

Sangster's wants to reduce dangers to health and safety by creating and maintaining improved working conditions, free from recognized hazards that might cause serious physical injury. **Sangster's** provides all of its employees with Workers' Compensation insurance as required by law. Benefits, including salary, will be paid in accordance with Provincial Law. **Sangster's** Manager/Franchisee will maintain a log of all occupational injuries and illnesses and ask that employees report such injuries and illnesses within 48 hours.

PROCEDURES:

1. Reporting Employee Injuries

- a. Any employee suffering an injury or illness that is work-related is responsible for *immediately* reporting that illness or accident—no matter how minor—to the Manager or Franchisee.
- b. Employees failing to report a work-related illness or accident or delaying such report may have their Workers' Compensation benefits adversely affected.
- c. **Sangster's** policy shall require that once an accident or injury has been reported, an INJURY INVESTIGATION REPORT must be completed within three (3) days of the incident.
- d. **Sangster's** may pay for lost time necessary for appointments with physicians for treatment or examination of compensable injuries, if approved by the Manager or Franchisee.
- e. **Sangster's** reserves the right to select the physician to examine and treat the injury or illness, to seek additional medical opinions and to deny benefits when there is insufficient evidence that the illness/injury arose out of or occurred in the course of employment.

2. Reporting Serious Injuries

- a. All serious events involving personal injury or property damage and/or occupational fatalities must be reported by telephone or fax *immediately*, with a written report forwarded to the Franchisee Owner within twenty-four (24) hours.
- b. All accidents resulting in one or more fatalities or resulting in the hospitalization of three (3) or more employees must be reported, orally and in writing to the Franchise Owner within twenty-four (24) hours.

3. Customer/Non-employee Injuries

- a. **Sangster's** expects all of its employees to respond immediately to any customer who has been injured.

- b. Employees shall get help inside the store, and if necessary may call 911. Employees should always call the Manager or Franchisee.
- c. Employees are expected to be sympathetic and offer assistance.
- d. Employees are asked to not assign any blame for any accident involving a customer. Employees are expected to respond non-judgmentally at all times.

4. Workers' Compensation Insurance

- a. Under the rights and benefits established through the Workers' Compensation Act, it is necessary that you report to your Manager or Franchisee promptly any type of injury, no matter how minor it may be. This will assure you of being properly covered in the event of an emergency.
- b. If **Sangster's** does deny a Workers' Compensation claim:
 - i. The employee may contest the decision in accordance with the provisions of provincial Workers Compensation laws.
 - ii. All costs incurred by the employee in contesting a **Sangster's** claim denial shall be the sole responsibility of the employee.

5. Reporting Procedures

- a. **Sangster's** will utilize the required forms to document and log each recordable injury or illness. This information will be kept current, maintained accurately and retained for a period of five years by the Franchisee/Company.
- b. The Manager or Franchisee will complete an Accident Investigation Report (See Form 6.02A) and forward this Report to the Franchisee/Owner, if applicable.
- c. The injured employee will complete an Employee Accident Report (See Form 6.02B) and submit it to the Manager or Franchisee.
- d. The injured non-employee will complete an Accident Report (See Form 6.02C) and submit it to the Manager or Franchisee.

Sangster's

ACCIDENT INVESTIGATION REPORT (Form 6.02A)

Name of Injured Person: _____ Age: _____ Location: _____

Date of Accident: _____ Date Reported: _____ Time: _____

How long employed: _____ If not employed, state relationship: _____

Supervisor in Charge when Accident Occurred: _____

Medical Treatment needed: _____

Describe what happened:

Describe the cause, if determinable:

Witnesses:

Were witnesses interviewed? If so by whom?

Describe any similar incidents during the last 6 months:

Course of Action to prevent a recurrence:

Signature of Manager or Franchisee:

Date: _____

Sangster's

EMPLOYEE'S ACCIDENT REPORT (Form 6.02B)

Employee Name: _____ SIN Number: _____

Location: _____ Supervisor's Name: _____

Date of Accident: _____ Date Reported: _____

Reported To: _____

Describe what happened. Give full details (what contributed to the accident, what tools you were using, who saw it happen):

Nature of the Injury:

How can future incidents such as this be prevented?

What will you do in the future to prevent this situation from occurring again?

