

Company Staff Policy

DISCUSSION DOCUMENT

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Introduction

Our objective is to provide for all the needs of the population within the catchment area, based on what we provide.

Our company objective is as follows:

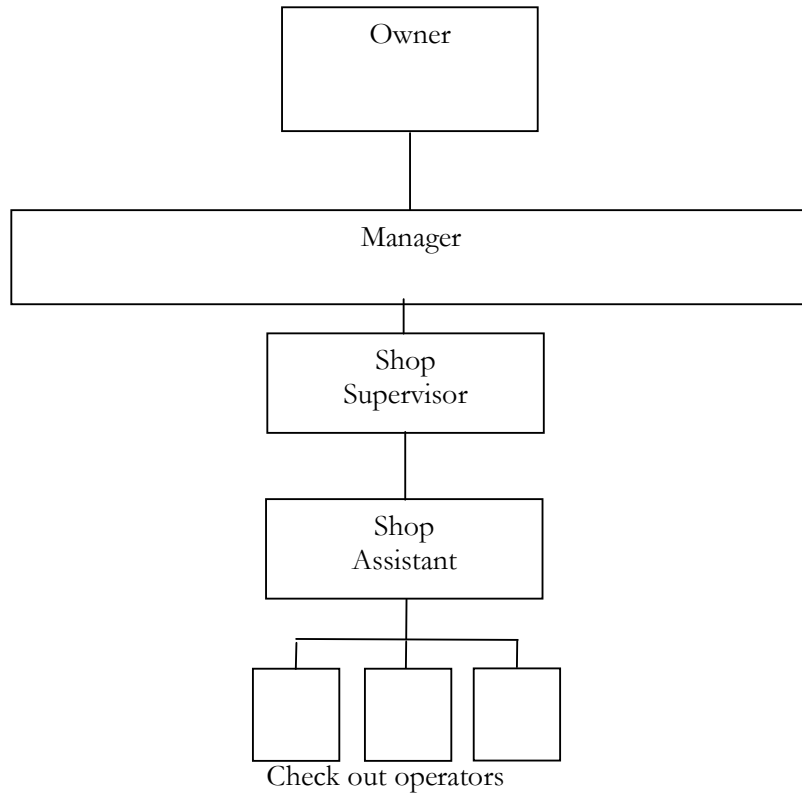
We are in business to provide our customers with the highest quality and largest selection of products backed by friendly, knowledgeable employees who create an enjoyable shopping experience.

We can achieve our objective and obtain the highest possible return, by providing a professional retail service, in an exciting, informative and entertaining retail environment; selling quality products, which are wanted by the consumer for the improvement of their lifestyles, whilst maintaining our social and ecological objectives as retail leaders.

In order to reach our objective and to continue to be leaders in our field all team members must believe in our philosophy.

Note: This policy should be provided to all staff members

Staff Structure - Who's Who?



Company Policy

We are a profitable, expanding business, which has achieved success through:

- Satisfying our loyal customers.
- Having a happy, motivated team.
- Effective advertising and promotion.
- Our aim is to improve on our existing success, so that we can maintain our position as the leading retailer in our catchment area

To achieve this we need to:

- Maintain and improve our existing image.
- Work as a team toward the same goals.
- Maintain and improve our standing within the retail markets.
- Provide an even greater service to our customers.
- Display social responsibility in product sold and advice given.

Corporate Image

Customers' decisions have a long-term effect on our business. It is therefore necessary to obtain confidence in our company from our customers.

Our image portrays good quality and service. The advice given on site is for the long-term benefit of our customers. By providing a long term benefit we create life time customers and expand our business through their advocacy.

All aspects are linked to strengthen our image of professionalism.

Strong Corporate Image

Logo in: {insert logo}

Company colours: {insert colours}

Staff uniform: {insert details}

Letter heading: {insert example}

Uniform method of labelling and pricing.

A strong corporate image gives the impression of a cohesive, professional unit. A cohesive, professional business inspires confidence in the consumer.

It is the intention of our business, that by putting in place the above five points, then the following will be fostered:

- Customer loyalty.
- Excellent reputation.
- Goodwill from customers.
- Increased revenue.
- Consumer faith in product.

Staff Dress and Personal Standards Code

As a member of the {insert industry association if applicable} and as a leading retailer, we believe we should provide professional selling skills and service.

