

**Sangster's** believes that a healthy and productive work force, safe working conditions free from the effects of drugs and alcohol, and maintenance of the quality of products and services provided by **Sangster's** are important not only to the company, but also to its employees and the general public.

We conclude that the abuse of drugs and alcohol creates a variety of workplace problems, including injuries on the job, increased absenteeism, increased financial burden on health and benefit programs, increased workplace theft, decreased employee morale, decreased productivity and a decline in the quality of products and services. Because of **Sangster's** strong concerns in this area, the following Policy is in effect:

**PROCEDURES:**

**1. Hiring Policies**

- a. No person will be hired who is known to currently abuse, promote or sell illegal drugs.
- b. Illegal drugs are those substances recognized as an illegal drug under federal, provincial or local laws, including, but **not** limited to:
  - Marijuana (unregulated)
  - Heroin
  - Cocaine
  - Hallucinogens
  - Hashish
  - Depressants not prescribed by physician for treatment
  - Stimulants not prescribed by a physician for treatment

**2. Use or Possession of Alcohol, Narcotics and Other Controlled Substances**

- a. No employee may possess alcohol, narcotics or other controlled substances on company premises during working hours.
- b. No employee may possess alcohol, narcotics or other controlled substances on company premises during break or meal periods.
- c. The use or possession of alcoholic beverages on company premises, except for authorized events, is prohibited.
- d. Violation of this policy is cause for immediate disciplinary action up to and including dismissal.

**3. Employees Deemed to be Under the Influence of Alcohol, Narcotics or Other Controlled Substances**

- a. Employees are prohibited from reporting to work or performing their job assignments under the influence of alcohol, narcotics or other controlled substances at any time.
- b. Any employee who displays evidence of alcohol use, such as the smell of alcohol on the breath, will be immediately removed from the company premises. Appropriate action will be taken based on employment history and repeated violations.
- c. Managers/Franchisee may require an employee to be tested for drug or alcohol influence during any work shift. Sangster's may require the collection and testing of samples "upon reasonable suspicion" from current employees for the following purposes:
  - Investigation of possible employee impairment.
  - Investigation of accidents in the workplace.
  - Incidents of workplace theft.
  - Maintenance of safety for employees and the general public.
  - Maintenance of productivity, quality of products or services and/or security of property or information.
- d. "Reasonable suspicion" is defined as whenever an employee's observed behavior, production level, attendance record, demeanor, damage to property, security violation, injury to self or others, or any other unusual behavior or circumstance raises the question about the employee's physical condition and/or fitness to perform his or her job.
- e. In accordance with Sangster's Policies, if the employee refuses such testing, disciplinary action up to and including dismissal may result.

**4. The Selling, Soliciting or Dealing of Illegal Drugs**

- a. Any employee who is found to be a seller or who is involved in the sale, solicitation or dealing of illegal drugs or controlled (non-prescription) drugs will be discharged.

**5. Employee Assistance**

- a. All current employees who recognize their need for counseling or medical assistance due to dependence upon drugs or alcohol may voluntarily contact the Manager/Franchisee and receive confidential assistance in determining options available and ways in which **Sangster's** will support their recovery.

**6. Search**

- a. The Company will take whatever measures are necessary to find out if alcohol or illegal drugs are located on or being used on the Company's premises.
- b. **Sangster's** reserves the right to inspect any package taken from or brought into the Company's premises. This includes suspicion of alcohol or illegal drug use. If any employee refuses to submit to a search (package only) after the reason for the search has been fully explained, the employee will be removed from service and may be terminated for insubordination.



All personnel of **Sangster's**, regardless of job classification, are required to sign the following Confidentiality Statement with regard to information that may be considered "trade secrets" in consideration of their employment and compensation paid to them by **Sangster's**. Execution of this Confidentiality Statement acknowledges your willingness to refrain from engaging in any actions or activities which would conflict with the business interests of **Sangster's**.