Signature of Employee

Date _____

Signature of Manager or Franchisee

Date _____

Sangster's

ACCIDENT REPORT (Form 6.02C)

Name of Injured Person: _____ Age: _____ Location: _____

Date of Accident: _____ Date Reported: _____ Time: _____

Supervisor in Charge when Accident Occurred: _____

Medical Treatment needed: _____

Describe what happened:

Describe the cause, if determinable:

Describe why you were in the store:

Witnesses:

How can future incidents such as this be prevented?

Signature of Injured Party

Date _____

Signature of Manager or Franchisee

Date _____

Sangster's expects all of its employees to accept the responsibility of aiding in the apprehension of shoplifters and being familiar with the proper procedures to follow. The primary objective of these procedures is to ensure the well-being and safety of all company employees and customers, as well as to prevent suspected shoplifters from removing merchandise from our store. All employees have the responsibility of assisting in the prosecution of shoplifters and to follow the Policies and Procedures that are consistent with the local statutes regarding shoplifting laws.

PROCEDURES:

1. Safety

- a. Employees are not to risk their own or anyone else's personal safety to apprehend a suspected shoplifter.
- b. Any employee who chooses not to confront a suspected shoplifter should alert the Manager or Franchisee, mall security or another associate to the circumstances immediately.
- c. Employees are expected to signal fellow employees by using the code word "Gertrude" (or whatever word or phrase has been prearranged). This must be done first so that the authorities can be notified immediately, which will reduce the amount of time for professional help to arrive.
- d. Employees who are by themselves in the store or find that they are unable to leave the store should immediately make eye contact with the suspected shoplifter, pick up the phone and dial security.
- e. Dial the mall office to reach security. If you are in a power centre or strip mall then call the police.
- f. Employees should never follow suspects out of the store.
- g. Employees should never attempt to "arrest" anyone.
- h. Employees are expected to stay polite and friendly with suspected shoplifters.
- i. Employees are asked not to get other customers involved in apprehending a suspected shoplifter. He or she might do something that cannot be controlled and would be detrimental to the general safety of everyone in the store.

2. How to Approach a Suspected Shoplifter

- a. Employees are expected to keep the suspected shoplifter under constant observation until the actual confrontation is made.
- b. One employee and the Manager (or person in charge of the store) should be asked to act as witnesses and be advised of the type of merchandise that is concealed and the location of concealment.
- c. The suspected shoplifter will be confronted by the Manager or person in charge after being certain of the following:
 - The shoplifter was observed concealing merchandise by a reliable employee.
 - The person under constant observation has not discarded the merchandise.
 - The person was either checked out and/or was about to leave the store.

3. When and How to Apprehend a Suspected Shoplifter

- a. Employees are asked to detain the suspect at the door prior to making the apprehension.
- b. Employees are strictly prohibited from using physical force to prevent a suspected shoplifter from leaving the premises. Employees may confront these suspected shoplifters by asking them to surrender merchandise which is illegally in their possession: "Would you mind coming to the Manager's office with me?" or "How would you like to pay for that bottle in your bag?"
- c. Employees must never accuse anyone of theft.
- d. Employees are to treat everyone politely and friendly. Act in a calm, professional but firm manner. Attempt to remain in control of the situation without becoming emotional.
- e. Suspected shoplifters should be escorted to a private room or office off the selling floor and watched until additional security personnel arrive.
- f. If anyone in the store calls the police, Sangster's will be expected to prosecute. Prosecution of all shoplifters is the best defense in deterring shoplifters.
- g. All employees are expected to cooperate with Sangster's and local authorities during the prosecution of the suspected shoplifter. Employees who must take time off to act as witnesses will be paid by the store.

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Sangster's recognizes that from time to time there may be unplanned occurrences which may require employees to take immediate action, solve problems, answer questions and/or do whatever is necessary to maintain the integrity of store operations. This policy defines the various types of incidents that may occur and to what extent each employee is empowered to take action:

PROCEDURES:

For insurance purposes and control, the following procedures should be followed in the event of fire damage, smoke damage, wind damage, water damage, earthquake damage, break-in, theft or robbery (both employee and customer), bomb threats and any and all other events that would disrupt the normal operations of the location.

