



Asda Discount Card
Policy Document

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COLLEAGUE DISCOUNT

ASDA

Colleague discount is one of the most popular benefits for EG colleagues and we are excited to bring the new Asda Discount Card to everyone. This includes all UK and Ireland EG businesses.

This colleague policy booklet provides details on Asda discount rules which apply to all EG employees.

All colleagues are responsible for reading this booklet and ensuring all rules mentioned are adhered to.

Eligible colleagues and their nominated users can obtain discounts in any Asda store including Food to Go items, George and Asda opticians.

Colleagues can choose one person as their nominated user who will receive a separate discount card.

There is no cap on the amount a colleague can save. Having a nominated user is an additional benefit to help those colleagues who do not regularly shop for the household.



TERMS OF DISCOUNT

Who can colleagues purchase goods for using their discount?

Colleagues can purchase goods for...

Personal use or use within the colleagues household.

Charity - so long as the money used to purchase any items is from the colleague or the nominated user.

Items for meetings such as sweets, soft drinks, prizes etc.

Gifts – please see further details covered throughout this booklet.

Colleague's must not purchase goods...

For resale or for commercial use.

With money donated from charity or anyone else's money other than the colleagues or the nominated user.

For other colleagues that may not have their discount card with them on that occasion, even if the colleague is a eligible for discount.

ELIGIBILITY



To receive the discount, colleagues and nominated users will need to present their colleague discount card at the till or point of payment.



Once a colleague reaches 12 weeks of service, a discount card will automatically be created for both the colleague and their nominated user.

As the cards are produced and printed externally, the discount card may take up to three weeks to be produced and a further two weeks to be distributed depending on order capacity.



Colleagues will receive both their colleague and their nominated user card. Colleagues can either keep both cards or give one to a nominated user. More details on nominated users can be found on Page 9 of this booklet.

Head Office colleagues - Cards will be issued to Head Office colleagues directly after they have read the Rewards and Benefits Policy.

Field-based colleagues – Cards will be issued to the Regional Manager, who will pass on to the Area/Store Manager for distribution. Again, colleagues will need to have read the Rewards and Benefits Policy.



There is no activation/set up required to start using the card.



Colleagues and nominated users must sign the back of the card before the discount can be used.



DISCOUNT AVAILABLE

How much **discount** do colleagues receive?



IN STORE

10% OFF

Discount is applied after other promotional discounts have been deducted.*

*This is an in-store promotion only, this doesn't include online or click-and-collect.



EYE CARE

10% OFF

Spectacles and contact lenses

Plus free eye tests for colleagues and their nominated users.



Asda CAFE

10% OFF

In all Asda cafes.

Asda reserves the right to exclude items from the discount scheme at any time.



EXCLUSIONS

What items are **excluded** from the colleague discount?



ONLINE

Discount on online shops, including click and collect is unavailable for EG colleagues. Discounts are available in-store only.



ALCOHOL

Due to the minimum unit price and duty plus V.A.T legislation, Asda are unable to offer EG Colleagues discount on wine, beer or spirits.



OTHER ITEMS

- Gift vouchers and cards
- Saving stamps and cards
- E-top up cards
- Postage stamps
- Lottery tickets
- Phone cards
- Tobacco & cigarettes
- NHS prescriptions
- Infant formula
- All goods for sale in Petrol Filling Stations and kiosks
- Linksaves that include items that are exempt from discount.



GIFTS & REFUNDS



GIFTS

Colleagues and their nominated user can purchase gifts for other people outside of their household and use their discount card. A gift can be defined as an item given to someone without receiving payment/lieu of payment.



REFUNDS

If a colleague or their nominated user needs to return items purchased with colleague discount, these should be accompanied with the original till receipt.

Any refund or credit will be less the discount originally deducted.

If a colleague or their nominated user is expecting to purchase a large number of the same item, they should inform the Service Manager/Store Manager prior to making the purchase to avoid any confusion.

LEAVERS

What happens to my discount if I leave EG Group?

If you leave EG, your colleague card and nominated user card will become inactive on your leave date.



USING IN-STORE DISCOUNT

How do I use my discount In-store?



A valid discount card must be presented by the colleague or the nominated user at the checkout, at the time of payment.



A signature must be produced which matches one of the names on the front of the card.

As both the colleague and the nominated user card will have the colleagues name on the front, colleagues must ensure they sign the back of both cards.



If a colleague uses Scan & Go or a self-checkout, colleagues will need to scan their discount card to receive their discount. If you are having difficulty, ask an Asda colleague for assistance.



For all card users shopping with a credit or debit card, the checkout operator may cross check the signature on the payment authorisation card with the one on the discount card.



Discount card users shopping with cash or vouchers may be asked to sign the back of the till receipt after the colleague discount transaction has been processed.



If there is an issue with the signature or user of the card, the checkout operator may retain the card for further investigation.



NOMINATED USER

Colleagues can choose one person from their household to be a nominated user.



Terms of the nominated user:



A nominated user must be living at the colleagues home address which is registered on SuccessFactors.



If the colleague doesn't have a nominated user, the colleague can keep both discount cards to use.



The nominated user can be a parent, partner, family member, roommate or child over the age of 16.



If the colleague's nominated user stops living with the colleague, it is the colleagues responsibility to ensure they do not use the card. The colleague should email ASDA.discount.cards@eg.group to inform us of the change including requesting the card to be cancelled and a new one issued.