## **PROCEDURES**

### **1. Definition: Trade Secret, Confidential or Proprietary Information**

- a. Each employee realizes that during his or her employment with **Sangster's**, he or she will acquire knowledge of certain business practices including trade secrets belonging to **Sangster's**.
- b. Trade secrets, confidential or proprietary information is defined as any information or idea including but not limited to marketing research data, store operations, customer knowledge, marketing strategies, personnel information, financial data and/or any other information that is used to establish or maintain the location's position in the marketplace.

### **2. Procedures**

- a. Employees who sign this Confidentiality Statement recognize it as a condition of employment with **Sangster's**.
- b. Employees shall refrain from divulging trade secrets or confidential information to competitors or personally profiting from such proprietary information by using it for their own benefit and/or contrary to the interests of **Sangster's**.

### **3. Specific Trade Secret and Proprietary Information**

- a. All company data applying to the following categories are considered to be confidential unless release has been obtained from the Employee to the contrary:
  - Store Operations
  - Customer Knowledge
  - Marketing Strategies
  - Personnel Information
  - Financial Data

**4. Agreement**

- a. The undersigned employee will regard and preserve as confidential all such trade secrets and proprietary information and will not, without authority from **Sangster's**, use for the undersigned's own benefit or purposes, nor disclose to others, either during employment or thereafter, except as required in the line of employment with this location, any trade secrets or confidential information connected with the business or development of the location.
- b. The employee agrees not to take or retain or copy any written material embodying any one or more of the **Sangster's** trade secrets, confidential or proprietary information.
- c. The undersigned employee agrees that all trade secrets and proprietary information that come into his or her possession by reason of his or her employment are and will remain the property of **Sangster's** and will not be used by the undersigned in any way adverse to the location's interests.
- d. The undersigned employee will not deliver, reproduce or in any way allow any documents or things related to trade secrets and proprietary information to be delivered or used by third parties without specific direction or consent of **Sangster's**, either during employment or thereafter.
- e. The undersigned employee, upon termination of his or her employment with **Sangster's** for any reason whatsoever, agrees that he or she will execute and deliver to the premises a Termination Certificate certifying his or her past and continual compliance with this Agreement.
- f. The provisions of this Confidentiality Statement inure to the benefit of and are binding upon the heirs, personal representatives, successors and assigns of the employee and the store.

I have read and understand the Confidentiality Policy of **Sangster's** and acknowledge by signing that any violation of confidentiality will be grounds for dismissal.

Date: \_\_\_\_\_ Employee's Signature \_\_\_\_\_

As a company, we conduct our business according to the highest standards of business ethics. Our employees are also expected to conduct themselves with the best interests of the company in mind. Listed below are specific Policies that everyone at **Sangster's** is expected to adhere to:

**PROCEDURES:**

**1. Outside Employment**

- a. An employee's personal activities outside working hours are a private matter. **Sangster's** primary concern is to avoid a conflict of interest and the possible negative effect outside activities may have on your job performance.
- b. Any part-time employee who wishes to work at another job outside of **Sangster's** may do so.
- c. **Sangster's** prefers that full-time employees not accept employment with another company.
- d. If an employee believes a conflict of interest may arise by virtue of outside business or work activities, please discuss them with your Manager/Franchisee.

**2. Financial Interest**

- a. No employee or immediate family member (spouse and children) is to have a direct or indirect financial interest in a competitor or with any enterprise which transacts or is likely to do any business with the location as a customer or vendor.
- b. Ownership in a private company that does or may do business with, or is a competitor of **Sangster's** or its affiliates is never permitted.
- c. Any investment in a publicly listed company that does or may do business with, or is a competitor of **Sangster's** or its affiliates, that is greater than \$10,000 (ten thousand dollars) or 1% (one percent) of the outstanding stock must be disclosed.
- d. Providing services or receiving any compensation as a Director, Manager or Consultant to any outside concern that does business or competes with **Sangster's** is permitted only with the Company's prior knowledge and consent.
- e. No employee shall solicit, directly or indirectly, business from any business entity with which the company does or may do business on behalf of him/herself or a family member.
- f. The use or diverting of any company information, product, program, or patent for personal gain or to any person or entity is not permitted.