1. General Emergency Procedures

- a. Notify applicable local authorities (fire, police, ambulance, etc.).
- b. Notify the Store Manager, the Franchise Owner and/or the Head Office immediately.
- c. Employees must receive instructions from their Manager and/or the Franchise Owner before:
 - Talking to any insurance adjuster.
 - Discussing the occurrence with anyone outside of the location
 - Talking to anyone from the media.
 - Accusing any person(s) of wrongdoing.
 - Implying there has been a loss.
 - Sharing any specifics of a loss should the loss be apparent.

2. Maintenance Procedures

- a. Designated employees will be given the responsibility for handling the location's maintenance.
- b. The Manager or Franchisee will pre-approve and pre-authorize any non-budgeted location maintenance or emergency expenses.

The following list shall be filled in and posted by the Manager/Franchisee and used as a guide to resolve maintenance problems:

Section 6: Safety & Security Maintenance and Emergency Procedures

Policy No. 6.03

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STORE MANAGEMENT EMERGENCY HOME NUMBERS

Franchise Owner	Telephone # _____
Assistant Store Manager	Telephone # _____
Franchise Head Office	Telephone # _____
Landlord	Telephone # _____

SECURITY & FIRE EMERGENCY

Police Department	Telephone # _____
Emergency Number	DIAL 911 _____
Security/Alarm Company	Telephone # _____
Fire Department	Telephone # _____
Emergency Number	DIAL 911 _____

MEDICAL EMERGENCY

Ambulance	Telephone # _____
Hospital	Telephone # _____

SERVICE PROVIDERS

Locksmith	Telephone # _____
Heating, Ventilation & Air Conditioning	Telephone# _____
Plumbing Emergency	Telephone# _____
Telephone Malfunction	Telephone # _____
Exterior Break (In Window Or Door)	Telephone # _____
Fire Extinguisher Service	Telephone # _____
Electrical Problem/	Telephone # _____
Power Failure	Telephone# _____

Sangster's is very concerned about the increase of internal theft. This Policy Statement is targeted at preventing the theft of store property, as well as property belonging to its employees and the public. Listed below are specific procedures, which everyone at Sangster's is expected to adhere to strictly. We recognize that the following list of preventive procedures intended to minimize and reduce employee theft may be incomplete. In this regard, any actions not described below, which hinder or obstruct the best interests of store security and shortage control, will be cause for immediate disciplinary action, up to and including dismissal.

PROCEDURES:

1. The Receiving / Shipping Area

- a. Only authorized personnel described as "those staff members who are currently working" will be allowed to receive / ship products.
- b. The back door (if applicable) is used for merchandise and trash removal only. No one is allowed to enter or leave the premises through the back door.
- c. "Employees Only" signs may be posted in non-sales area entrances from the sales area.
- d. Only the Manager/Franchisee or an authorized employee is allowed to unlock the back door (if applicable) for Purolator or a delivery company. All incoming shipments (boxes) will be counted out before being signed for.

2. Stock Areas

- a. All merchandise that is returned is to be placed in the designated area of the store.
- b. Employees are not permitted to keep personal belongings in any part of the selling floor, except in designated areas.

- c. An authorized employee needing access to a door is required to obtain the key personally from the individual in charge of the store. Immediately upon completion of the assignment, the authorized employee will secure the door and return the key to the person from whom it was received.
- d. No employee layaways or holds are permitted to be stored in this area.
- e. The stock area is restricted to only employees of **Sangster's**. All authorized personnel found in this area must be wearing company name badges.
- f. All merchandise removed from stock and/or the store premises for trade shows, health shows and/or displays must be documented. Employees who borrow an item of the store's must receive authorization in advance.

3. The Selling Floor

- a. Personal belongings shall never be stored at or under the cash counter.
- b. Periodic spot checks may be conducted as an employee leaves the store for breaks, dinner or at the completion of his/her shift. Any employee asked to submit to such a check should cooperate.
- c. Merchandise should never be stacked or stored near doors.
- d. Employee purchase procedures will be followed strictly. Employees are not allowed to handle their own purchase transactions. All employee transactions must be approved by the Manager or Franchisee.
- e. Bank deposits will be made daily.
- f. Employees are not allowed to cash personal cheques.