Therefore to help us achieve these objectives we have the following dress and behavioural codes:

1. All male and female employees will be provided with uniforms at 50% discount. Uniforms will be worn at all times when in the retail areas.
2. It is the responsibility of the employee to ensure these garments are kept clean and in good repair.
3. Failure to wear this clothing in retail areas will result in the person being sent home with the loss of appropriate pay.
4. We will provide replacement garments once the old ones have deteriorated through normal wear and tear.
5. Employees will not be allowed to wear open shoes or sandals in any areas of the store for safety reasons, and substantial shoes must be worn in order to comply with Health and Safety regulations.
6. Team members will wear name badges at all times in retail areas.
7. All clothes worn by staff should be in good repair.
8. Smoking, eating, gum chewing and drinking will not be allowed in retail areas.
9. Drinking of alcohol will only be allowed on special occasions at team functions.

Work Periods

The store will operate seven days a week 8.00am to 5.00 pm. Full time staff will work a 40 hour week throughout the year, as per roster, with breaks as follows:

- One half hour break per 6.5 hours of work. Check with your supervisor for the scheduling of this time.
- One person will be responsible for organising lunch breaks.
- All time worked in excess of 40 hours will be classed as overtime. It is expected that staff will work the Public Holiday periods if necessary and to do overtime at certain periods of the year when required.
- Four weeks annual leave is allowed after twelve months employment. Broken leave is preferred rather than a solid 4-week vacation at any one time.
- At Christmas, vacation breaks will be shared equally among staff.
- If your roster falls on a public holiday you will be expected to work that holiday as per normal roster, if the store is open.
- New staff will be put on a three months' probation period, before being considered to become full employees of the company.
- By law we are obliged to notify an employee in writing at least 14 days in advance of any change to an employee roster.
- A roster copy will be exhibited in the staff room of both establishments and by law must be accessible to all employees.
- Holidays must be arranged and agreed with your manager at least one month in advance so that departments have personnel available at all times.

- Time off in lieu of overtime is not allowed except in situations that have been agreed with management.
- For holiday entitlement, sick pay, wage rises, see following sections.
- Wages will be reviewed as necessary in accordance with the company policy.

If You Are Sick

If you are sick you should report in by phone to the office within one hour of your normal work starting time, unless it is an emergency.

The company will pay for up to 10 days for sickness a year. Sick days may not be carried to the following year.

After two days continuous absence due to illness, a doctor's certificate must be produced.

If your employer decides you are unfit to work due to sickness (not self-induced illness) you will be paid for your day away from work.

Staff Parking

Cars must be parked in designated areas (at the far end of the car park).

NEVER PARK IN PRIME CUSTOMER POSITIONS.

Casual Employees

A 'Casual Employee' is an employee who is employed to work as and when work is available, without any expectation of continued employment.

The employment of seasonal and other casual labour or weekend labour will be under the control of the Departmental Manager.

Work Experience Employees

SCHOOL:

People on work experience are not permitted to operate any machinery or equipment.

TRAINEES:

Proved proficiency must be shown in the use of equipment before trainees are permitted to use that equipment.

Training

We aim at providing the best service possible to our customers and from time to time there may be workshops that pertain to our industry that the company, at their discretion, chooses to pay for employees to attend.

If you have been chosen to participate, your attendance and participation is expected. The training day will be classed as a normal workday, although the facilitator may expect participants to attend different hours to those adopted by the company.

The types of courses you will be expected to attend will include:

- Sales Selling Skills
- Display Techniques
- Retail Management workshops

Most of these professional development courses will be sponsored by this company as 'in-house' training.

Where appropriate, new staff will be encouraged to attend courses and complete open learning packages.

Professional development must be pre-approved by management, and employees will be reimbursed after completion of the workshop / seminar.

Customer Complaints and Guarantees

How to deal with complaints of any nature:

DO NOT give your opinion or any candid comment. Listen to the customer and show empathy without accepting liability. Your objective is to ensure the customer leaves happy.

For products below the value of \$50 it is better to replace the product instantly to maintain the goodwill of the business. For products over \$50 refer the customer to the Manager or the appointed assistant. Thank the customer for his/her enquiry and tell the customer that a senior member of the team will attend to them as soon as possible.

