944762 Closed**  
ref:\_00D1UzJ0z.\_5001Uf9n5d:ref

Inbox



Thu, Oct 22, 7:46 AM (1 day ago)

**myTHDHR**

to me

Please do not reply to this email.

Thank you for contacting us with your HR-related concern. Your case is closed.

Case Details:

- Case number: 00944762
- Case Type: Email
- Date Requested: 10/20/2020
- Status: Closed
- Associate Details: CHARLES FORD
- Associate ID: 137360525
- Subject: [EXTERNAL] Anti Semitism Complaint

Thank you for the opportunity to serve you.

HR Service Center

The response. Any questions?

## **THE HOME DEPOT'S OPEN DOOR PROCESS**

**The Home Depot is committed to providing an enriching work experience for its associates. One way that we can ensure that we are creating an environment of mutual respect and understanding is to keep the lines of communication open between management and associates. Associates are encouraged to offer suggestions, share ideas, ask questions and engage in open discussion with members of their immediate supervisory and management team. The Open Door Process provides a variety of avenues for associates to bring their concerns to the attention of management (i.e., immediate supervisor, department, facility or location manager, or their Human Resource representative)....**

This document provides specific example of how this Open Door actually operates. The purpose is to dismiss disparage and deny everything an employee mentions then backfill if there may be a problem later. That is the real purpose and use for this based on the cases submitted and results. Seasoned employees know not to waste their time or energy.

## **THE HOME DEPOT'S NO RETALIATION POLICY**

**The Home Depot expressly advises associates of their rights to (1) file a charge with a government agency or file a lawsuit; (2) testify, assist, or participate in a legal proceeding such as an investigation, hearing, or trial; and (3) report to management known or suspected wrongdoing. The Home Depot does not tolerate any retaliation or threats of retaliation against anyone who exercises his or her legal rights or makes reports of workplace harassment, sexual harassment, or discrimination.**

I guess they ignored their rule on this when they coerced Sullins to change what he said to me.

Amber and I talked roughly a month after the May 3<sup>rd</sup> meeting. She told me then that she had been told I had pitched a fit to management and she was not to talk to me. Happily that finally went away after another week or two. Who knows what has been said about me as a result of the May 3<sup>rd</sup> meeting and the pending EEOC action? What are the instructions given to the HCs relative to me because of all of this?

## **THE HOME DEPOT'S STANDARDS OF PERFORMANCE**

No employee understands what these are. Access is limited to in building access. It is my understanding they cannot be reached or accessed outside the building. Management does not provide opportunity for access.

Though not specifically relevant to case this response is added for informational purposes since Depot chose to include it in their response.

Charles Ford  
08 31 2021