Sangster's will do everything in its power to prevent losses due to shoplifting. **Sangster's** expects all of its employees to accept the responsibility of aiding in the detection of shoplifters and being familiar with the proper procedures to follow. The primary objective of these procedures is to get the suspected shoplifter to stop what it is he or she is doing and leave the store.

PROCEDURES:

1. Customer Service

- a. All employees are expected to acknowledge people when they enter the store.
- b. Employees are expected to make eye contact with people who are browsing in the store.
- c. All employees are expected to *reapproach* customers at least once.
- d. Employees are expected to watch the selling floor closely and to never be in the backroom leaving the store unattended.
- e. Employees are expected to make every effort to keep the selling floor neat, orderly and filled in.
- f. Employees are expected to offer immediate service to any customer who is holding merchandise.

2. Merchandise Security

- a. Expensive merchandise over one hundred dollars (>\$100) is to be displayed in plain sight and not close to the store's entrance.
- b. Expensive merchandise may also be displayed in a "lock-down" cabinet to deter theft.
- c. To deter shoplifters ("grab-&-run" situations), alternate the stock and the store display's located at the front of the store regularly. Do not keep expensive merchandise near the front of the store.
- d. When showing expensive merchandise, employees are expected to remain alert and not be distracted.
- e. Employees must stay with a customer who is reading / holding an expensive product.
- f. All employees are expected to cooperate with mall security and/or the local police. Their advice or mere presence can prevent theft.

3. Identifying Potential Shoplifters

Sangster's does not believe that shoplifters can be identified by their appearance. However, studies have shown that there are certain common behaviors shoplifters may demonstrate. **Sangster's** asks that all employees be aware of these behaviors and to be prepared to discourage any theft if the situation arises. Employees should be alert to any people in the store who:

- Demonstrate unnatural head movements (checking to see if anyone is watching).
 - Demonstrate unnatural hand or arm motions (attempting to conceal merchandise).
 - Return to the same area or counter (waiting to see if the coast is clear).
 - Ask to see several items at once.
 - Wear inappropriate/baggy clothing (large, heavy coat in 100° weather).
 - Carry large shopping bags or open handbags
 - Price tag switcher
 - People under the influence of drugs or alcohol
 - Baby strollers
 - Folded newspapers
 - Customer "accidentally" dropping merchandise at the cash counter
 - A pair of customers. One diverts your attention while the other one steals
- a. Employees are asked to closely observe large groups of people roaming the store.
 - b. People who are carrying *open* umbrellas should be watched. Most people secure their umbrellas in a public place for purposes of safety. Shoplifters use open umbrellas as receptacles for merchandise.
 - c. Employees should be on the lookout for persons who are walking around the store aimlessly or who are constantly distracting other employees.

4. General Store Security

- a. Staff is responsible for the safe handling of all cash, cheques, charge, sales drafts and store keys. Bank deposits should be written up after store hours and deposited as quickly as possible. No cash is to be left out in the open under any circumstances.
- b. All sales figures that have been done in a store are confidential. It is not up to store personnel to be giving out sales to anyone. Friends should not be allowed to hang around while staff is performing cash out.
- c. Staff that has store keys is responsible for them and must not allow anyone else the use of the key for any reason. Keep car and home keys separate from store keys.

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- b. Expensive merchandise may also be displayed in a "lock-down" cabinet to deter theft.
- c. To deter shoplifters ("grab-&-run" situations), alternate the stock and the store display's located at the front of the store regularly. Do not keep expensive merchandise near the front of the store.
- d. When showing expensive merchandise, employees are expected to remain alert and not be distracted.
- e. Employees must stay with a customer who is reading / holding an expensive product.
- f. All employees are expected to cooperate with mall security and/or the local police. Their advice or mere presence can prevent theft.