The objective of the senior person handling complaints is to ensure the customer leaves satisfied.

Guarantees

All products have a guarantee. Customers wishing to return a product under guarantee, should always be attended to by the person in charge.

There are numerous reasons for having guarantees. The most important are as follows:

- To create customer goodwill.
- To keep our team alert and responsive, so only quality stock and correct advice is provided.
- To create customer confidence.

Returns Policy

Our guarantee is printed on receipts as follows:

{Insert organisation name} accept returns on any purchase made at any of our retail locations for a replacement or return, when accompanied by a valid receipt.

Our policy applies to:

- All goods *for 1 year from purchase date.*

Please note:

- This policy does not apply to Holiday merchandise after the Holiday date has passed.
- All cheque refunds will be given after 10 days.
- Amounts over \$50.00 will be refunded by cheque after 10 days.

Other Company Representatives

No representatives will be seen:

- On Mondays or Fridays (unless by prior arrangement).
- On the shop floor.

Do not give details about the store to representatives, nor involve yourself in negative conversation concerning other companies.

Direct representatives to the relevant buyer / manager.

Deliveries

Deliveries to retail under normal circumstances will be between the hours of 8.30am and 4.30pm Monday to Thursday.

Disciplinary Rules and Procedures

Because of the number of people working together for {insert organisation name} it is necessary to have a code of rules to ensure that a reasonable standard of behaviour is observed. It is therefore the duty of every employee to observe the following procedures.

For its part, {insert organisation name} undertakes to discharge its responsibilities in a fair and equitable manner.

Gross Misconduct

Instant dismissal with two days notice or two days pay will apply to the following offences:

1. Theft of employer's property or property belonging to another.
2. Obscene language or insolence or offensive behaviour.
3. Serious infringement of any of our safety rules.
4. Serious misconduct outside working hours prejudicial to the interests or reputation of the company.
5. Use of alcohol or drugs during work periods.
6. Any other reason sufficiently serious to warrant instant dismissal.

Reasons for Warnings Leading to Dismissal

1. Unnecessary absenteeism without previous permission.
2. Misconduct in the course of employment, including:
 - bad language;
 - abusive behaviour toward others;
 - refusal to obey reasonable orders;
 - failure to comply with safety rules;
 - smoking at work contrary to company instructions;

- lateness for work without reasonable excuse;
 - carelessly or negligently damaging company property or that of another employee or customer;
 - reduced capacity of carrying out duties due to the influence of alcohol or drugs;
 - removal of company property from the premises without permission of a Manager; and
 - use of company's time, materials or equipment for any work not authorised by the Manager.
3. Misconduct outside working hours prejudicial to the interests or reputation of the company.
 4. Any other reason sufficiently substantial to justify dismissal.

Procedures

An employee will not (except in cases of gross misconduct) be dismissed for a first offence.

- If it is considered that a written warning is warranted, the employee concerned will be asked to the office. He/she will always be given the opportunity to state their case and have the right to be assisted by any other person if he/she wishes. Only after the Manager is assured that a written warning is justified will one be given.
- The warning will be recorded in the office and will be read to the employee, dated and signed, and will be set out the circumstances and the disciplinary action to which the employee will be liable if he/she commits a further offence.
- If no improvement takes place within one week then dismissal may occur.
- If there is no further offence within 12 months from the date of the warning, the warning will be considered expired and cancelled.
- A written statement of reason for dismissal will be given to all dismissed employees.
- Alternatively, if it is considered that a verbal warning only is justified the verbal warning will not of itself constitute a warning within the formal warning procedure.
- All employees have the right to appeal against disciplinary action providing such an appeal is lodged in writing at the office within two working days.

Health and Safety at Work

REMEMBER - SAFETY FIRST!

Under the Occupational Safety and Health Association law we must provide every employee with a Safety Policy Statement. Every employee **must** read this and ensure they abide by it.

The {insert organisation name} Safety Policy Statement

This statement requires that all employees should at all times comply with the current safety legislation, information about which can be obtained from the central office.