**3. Gifts and Gratuities**

- a. Gifts of cash or anything of value (vacations, service, loans, fees, gratuities, etc.) may only be accepted by the Franchisee owned.
- b. Employees are not allowed to solicit, obtain, accept, or retain any *personal benefit* from any supplier, vendor, customer, client, or individual doing or seeking business with Sangster's.
- c. A *personal benefit* is defined as a gift, gratuity (tip), favor, service, special treatment or compensation in any form, or anything of monetary value.
- d. Employees are asked to consult with their Manager/Franchisee when questionable circumstances present themselves.
- e. The only exception to this policy is that gifts of nominal value \$50.00 (fifty dollars) or less that are traditionally given during the holidays and widely distributed to many people may be accepted.
- f. Invitations from vendors for lunch or dinner may be accepted, provided the entertaining remains nominal and casual, and that the meal is connected to a business purpose without the approval of the employees Manager/Franchisee.
- g. Invitations from vendors for purely social events shall, as a practice, be declined because of the potential for lessening one's objectivity. An occasional acceptance, when in a group atmosphere where the vendor is present, may be appropriate.
- h. Prizes such as trips, merchandise and so on in connection with contests are permitted. These items are not considered gifts.

**4. Illegal Practices**

Employees who engage in any of the following activities, which are considered illegal practices, may be immediately discharged:

- a. Employees are strictly prohibited from altering their time cards.
- b. Employees are strictly prohibited from altering the time card of another employee.
- c. Employees are strictly prohibited from having their time cards altered by another employee.
- d. Employees are strictly prohibited from possessing firearms, explosives or weapons within the Company's building.
- e. Employees are strictly prohibited from removing any Company property from the premises without proper authorization.



- f. There cannot be any willful destruction or damage to any property of the Company or of any other employee.
- g. Employees are strictly forbidden to falsify, alter, destroy or remove company reports or records, or to assist others in doing so.
- h. Employees are strictly forbidden from falsifying records or statements to obtain employment, disability or other insurance.
- i. Employees shall refrain from publicly criticizing **Sangster's or Sangster's Franchise Head Office**, its services, its personnel or its vendors, or soliciting other employees to leave the employer.
- j. Employees shall not deliberately suppress or distort product knowledge.

**5. Inappropriate Use of Confidential Information**

- a. Each employee is to treat all financial and commercial information relating to **Sangster's** and its activities as privileged and confidential.
- b. No such information is to be casually discussed *inside* the store nor disclosed to any outside party at any time.
- c. No employee of **Sangster's** is permitted to give an interview or provide any information to any media representative except as the officially designated spokesperson for the company unless prior **Sangster's Franchise Head Office** approval has been given.
- d. Employees shall keep in confidence information that has been obtained in the course of their employment and service, unless disclosure serves professional purposes or is required by law.

**6. Social Relationships**

- a. Employees are strictly prohibited from using their professional relationships with customers for private advantage.
- b. Employees should avoid any social relationships with other employees or with the employees of any competitor, supplier or others with whom **Sangster's** does business.
- c. It is understood that such relationships could create a conflict of interest or the appearance of a conflict of interest or impropriety.
- d. If such a relationship develops, employees involved should report these situations promptly to their immediate supervisors. Reasonable accommodations will be made.

**7. Bias and Discrimination**

- a. Employees may not exclude or deny services or benefits to any customer or other **Sangster's** employee on the grounds of race, color, creed or national origin, nor grant any discriminatory consideration or advantage.
- b. Employees shall conduct their professional business in such a way that does not expose the customer to unnecessary embarrassment or disparagement.
- c. Employees may not discriminate unfairly by dispensing special favors or privileges to anyone, nor accept favors or benefits under any circumstances that might be construed as an influence on the performance of their duties.