3. Identifying Potential Shoplifters

Sangster's does not believe that shoplifters can be identified by their appearance. However, studies have shown that there are certain common behaviors shoplifters may demonstrate. **Sangster's** asks that all employees be aware of these behaviors and to be prepared to discourage any theft if the situation arises. Employees should be alert to any people in the store who:

- Demonstrate unnatural head movements (checking to see if anyone is watching).
 - Demonstrate unnatural hand or arm motions (attempting to conceal merchandise).
 - Return to the same area or counter (waiting to see if the coast is clear).
 - Ask to see several items at once.
 - Wear inappropriate/baggy clothing (large, heavy coat in 100° weather).
 - Carry large shopping bags or open handbags
 - Price tag switcher
 - People under the influence of drugs or alcohol
 - Baby strollers
 - Folded newspapers
 - Customer "accidentally" dropping merchandise at the cash counter
 - A pair of customers. One diverts your attention while the other one steals
- a. Employees are asked to closely observe large groups of people roaming the store.
 - b. People who are carrying *open* umbrellas should be watched. Most people secure their umbrellas in a public place for purposes of safety. Shoplifters use open umbrellas as receptacles for merchandise.
 - c. Employees should be on the lookout for persons who are walking around the store aimlessly or who are constantly distracting other employees.

4. General Store Security

- a. Staff is responsible for the safe handling of all cash, cheques, charge, sales drafts and store keys. Bank deposits should be written up after store hours and deposited as quickly as possible. No cash is to be left out in the open under any circumstances.
- b. All sales figures that have been done in a store are confidential. It is not up to store personnel to be giving out sales to anyone. Friends should not be allowed to hang around while staff is performing cash out.
- c. Staff that has store keys is responsible for them and must not allow anyone else the use of the key for any reason. Keep car and home keys separate from store keys.

Sangster's will do everything in its power to prevent losses due to shoplifting. **Sangster's** expects all of its employees to accept the responsibility of aiding in the detection of shoplifters and being familiar with the proper procedures to follow. The primary objective of these procedures is to get the suspected shoplifter to stop what it is he or she is doing and leave the store.

PROCEDURES:

1. Customer Service

- a. All employees are expected to acknowledge people when they enter the store.
- b. Employees are expected to make eye contact with people who are browsing in the store.
- c. All employees are expected to *reapproach* customers at least once.
- d. Employees are expected to watch the selling floor closely and to never be in the backroom leaving the store unattended.
- e. Employees are expected to make every effort to keep the selling floor neat, orderly and filled in.
- f. Employees are expected to offer immediate service to any customer who is holding merchandise.

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Sangster's values the integrity and honesty of all its employees. While **Sangster's** understands how difficult it is to accuse others of wrongdoing, the fact remains that certain policies and procedures dealing with the reporting of employee theft must be in place. These policies are intended to give everyone information, tools and techniques to help them handle some of the most typical situations when they occur.

PROCEDURES:

1. Reporting Internal Theft

- a. **Sangster's** Anonymous Reporting Program involves using a hot line number. It is 1-877-653-4481.
- b. This hot line is to be used for reporting dishonest activities observed in the workplace.
- c. This hot line number can be used between 8:00am - 4:30pm CST. There is no special operator on duty so please explain that you are calling to report a possible thief at a **Sangster's** location.
- d. The head office representative will have specific questions to ask, such as when the incident was observed, who was involved, and a description of what occurred. You are expected to share any and all requested information.

2. Rewards

- a. **Sangster's** not only wants to reprimand dishonest employees, it also wants to reward honest employees.
- b. Any employee who has information that will lead to stopping theft and/or apprehending guilty parties can receive up to one hundred dollars (\$100) from **Sangster's Head Office**.
- c. Employees will receive a minimum of twenty dollars (\$20) when they either help stop a crime or give information that helps apprehend the person or person(s) who committed the crime.
- d. If the amount recovered (cash or merchandise) is in excess of one hundred dollars (\$100), the reporting employee will receive ten percent (10%) of its worth—up to one thousand dollars (\$1,000). For example, if an employee were to report a coworker's stealing items worth a total of five hundred dollars (\$500), that employee would receive a reward of fifty dollars (\$50) if merchandise was recovered.

3. Internal Investigation Procedures

- a. Written reports should be completed by appropriate personnel and submitted to the Manager or Franchisee.
- b. This report should cover all information relating to who, what, when, where and why of the reported internal theft.
- c. If time is a critical factor, the report can be made first by phone and then in writing.
- d. Thorough questioning and/or investigation by security officers or police shall be conducted, if necessary.

4. Disciplinary Action

- a. Any employee found to be involved, either directly or indirectly, with the theft, pilferage or unauthorized removal of Sangster's property and/or merchandise, or another employee's property, from the premises, shall be terminated.
- b. Restitution will be required and prosecution resorted to when justified.
- c. Facts surrounding the termination will be included in the employee's permanent record.