1. Employees must not remove any safety equipment or alter the controls of machines in any way that might cause an accident. Employees must ensure that all equipment is maintained in good order.
 2. Proper servicing and checking routines on machines, as laid down from time to time, must be carried out.
 3. Any faults affecting the safety of equipment, in particular wiring insulations, stop switches, identification of chemicals and failure to keep poisonous chemicals under lock and key, must be reported to the owners at the earliest opportunity.
 4. In case of fire or accidents, the following points should be observed:
 5. Telephones are situated in the {insert location}.
 6. First aid boxes are located {insert location}.
 7. Accidents must be reported to the owners and statements recorded in writing in the accident book.
 8. Medical attention can be obtained at the doctor's surgery.
 9. Queries regarding safety and the correct use of equipment and chemicals can be made by contacting the manager in the first instance.
- It is the policy of the management to encourage close cooperation

between employers and employees in all safety matters and to seek suggestions from workers as to improved methods of safe working.

10. Information and instruction on the use of any equipment or material will be encouraged and, where special requirements are recognised, training will be provided at a suitable establishment.
11. All staff should note that fire extinguishers and emergency exits are situated at the following points: {insert location}.
12. Staff **must not** attempt repairs of electrical faults.
13. Unsafe work practices will result in instant stoppage of work.
14. This policy statement is subject to revision as appropriate and staff will be notified of any such revision as they may be made.

Fire Regulations

In the case of fire the following applies:

- Raise the alarm immediately.
- Evacuate the area.
- Switch off the power if the fire is electrical, and do not use water. If an oil heater catches fire turn off the oil supply.
- Guide customers to the Emergency Exits.

Qualified First Aid person is {insert name}.

Accidents to Staff and Customers

If a customer is injured or any mishap occurs in the store:

- **Do not admit liability.** If you do, our insurance to protect that customer is then void.
- If there is any doubt in your mind as to whether you should take particulars, **do it.**
- Record the customer's name, address and all details you can possibly collect. Detailed information on the incident or injury is vital, as are the date and time the incident occurred.
- Try to obtain name and addresses of witnesses if you possibly can.
- The manager will contact head office as soon as possible.
- In the case of employees, all particulars **must** be recorded in the Worker's Compensation Register kept in the First Aid cabinet - no matter how minor the injury.
- A sample of the Worker's Compensation Register is shown below. All claims are handled by our company's insurance provider.

WORKERS' COMPENSATION REGISTER

DATE	NAME	NATURE OF INJURY	HOW IT HAPPENED	WHERE IT HAPPENED
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Safety Officers:

Staff Discount

All staff will be allowed discount on all products sold along the following guidelines:

- 15% discount on normal retail goods.
- In the tearoom (if one is operated) special staff prices are quoted and must be adhered to and purchases are on a cash basis only.
- Staff discounts must be approved and paid to the assistant manager and under no circumstances can a person process their own discount.
- This is a privilege and anyone found abusing this privilege will not be allowed discount on future purchases.. All purchases must be for the staff member's own use and on the termination of employment these privileges will cease.
- Purchases are to be made during break periods or at the end of the day. **All staff** accounts must be settled monthly.

Shoplifting

Shoplifting is a common occurrence in retailing and therefore we have to be on guard.

If you suspect anyone of shoplifting, the following procedure will apply:

- Observe the person discreetly from a distance.
- If you see obvious signs of pilfering notify either a departmental supervisor or the Manager.
- Under no circumstances challenge the person either on or off the premises.
- We expect you to record the vehicle registration number if possible.
- **OUR POLICY IS TO PROSECUTE SHOPLIFTERS.**

***Note:** Permission must be obtained from the Manager prior to using materials and products for personal use; otherwise, this will be looked upon as pilfering.*

Security

Break-Ins

If you discover there has been a break-in during the previous evening, follow this procedure:

- Phone the police.
- Don't touch the evidence unless you have to.
- Phone {insert number}.
- The show must go on, so continue with your normal daily routine.
- If repairs are necessary (eg broken windows, cut fence) the manager will arrange for the necessary work to be carried out before closing time that day.

Defence Against Hold-ups

Read, and re-read the following page in order to familiarise yourself with our company's security program.

Daily Precautions

- Be alert for suspicious persons loitering on or near the company's premises and report all such persons to the manager or assistant manager.
- Minimize loss exposure by observing the company's established procedure for safeguarding excess cash. Reserve cash should be kept under time-lock or in a combination-locked safe, vault or other suitable compartment.
- Know what to look for during a hold-up. Study the Bandit Description Form reproduced on separate sheet.