**8. Employee Discount**

- a. Each employee shall adhere to the Employee Discount Policy and should never misuse or allow others to misuse an employee discount.
- b. All items purchased for personal use from a vendor or any other equipment or office supply used by **Sangster's** must be processed through the store.

**Sangster's** believes in these long-standing fundamental elements of professional conduct. We fully expect that all employees will be able to give complete commitment and wholehearted support to these standards. While this document does contain many specific policies, every possibility and eventuality can never be anticipated.

Each employee's good judgment, integrity, candor and good example will always be needed to implement these basic principles. We also believe that if all employees follow the standards and the spirit set forth, then an appealing work environment will exist throughout **Sangster's** and the reputation of each employee and **Sangster's** will be enhanced.

To ensure the well-being of all employees, violations of **Sangster's** regulations, standards and this Statement of Ethical Conduct will result in corrective action appropriate to the offense. The severity of corrective action in response to the violation will be determined by such considerations as the impact of the offense on **Sangster's**, the extent of damage caused and the circumstances of the offense.

Full, factual and timely disclosure of any situation that would appear to be in conflict with the interest of **Sangster's** is required. Consent to a specific situation may, at times, be granted by Management/Franchisee when circumstances are clearly understood and **Sangster's Organization** is not adversely affected.

For the convenience of all **Sangster's** employees, every effort is made to provide safe and adequate parking in designated areas.

**PROCEDURES:**

**1. Reserved Spaces**

- a. Employees will allow only customers to use the parking spaces nearest to the front entrance.
- b. Employees will not park in any of the spaces if identified as reserved for **Sangster's** customers.

**2. Allocation of Unreserved Spaces**

- a. Parking spaces (if available) behind the location are available to all employees on a first-come-first-served basis depending on landlord's approval.
- b. These parking spaces have no identification markings on them.

**3. Liability**

- a. **Sangster's** will not be liable for fire damage, theft or personal injury involving employees' automobiles.
- b. **Sangster's** encourages all employees to not leave valuable items in their cars while at work. Additionally, **Sangster's** strongly recommends employees always lock their vehicles.

**4. Public Street Parking**

- a. There is unlimited parking in mall parking lots and on public streets. On pre-specified days, the city conducts street cleaning and no parking is allowed.
- b. Select locations offer limited 1 (one) & 2 (two) hour parking. If any employee chooses to park on these public streets, and is cited with a parking ticket, the employee is responsible for paying that ticket.
- c. Employees may not be granted permission to leave the store premises during their working hours to move their vehicles. Employees may only move their vehicles during their meal breaks and rest periods.



**Sangster's** employees who are engaged in work which places them in a position where they meet our customers are expected to present themselves during working hours in a manner appropriate to their position. This means good personal grooming habits and the proper attire for their position within the company.

**PROCEDURES:**

**1. Personal Hygiene**

- a. Hair will be clean. Fingernails are always clean, trimmed and well manicured.
- b. All standard rules of proper personal and dental hygiene are to be followed to ensure bad breath and body odor do not occur.

**2. Clothing**

- a. Dress code is Business Casual, a combination of a skirt or dress slacks or chinos, shirt with or without a tie, blouse, sweater, twinset, jacket (optional), hosiery (optional), dark socks and dress shoes with closed toe.
- b. Proper undergarments must be worn at all times, e.g., brassiere, underwear, slips, undershirts when wearing sheer shirt fabrics.
- c. All clothing shall be clean and properly pressed.
- d. All shoes shall be shined or polished and in good condition.
- e. Tennis shoes, house slippers or similar lightweight shoes are not permitted to be worn.
- f. Hats or caps are not to be worn when dealing with the public at any time.
- g. Frayed collars or cuffs, loose or missing buttons, split seams, loose/unstitched hems and torn or tattered attire are not allowed.