As a company, we believe our people and the people we serve are our most precious assets. While we shall use every effort to aid in the prevention of robberies, **Sangster's** wants to ensure the personal safety of its employees and customers. Listed below are specific Policies which **Sangster's** expects and desires everyone to adhere to strictly:

PROCEDURES:

1. Robbery Prevention Rules

- a. Employees shall vary the schedule for making daily cash deposits at the bank or after hours teller.
- b. Only a minimum and predetermined amount of cash shall be kept in the register. Whenever there are amounts exceeding this minimum amount, the Manager or Franchisee must be notified.
- c. No cash registers are to be left unlocked during store hours.
- d. Burglar alarms must be tested monthly. If any are found not to be in perfect operating condition, the existing security company under contract to service the security system should be contacted immediately.
- e. Never unlock the store before the official opening hours or after closing for anyone unknown or unfamiliar. If an individual(s) behaves insistently, employees are expected to contact mall security or the police immediately.
- f. Employees who are authorized to carry store keys must never lend their keys to anyone without prior authorization from the Manager or the Franchise Owner.

2. Procedures to Follow During a Robbery Attempt

- a. Remain calm. Do not yell or scream.
- b. Do exactly as the robber says.
- c. Avoid sudden movements and keep your hands in sight.
- d. No attempt to disarm or resist will be made. *Never jeopardize your own or anyone else's personal safety.*
- e. Do not treat the event as a joke. Assume the robber is serious.
- f. Never make the robber show you the weapon. Always assume the suspected robber has a weapon and will use it.
- g. If you see a weapon, try to remember what it looks like.

- h. Try to make a mental photograph of the suspect by observing age, height, weight, eye and hair color, nationality, complexion, clothing, visible characteristics (tattoos, etc.).
- i. Do not talk unless requested to do so.

3. Procedures to Follow After the Robber Leaves the Store:

- a. Determine the exit the robber(s) used.
- b. Never follow the robber out of the store to get a license plate number. Only attempt to obtain information about the vehicle used by the robber (license number, color and type of vehicle, etc.) *if it is safe to do so*, e.g., through a window.
- c. Immediately lock the door(s). Do not let anyone leave or enter the store until the police arrive.
- d. Call the police. If there is more than one employee in the store at the time of the event, someone should call the police immediately while the other secures the premises, gathers additional information, and so on.
- e. Write down as much of a description of the robber as possible.
- f. Preserve and protect the evidence. Do not touch the register, terminal, counter or anything the robber may have touched.
- g. Obtain the names and addresses of customers who can be considered witnesses.
- h. Contact Management and the Franchise Owner as soon as possible.
- i. Do not disclose the amount of the loss to anyone other than company officials or police.

The health and safety of our employees and our customers on store's premises is of utmost concern. It is **Sangster's** policy to constantly strive for the highest possible level of safety in all our operations, and to carry out our responsibility to comply with all safety laws applicable to our business.

At the same time, it is the responsibility of all employees to help ensure that public and work areas are free of unsafe conditions. **Sangster's** will make every effort to provide that working conditions in the location are as safe as possible, and all employees are expected to be equally conscientious about workplace safety. This includes utilizing proper work methods, reporting potential hazards and eliminating known hazards.

SAFETY REGULATION PROCEDURES:

1. Preventing or Correcting Hazards

- a. All employees are expected to immediately report unsafe conditions to their supervisors.
- b. No person will knowingly allow a hazardous condition to exist that may result in injury or occupational illness.
- c. Knowing of and failing to correct an unsafe working condition is against company policy and will result in disciplinary action.
- d. **Sangster's** expects employees to make recommendations for changes in the workplace, or in work practices that will improve job safety and performance.

2. Safety Rules

- a. Safe Lifting Procedures:
 - Plant your feet firmly on the ground, toes pointing outward.
 - Bend your knees and keep your back straight.
 - Keep the box as close to you as possible.
 - Lift with your leg muscles as much as possible.
- b. Safe Cutting Procedures:
 - Always use a sharp blade.
 - Plan your cutting path before cutting.
 - Keep your free hand clear of the cutting path.
 - Brace the box with the thumb and knuckles of your free hand.
 - Cover the blade when you are finished.
 - **Always** put away the blade when you have completed cutting.