Action During Hold-up

- Try to remain calm and observant at all times.
- Be safety-minded and avoid any action that might incite bandits to violence.
- Carefully note bandit's description, clothing, weapon etc.
- Obey bandit's instructions.
- If safety recommends, employ the following counter measures:
 - Try to retain hold-up note if one is presented.
 - Activate silent alarm or give prearranged signal to guard or co-worker.
 - Hand out the **minimum** amount of cash necessary to satisfy the bandit.
 - Include bait money with the bandit's loot.

Procedure Following Hold-up

- Alert other personnel to the situation.
- Protect evidence (hold-up note, fingerprints etc).
- Safeguard valuables before leaving your station.
- Report to the officer in charge and fill out bandit description form as soon as possible.
- Avoid discussing hold-up with anyone except the officer in charge or the police.
- Refer all inquiries to the officer in charge.

Bandit Description Form

Use separate form for each bandit and list as much descriptive information as possible, for example: Hair - *black, wavy, receding, parted on right side*.

Name (or nickname)_____	
Gender_____	Nationality_____ Age (approx)_____
Height_____	Complexion_____
Weight_____	Voice_____
Build_____	Accent_____
Posture_____	Eyeglasses_____
Walk_____	Facial Hair_____
Hair_____	Disguise_____
Eyes_____	Hands_____
Ears_____	Gloves_____
Nose_____	Jewellery_____
Lips_____	Scars/Marks_____
Teeth_____	Weapon_____
Clothing_____	

Other distinguishing
characteristics_____

Method and direction of escape (include make, model, year, number
plate and colour of vehicle if one was used)

Method of operation (what did the bandit do, say, touch etc?)

Useful Names, Addresses and Telephone Numbers

Local Police Station:

Local Health Centre:

Resident Trained Staff in First Aid:

Nearest Hospital:

Contract of Employment

Wages / Salaries Reviews

- Salaries will be reviewed annually on the 1st of July each year by the management team and will take account of the cost of living, increased responsibilities and overall annual performance.
- Wages will be reviewed in accordance with the existing legislation.

***Note: The following is given as an example only.
Employment contracts must adhere to the relevant
Federal / State legislation.***

{Insert organisation name}

Statement of Terms of Employment

This statement sets out particulars of the terms and conditions of your employment.

Employees Name {insert name}

Date of Commencement of Employment {insert date}

Job Title {insert job title}

Any alterations in these terms and conditions and/or changes in legislation will be duly recorded and dated in the master copy, which is held in the company office where it can be seen if necessary. Notification that there has been an amendment in this contract will be published to you as and when required.

1. Wages/Salary

Your rate of pay is as per the legislation in force, a copy of which is available in the company office. Your wages are paid at the end of the week you have worked. Wages are paid either directly to you or into a bank account of your choice on the Friday of that week.

2. Hours of Work

Your hours of work will be between 6.00am and 6.00pm five days a week within the seven days, based in a roster system. This period includes a lunch break of one hour (which is unpaid).

You will be expected to work a reasonable amount of overtime when called upon to do so and Public Holidays as specified.

3. Holidays

Your entitlements to holidays are as follows:

{Insert number of hours / hours entitlement}

In all cases, one month's notice of holidays is to be given.

4. Sickness and Pensions

You are covered by the sick pay provisions. The company does not operate a pension scheme. Your qualifying days for the purpose of the statutory sick pay scheme are five days in seven worked. Should you not be able to report to work due to sickness or injury you must notify the company by telephone, or in person, within one hour of your usual starting time on the first day of absence. Failure to notify as required may lead to loss of statutory sick pay.

5. Grievance Procedure

These are set out in the manual. Any grievance relating to your employment may be referred to {insert name} who will arrange a private interview at the earliest possible convenience.

6. Notice of Termination

After four week's continuous employment the company will give one week's notice should it wish to terminate your employment.

You are required to give the company one week's notice irrespective of the length of service; such notice is to be given by noon on Friday.

Managers will be required to give one month's notice.

7. Disciplinary Rules and Procedures

See earlier section in this manual.

The foregoing particulars in this statement are correct as at the {insert date}.

This statement does not itself constitute a contract.

Employee's signature to acknowledge receipt of this statement.

Signed (employee's signature)