

Sangster's is committed to protecting the privacy of its current and former employees. Any employee who receives calls or written requests to release information about any current or former employee is expected to adhere to the following policies strictly.

PROCEDURES:

- a. Employees who leave **Sangster's** for any reason may be requested to sign a release allowing store Manager/Franchisee to give out reference information.
- b. Whenever **Sangster's** is called to give out a reference, the Manager or Franchisee receiving the call should make a note of the name of the caller, the company name, and the date and time of the call. If the caller is unknown to the Manager or Franchisee, he or she should get the caller's phone number and ask to call back later.
- c. If the former employee did not sign a release allowing **Sangster's** to give out reference information, we shall only give out dates of employment and job title.
- d. If the former employee signed a release with the company requesting the reference, a copy of this release should be received before releasing any information.
- e. If the former employee signed a release allowing **Sangster's** to give out confidential information, the following information shall be supplied only in writing:
 - Explain that we are giving out confidential information.
 - Be objective and specific. State the facts only.
 - Share only job-related information about performance that has been documented and is verifiable
 - e.g. - missed ten (10) days in six (6) months, - late more than forty-five (45) minutes on twelve (12) of the last twenty-five (25) days of employment,
 - met sales quotas 25% of the time.

- f. No employee shall be permitted to release information concerning a former employee or current employee that is related to:
- The employee's attitude.
 - The reason for leaving.
 - The circumstances under which the employee left.
 - Whether or not the employee would be rehired.
 - The employee's shortcomings.