- c. **Safe Ladder Use:**
- Choose a ladder designed for the task. Always make sure the ladder you have selected is tall enough to do the job.
 - Use wooden ladders in and around areas of electrical circuits.
 - Inspect all ladders for broken or missing steps or cleats.
 - Mark damaged or worn ladders with a tag: "Danger: Do Not Use," and remove the ladders from areas of service.
 - Do not use painted wooden ladders. Paint hides defects.
 - Use nonskid rubber feet on straight ladders to prevent slipping.
 - Ladders should be placed on flat surfaces, never on boxes.
 - Make sure ladders are fully opened before climbing on them. Check to be sure the metal spreader is locked.
 - Never stand on the top step of a ladder. Only one person is permitted to climb a ladder at a time.
 - When ascending or descending, face the ladder and use both hands.
 - While on the ladder, never reach. Move the ladder closer to the area of your work.
 - Never leave straight ladders unattended. Be certain they are always anchored at the top and the bottom.
 - Do not block access to ladders when they are in use. Ladders should always be stored in designated service areas.

3. General Safety Rules

- a. Locations should be kept neat at all times. Trash or loose products must be kept off the floor to prevent slipping and stumbling by employees or others. All trash should be placed in trash cans or boxes, and spills should be wiped up immediately.
- b. Any defective fixtures or furniture should be reported to the Manager or Franchisee immediately.
- c. All product shipments should be stacked carefully to prevent them from tipping or falling when they are moved. Stacking or placing materials in aisles or in high traffic areas is strictly prohibited.
- d. Never operate defective equipment. Do not use broken tools. Remove all equipment of this type from the service area. Report all equipment of this nature to your supervisor.
- e. All tools and equipment that are not in use must be stored away properly.

4. Safety Inspections

- a. Inspection of the workplace is an important method we use to identify unsafe conditions and work practices. We will look for:
 - Violations of any published safety rules.
 - Violations of good housekeeping practices.
 - Unsafe use of chemicals, including flammables.
 - Any departure from accepted safe practices.
- b. Sangster's Policy requires that a Safety Checklist be reviewed and completed whenever an accident occurs.

5. Disciplinary Action

- a. Both Provincial and Federal laws require Sangster's to have a system for ensuring that employees comply with safe and healthy work practices. They may include disciplinary action.
- b. The first time any employee is observed practicing unsafe behavior, his or her supervisor will discuss this behavior. Employees will be given an opportunity to demonstrate they understand how to perform the behavior safely. They will be informed of the consequences if there is a repeat violation. This will constitute a verbal warning.
- c. The second safety violation will result in a written warning. A copy will be placed in the employee's file.
- d. The third safety violation will result in either suspension or termination. This will depend on the nature of the safety violation.
- e. The fourth safety violation will not be allowed or sanctioned. The employee will be terminated without exception.

FIRE PROTECTION PROCEDURES:

Every employee has a personal responsibility to protect company property from damage by fire. All employees must be on alert for potential fire hazards and correct them immediately or report them to their Manager or Franchisee.

1. Fire Prevention

- a. Employees must be familiar with the location and operation of fire extinguishers and fire exits in their location.
- b. Smoking is prohibited in the store and in any other Sangster's facility.
- c. Exits, stairwells and aisles must remain clear of merchandise and clutter. Fire extinguishers, electrical switches and furnace areas must be easily accessible and uncluttered at all times.
- d. Employees must be properly trained and monitored when using any electrical equipment.
- e. In the first week of February, every fire extinguisher in the store should be checked for proper operation and condition and the check results logged in the equipment check sheet.