Err on the side of more formal business wear, if unsure that clothing is appropriate.

**3. Name Badges**

- a. All employees are expected to wear their **Sangster's** name badges at all times during working hours.
- b. Any employee who forgets to bring their name badge to the store will be given another for the day upon payment of a deposit. This deposit will be returned when the second badge is brought back to the company.

**4. Uniforms**

- a. Those employees who require an *official Sangster's Organization uniform* will be supplied with this clothing during working hours.
- b. Each employee is to keep this uniform neat, clean and properly maintained at own expense.
- c. Uniforms should not be used as personal attire outside the work location.
- d. Uniforms whose appearance can no longer be maintained due to use may be exchanged for replacements.
- e. Employees who lose a uniform will have to purchase an additional uniform at their own expense.
- f. Individuals who discontinue employment with Sangster's are required to return their assigned uniforms in a clean and neat condition. If employees do not return the uniforms, the current cost of each uniform not returned will be deducted from their final paycheck.

**5. Appearance**

- a. Employees must be clean shaven with the following exception: A neatly trimmed mustache or beard is permitted. All facial hair must be clean and well groomed. Excessive use of hair oil is not permitted.
- b. Wear makeup in moderation, not in excess. Hair should always be clean, well styled and groomed.
- c. Smoking, eating and drinking are not permitted in areas open to public view.

**Sangster's** wishes to provide and maintain safe working conditions for all of its employees. It also expects all employees to do everything possible to safeguard themselves and their property from harm.

**Sangster's** will not knowingly permit unsafe or unsecured conditions to exist. It believes that the safety of its employees, its customers and all physical property belonging to same can best be safeguarded by an effective Personal Property Policy.

**PROCEDURES:**

**1. Search**

- a. Employees who secure personal items such as backpacks, shopping bags, etc., may be asked to open these items for examination upon leaving the premises.
- b. Any employee who does not offer these personal items for inspection may be terminated.

**2. Lost and Found**

- a. Any and all personal items not belonging to the location that are found within the premises should be stored in a designated Lost and Found area.
- b. Persons claiming these personal articles must describe the article before any employee is allowed to surrender it.

**3. Articles of Value**

- a. Any articles of extrinsic value that are found should be reported to the Manager/Franchisee immediately.
- b. **Sangster's** Manager/Franchisee may have to prepare a written report that will cover any and all information relating to who, what, when, where, why and how aspects of the circumstances surrounding the article of value that has been found.





**Sangster's** feels a strong obligation to provide our employees and our customers with a clean, smoke-free environment and promote healthful practices. For this reason, smoking and chewing tobacco is prohibited in all areas of the store.

**PROCEDURES:**

- a. Since the decision to smoke or not to smoke is a personal one, **Sangster's** will permit smoking by its employees only in the designated areas outside the place of business.
- b. Smoking in the designated smoking areas will be allowed only during scheduled work breaks and meal periods. Employees are not allowed to use these smoking areas during "work time."
- c. **All employees will refrain from smoking in the presence of the public.**
- d. When smoking in the designated smoking areas, employees are expected to extinguish their cigarettes in the proper receptacles.
- e. Customers who wish to smoke may do so in the designated smoking area outside of the premises.
- f. Mints and/or breath fresheners are to be used after each smoke, prior to returning to your work area.
- g. Any employee who violates this Smoking/Non-smoking Policy may be subject to immediate termination.



To make certain that employees are not subject to actual or perceived pressure to support any activity that they might not ordinarily support, and in the interest of the convenience and continued goodwill of our customers, neither employees or non-employees may engage in solicitation or distribution of materials on the locations property at any time or for any purpose without prior Franchisee/Manager approval.

