

Subject: Notice of Required Conduct – Habitat for Humanity of Greater Memphis ReStore

To our valued customers:

We appreciate your business at both Habitat for Humanity of Greater Memphis ReStore locations. As part of Habitat for Humanity of Greater Memphis, the ReStore plays a vital role in our mission by generating essential funding to build and repair safe, affordable homes in our community. To ensure we can continue this work — and provide a welcoming, safe environment for all shoppers, donors, volunteers, and staff — we must maintain clear standards of conduct in our stores.

Entry to the ReStore(s) is conditional on following the posted **Shopper Guidelines** in our stores, in addition to the detailed expectations below. The ReStore exists to support our mission of building and repairing homes alongside local families. Maintaining a safe, orderly environment is essential to that purpose. In order to continue shopping at Habitat for Humanity of Greater Memphis ReStore, we require your cooperation.

Our Expectations

While in our store, you must:

- Treat staff and customers respectfully at all times.
- Not argue, confront, threaten, harass, or intimidate anyone (including following customers around the store, blocking aisles, raising your voice, or interfering with someone else's shopping experience).
- Not interfere with store operations, including management of restocking, pricing, and checkout procedures.
- Not enter staff-only areas.
- Not loiter.
- Bring any concerns directly to management. Do not confront customers or staff on the sales floor. Only ReStore management can address and work to resolve issues raised by customers.
- Ensure that any complaint submitted by email, letter, or in person is truthful and factual. False or reckless accusations, hostile messages, or repeated complaints used to target staff or other customers are not acceptable.

Consequences

If any incident should occur, management may take one or more of the following actions:

- Ask you to leave the store immediately for the day;
- Issue a temporary ban from the store;
- Issue a longer ban or a permanent ban for repeated or serious violations.
- When warranted, issue a trespass notice and/or contact law enforcement.

How to Raise Concerns Appropriately

If you have a concern about a product, customer, or staff, please contact:

Jeff McCraney, Associate Director of ReStore Operations
901-524-8568 | jmccraney@memphishabitat.com

Caitlin Massing, VP of Retail
901-359-6279 | cmassing@memphishabitat.com

Concerns will be reviewed based on facts and what can be reasonably verified.

Sincerely,
Caitlin Massing