2. Fire Alarm Procedures

- a. When any employee in the store sees a fire that cannot be immediately extinguished, they are to dial '911' to report the fire and describe the location. A fire alarm should be activated.
- b. All efforts should be made to contain the fire if it can be done safely.
- c. Fire drills should be conducted at every company location by the Manager or Franchisee at least once a year.
- d. Alarms must be tested on a regular basis to ensure that they are maintained in good working order.
- e. It is the responsibility of each employee to know all the fire exits of his or her store location, in order to use the one in closest proximity if the need arises.
- f. Emergency numbers and reporting procedures, including the name of the store, complete address and other pertinent data, *must be posted and highly visible* at each fire exit and next to every telephone. The following format should be used:

EMERGENCY NUMBERS & PROCEDURES

TO REPORT A FIRE, CALL: 911

**Your Location's Name
Address
City, Province, Postal Code
Telephone**

**When reporting a fire or other emergency, speak slowly
and calmly. Answer all questions as completely and
accurately as possible.**

**Sangster's
YEARLY CHECKLIST
FIRE EQUIPMENT CONDITION**

THE SELLING FLOOR	YES	NO
Extinguishers for selling floor (if applicable)	_____	_____
Accessible and free of obstructions	_____	_____
Clean and in good working condition	_____	_____
STOREROOM AREAS		
Fire extinguishers in storeroom areas charged	_____	_____
Accessible and free of obstructions	_____	_____
Clean and in good working condition	_____	_____

Any items checked "NO" must be reported and corrected immediately.

Date Checked _____ Date Corrections Reported _____ Action(s) taken _____

Signature _____

Section 6: Safety & Security
Safety Regulations/Fire Protection

Policy No. 6.08

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STORE SAFETY CHECKLIST

HAZARD	LOCATION	TIME	DATE	RESPONSE REQUIRED
Selling Floor:				
Fixture placed in an unsafe location.				
Improper fixture load makes balance unsteady.				
Debris on floor.				
Spill				
Torn/ragged/frayed carpet edge.				
Aisles not cleared. (Identify obstruction)				

HAZARD	LOCATION	TIME	DATE	RESPONSE REQUIRED
Stock Areas:				
Boxes and product not safely stacked.				
Equipment not safely stored. (Identify equipment)				
Aisles obstructed				
Cleaning tools left in unsafe areas; not put away after use				
Front of store obstructed				
Equipment not maintained properly				
Trash improperly disposed of				

Employees with store key privileges have the responsibility to see that the keys issued to them are maintained and used in accordance with the following procedures. Any violation of **Sangster's** established procedures will result in discipline up to and including termination and/or payment of any and all expenses related to the retooling of company locks and replacement of company keys.

PROCEDURES:

- a. No employee is permitted to duplicate any key to any door in the building.
Employees who are discovered to have made an unauthorized key to the location shall be terminated.
- b. Keys to the terminals and/or registers and/or cash boxes are not permitted to be duplicated. Any employee found to be attempting to duplicate any such keys will be terminated.
- c. If any employee feels it is necessary to duplicate any key issued, the matter should be referred to the Manager or Franchisee.
- d. Keys issued to certain individuals are not to be loaned to any other person(s) at anytime or for any reason whatsoever. It shall be grounds for dismissal if any employees are found loaning their keys to others.
- e. Lost keys must be immediately reported to the Manager or Franchisee. Each case will be individually evaluated. If the employee was found to be negligent, the employee will accept and assume the cost of retooling the location's locks and replacing all store keys.
- f. All keys issued will be used in accordance with all Work Rules, Security Rules and any and all Policies and Procedures established by **Sangster's**. Violation of any of these Policies will be grounds for dismissal.
- g. All keys will be surrendered to store management upon termination of employment.

Date: _____

I _____ have been issued keys to my work location and I take full responsibility for their whereabouts and usage.

Employee Signature

One of the greatest assets of any company is its employees, their efforts and cooperation. Sangster's believes that the most significant deterrent to shortages due to shoplifting is through a team effort by trained personnel. A Thief Alert System is easy to create and very cost effective. The Thief Alert System is outlined below:

PROCEDURES:

- a. Any employee who first observes a potential shoplifting suspect should keep the suspect under observation and immediately communicate this information to coworkers using the Thief Alert System.
- b. Communication between employees may be accomplished with a simple comment or word, made in a calm, businesslike manner.
- c. If the word were to be "*GERTRUDE*," or any other pre-arranged word, it might be used in the following ways:
 - "Did Gertrude call yet?"
 - "If you see Gertrude, tell her that her customer called."
 - "Tell Gertrude her customer picked up the product."
- d. Any other employee, upon hearing the alert signal, should relay it to any other employee. The process should continue until all floor personnel have been alerted.