For the purposes of this Policy, "solicitation" is any activity, verbal or written, made by any persons to other persons that demands, urges, or requests a contribution of money, time, effort or personal commitment, of any nature whatsoever. "Distribution" shall be considered the distribution or passing out of any non-job-related literature, whatsoever.

**PROCEDURES:**

- a. Employees may not solicit or distribute non-job-related literature for any purpose during working time or in working areas.
- b. "Working time" includes the working time of both the employee doing the solicitation or distribution and the employee to whom it is directed. "Working time" does not include meal breaks, rest periods and other times during which employees are not required to be in the location.
- c. "Working areas" include all customer shopping areas, areas in which employees perform their job duties, and all office and storage areas including the break/back room.
- d. Employees may engage in solicitation or distribute literature if both the soliciting employee and the employee being solicited are on an authorized meal break or rest period or have not yet begun their scheduled work hours.
- e. Literature related to store promotional activities and product information must be distributed to customers.
- f. Employees are prohibited from wearing buttons, markers, emblems, symbols, labels, tags or insignias of any kind or nature that would be perceived to endorse any political, religious, charitable, civic or fraternal club or organization without prior written Franchisee/Manager approval.
- g. Employees may wear buttons, markers, emblems, symbols, labels, tags or insignias related to company promotional events, games, contests and any other occasion that would promote a **Sangster's** sale or special event.
- h. The management of **Sangster's** may, from time to time, conduct campaigns or solicitations on behalf of activities it supports, such as Inspire Health Cancer Care, Red Cross or United Way, provided that such campaigns or solicitations are conducted primarily by employees of the company without violating **Sangster's** Solicitation Policy.

- i. The collection of money for presents, flowers, parties or donations, or for cases of particular hardship, may be considered appropriate. These activities may be considered *exceptional* and may be permitted after prior Franchisee/Manager approval has been obtained.
- j. Solicitation of, or distribution of literature to Sangster's employees by any non-employee is not allowed at any time during working hours or in the Company's work areas.

To ensure the effective operation of **Sangster's** in a safe, healthful and pleasant working environment, a specific standard of conduct is expected and required of all employees. Following is a list (not necessarily all-inclusive) of unacceptable deviations that are considered cause for disciplinary action, up to and including immediate discharge.

The Work Rules cited below provide specific and exemplary reasons for initiating disciplinary action. They are also written to alert employees of the most common types of conduct violations. In any business, there must be rules to help people work together by letting them know what they can and cannot do.

Because conditions of human conduct are unpredictable, this list is not intended to be complete. Should instances of unacceptable conduct not listed below occur, **Sangster's** may find it necessary and appropriate to initiate discipline.

**PROCEDURES:**

Failure to follow any of the company work rules will result in disciplinary action. This disciplinary action will range from verbal correction to termination, depending on the nature and seriousness of the offense.

**1. Breach of Confidentiality**

- a. Discussing confidential matters with anyone outside the store or with unauthorized company associates.
- b. Unauthorized release of confidential or proprietary information or official records.
- c. Allowing unauthorized persons access to the premises without permission.
- d. Removing records from the store.
- e. Gaining proprietary information without approval.

**2. Misuse of Store Property or Resources**

- a. Using, duplicating or possessing keys without authorization.
- b. Theft, pilferage or unauthorized removal of the location's property and/or merchandise or another employee's property from the premises, or its conversion to personal use.

- c. Transacting personal business during working hours, including but not limited to excessive use of the location's telephone, using the location's time to conduct personal work (eg. school work, social media), using photocopying machine, using postage or Sangster's stationary.
- d. Carrying on any outside activities during working time or during any time that would interfere with the work of other employees. Working time is that time during which employees are actually performing their job tasks and does not involve time when an employee is on an authorized break or on their own time before or after work.
- e. Soliciting or distributing literature related to outside activities.

**3. Disorderly Conduct**

- a. Conviction of a crime, including convictions based on plea of nolo contendere or of a misdemeanor involving moral turpitude, the nature of which reflects the possibility of serious consequences related to the assignment of the employee.
- b. Fighting or roughhousing on the location's property, including any and all activities that are perceived as dangerous to life or property.
- c. Rude or insolent conduct toward a customer, Manager or other employee or Franchisee.
- d. Engaging in any actions that are deemed detrimental to the orderly conduct of business.
- e. Threatening, intimidating, coercing, harassing or assaulting another associate or customer at any time.
- f. Gambling in any form on the business property.
- g. Using profane or obscene language.

**4. Discrimination or Harassment**

- a. Deliberately or willfully violating the store's Equal Employment Opportunity Program.
- b. Failing to comply with the Company Sexual Harassment Policy.
- c. Any act or conduct that is discriminatory in nature toward another person's race, creed, color, national origin, sex, age, religious beliefs, disability or political affiliations.

**5. Unsafe Behavior**

- a. Bringing alcohol or drugs, or consuming intoxicants or drugs, other than drugs prescribed by a physician, on the premises, or reporting to work under the influence of drugs or alcohol.
- b. Careless, negligent or improper use of the store's property, equipment or funds, including unauthorized removal or use for private purposes, or use involving damage or unreasonable risk of damage to property.
- c. Eating or smoking in the workplace in areas other than those designated.
- d. Engaging in actions that may potentially result in injury to individuals or damage to the store and/or employee property, including disregard or violation of safety, fire, or security regulations; possession of firearms or other weapons on the store's premises; or failure to report accidents or unsafe conditions to the Manager/Franchisee in charge.
- e. Failing to maintain a clean and safe workplace including littering or contributing to unsafe working conditions on the store's premises.

**6. Improper Behavior**

- a. Failing to comply with Absence and Tardiness Standards and Guidelines, including excessive absenteeism and tardiness.
- b. Absence from work without prior notice or acceptable explanation to the Manager/Franchisee.
- c. Improper authorization, use or abuse of paid leave.
- d. Failing to keep busy when there is work to be done.
- e. Performing overtime work without authorization.
- f. Failing to comply with Sangster's Personal Appearance and Attire Policy.
- g. Failure to complete time cards accurately or falsification of information on the time card.
- h. Incompetence or unsatisfactory work performance in meeting Sangster's sales volume and customer service requirements.
- i. Socializing with, talking with, or otherwise interrupting the work of an employee who is not on a scheduled work break.

- j. Failing to properly record customer transactions and/or mishandling of cash.
- k. Falsifying records, furnishing false information withholding any information on the location's records pursuant to any investigation by the management or any government agency.
- l. Failure to carry out a direct order from a supervisor, except when the employee's safety may be jeopardized by the order.
- m. Willful failure to produce a satisfactory quantity or quality of work; restricting output or engaging in any intentional slowdown or work stoppage.
- n. Punching the time card or filling out the time sheet of another employee.
- o. Stopping work before the shift is completed.
- p. Sleeping on duty.
- q. Creating an oral or written statement that defames, ridicules or otherwise discredits the store and/or company, its image, its practices, its people or its products.
- r. Failure to observe employee parking regulations.
- s. Sitting while on the selling floor (which includes behind the check-out till).

**7. Unethical Conduct**

- a. Soliciting outside work for personal gain while working at Sangster's or participating in any off-duty employment that adversely affects the employee's performance of work at Sangster's.
- b. Accepting unauthorized gifts from businesses or individuals related to employment.
- c. Providing false misleading information on employment applications, time records, and sales receipts, on any company records or reports.
- d. Exhibiting any behavior that is unethical or dishonest in relation to your employment at Sangster's.
- e. Demonstrating any behavior that causes the company's competitive position to become compromised.



The telephone is an important marketing and selling tool for **Sangster's**. Frequently, it will be the first and only chance our business has to make a good impression on a potential customer. To make sure we take full advantage of every opportunity, **Sangster's** has established some basic, but important, guidelines, policies and procedures for using the telephone:

**PROCEDURES:**

**1. Incoming Telephone Calls**

- a. All employees are expected to answer the telephone by the third (3<sup>rd</sup>) ring.
- b. All employees are expected to be polite, pleasant and enthusiastic when answering the telephone.
- c. All incoming calls will be answered in the following manner:

"Thank you for calling **Sangster's**. This is (employee name). How may I help you?"

- d. If the incoming call occurs during a special event, the incoming call should be answered in the following manner:

"Thank you for calling **Sangster's** during our (Name of Promotion ex. Buy 1, Get 1 at ½ Price Sale). This is (employee name). How may I help you?"

- e. If the incoming call occurs from December 1st through Christmas, the incoming call should be answered in the following manner:

"Season's Greetings. Thank you for calling **Sangster's**. This is (employee name). How may I help you?"

- f. Always smile when responding to an incoming call.
- g. Employees who are unable to answer a customer's question should ask another associate for the information. It is the policy of **Sangster's** *not* to guess.
- h. Always allow the person calling to hang up first.

**2. Putting the Caller on Hold**

- a. Use the Hold Button if available or move the phone away from the till.
- b. Employees are expected to return to the caller on hold every 60 seconds.
- c. When returning to the caller on hold, employees are expected to say, "Thank you for waiting (or being patient)."
- d. If the employee has told the caller that another associate will be coming to the phone to help the caller, the employee is to use the name of that associate whenever returning to the caller on hold: "(Name of other associate) will be with you in just a minute."
- e. Employees are not allowed to keep a caller on hold for more than 2 (two) minutes. If this is anticipated, employees are expected to take the caller's name and phone number and have the alternate associate call the potential customer within 15 (fifteen) minutes.

**3. Accepting Messages for Other Associates**

- a. If the associate is unavailable, say, "I'm sorry, (associate's name) is unavailable / with a customer. May I help you?"
- b. If the caller wants to speak only with a certain associate, write the message down. It is irrelevant whether or not the call is of a personal nature. Employees must not qualify callers. Take the message and make sure the associate receives it. Give the customer or person calling your name and state you will forward the message to the associate.
- c. Employees are not allowed to interrupt an associate while that associate is with a customer or the retail sales floor.
- d. Employees are not allowed to furnish outside callers with the home telephone numbers of anyone in the company.

**4. Personal Phone Calls**

- a. Employees may use the telephone during their breaks. Placing/receiving personal phone calls may be suspended if the privilege is abused.

**Sangster's** wants to establish a policy in order that the proper procedures are followed by all employees and visitors when entering or leaving the premises.

**PROCEDURES:**

**1. Non-Employees / Outside Workers**

- a. All non-employees who work for other companies and have official business with **Sangster's** must identify themselves as either service or delivery people before entering *any area* of the business other than the selling floor.
- b. "Proper identification" would include official business cards, service orders properly completed, and any and all normal paperwork that is required for purposes of shipping and receiving merchandise.
- c. During the normal working hours, **Sangster's** receives and accepts merchandise and packages at the designated Service Entrance/Exit of the business.
- d. Non-employees may not work on company premises after the normal working hours without prior approval of the Manager/Franchisee.
- e. Over a period of time, **Sangster's** employees will become familiar with people outside of our store who come to our location on official business i.e., UPS, Purolator personnel, and vendors. However, any and all non employees who are unfamiliar to personnel in their location may be asked to wear identification on future visits.
- f. All non-employees who are authorized to be present in a restricted area of the business must be escorted and accompanied at all times by a member of the staff.
- g. All areas of the business are considered restricted with the exception of the selling floor or areas open to the public.

**2. Visitors and Family**

- a. Visitors and family members of the staff may enter or leave the business through the main entrance.
- b. Visitors and family members are permitted to join certain members of our staff during their meal breaks in the break room. Under no circumstances may these visitors be allowed to enter any restricted area unaccompanied.