A colleague or their nominated user can continue to use their discount card if the colleague is at college, university or serving in the forces.



Having two cards means the colleague can keep hold of one and the colleague's nominated user gets to keep their own.



All colleagues will need to read the Rewards and Benefit Policy and the content of this booklet as well as making any nominated user aware of the rules within this booklet.

DAMAGED, LOST OR STOLEN & NAME CHANGES TO DISCOUNT CARDS

If a colleague's card or a nominated user's card is damaged, lost or stolen, the colleague must immediately inform the discount card team via email on ASDA.discount.cards@eg.group.

There is no charge to replace either card. However, it can take up to three weeks for a replacement to arrive.



Damaged and name changes to discount cards

If a card is damaged or the colleague or nominated user changes names, they may be able to continue to use their existing card until their new one arrives.

If possible, the checkout operator may manually key in the card details if they are unable to scan the card so that it can continue to be used.

As soon as the replacement card arrives, the damaged card must be destroyed.

To report damage to a card, please email ASDA.discount.cards@eg.group with an image of the card, your full name and employee number with clarification on whether this is a colleague card or a nominated user card.

To report a name change on the card, please email ASDA.discount.cards@eg.group with your current card name and the new name. The name change will be made on both the colleague and the nominated user card.

Lost and stolen discount cards

Lost and stolen cards must immediately be cancelled to prevent misuse.

Discount will not be refunded to the colleague or the nominated user at a later date, even on the presentation of receipts.

To report a lost or stolen colleague or nominated user card, please email ASDA.discount.cards@eg.group with your full name and employee number along with details of the last time either card was used.

The Rewards and Benefits Team along with the HR Co-ordinators look after the administration of colleague cards and they can be contacted at:
ASDA.discount.cards@eg.group



BREACH OF TERMS

EG Group and Asda want all colleagues and their nominated users to be able to benefit from the discounts being provided. Both colleagues and their nominated users are expected to ensure that discount rules are always adhered to.

- ☐ Colleague discount and discount card misuse is treated very seriously at EG Group. Colleagues are responsible for any misuse of discount by the colleagues nominated user. Any breach of these rules by colleagues or their nominated users will be investigated and could potentially lead to disciplinary action up to and including the colleague's dismissal.
- ☐ If the colleague or the nominated users discount is used by another person, even without their knowledge, the use of the card will be investigated. This could potentially lead to the colleagues' dismissal if EG Group believes there has been an intent to defraud the company. This is why we suggest reporting the loss of colleague and nominated user cards immediately.

This table shows guidance on where allegations may be placed in the disciplinary procedure. Each case must be thoroughly investigated and appropriate action taken, depending on the facts presented. EG has the right to suspend the use of a colleague's card and their nominated user card at any time in event of an investigation or suspension.

Conduct	Gross Misconduct
A colleague pays for shopping for a colleague who doesn't have their card	Breaches of rules with deliberate intent to defraud the company
Procedural errors where it's believed there was no intention to defraud the company	Discount obtained for someone who isn't entitled to it
Misuse by nominated user where it's believed the colleague was unaware	Purchasing goods for friends/neighbours
A family member or member of the colleague's registered household who isn't the nominated user uses the card for the benefit of the household	Purchasing goods for a colleague's own business



DATA PROTECTION



Colleague discount activity is monitored for fraudulent activity. This means if there are regular high discounts being processed on a card, we may temporarily suspend until further investigation has been carried out.



The information/data held on our systems with regard to the usage of cards will be processed fairly and lawfully within the Data Protection Act 1998.

OTHER INFORMATION



EG colleagues and their nominated user can use their discount card alongside the Asda Rewards App.

We encourage the use of both the discount card and the Rewards App so you can receive the most benefit from your shopping.



FAQ

Colleague Discount

What happens if a colleague's nominated user loses their discount card?

The colleague will need to inform the discount card team via email on ASDA.discount.cards@eg.group with their full name and employee number along with details of the last time either card was used. For security reasons, both the colleague's and the nominated user's card may be cancelled until another card is re-ordered and re-issued.

Can the colleague claim back the discount later if the discount is not processed at the time of purchase?

No. If the colleague has forgotten their discount card and/or the colleague is waiting on a replacement card, the colleague will not be able to claim back the discount at a later date.

Can the colleague's discount card or nominated user discount card be used online?

No. Unfortunately, as EG Group are not part of Asda's employee systems, colleagues and their nominated users are unable to obtain a discount on online shops but are invited to use for in-store purchases.

Is there a limit to how much colleagues can spend?

There is no limit to how much colleagues can spend; there is a Head Office team who will monitor all discount spend and investigate those colleagues or nominated users who spend excessively.



FAQ

Colleague Discount

If a colleague regularly purchases shopping for someone else who lives at a different address to the one that is registered on Success Factors, can the colleague use their discount on this shop?

No. This is not part of the colleague's normal household shopping and should not be considered as a one-off-gift purchase. This is a misuse of the colleague card and could lead to an investigation.

If the colleague has forgotten their discount card, can the colleague use another colleague's discount card – as they are both eligible for discount anyway?

No. If the colleague does not have a valid discount card, the colleague will not be able to obtain a discount on the day.

The colleague has forgotten their discount card, can they use their nominated user card?

Yes! As long as the colleague has signed the back of the nominated user discount card, they are fine to continue to use it.

Can colleagues buy gifts for others, for birthday presents, Christmas etc. using their discount card?

Yes! Colleagues can purchase one-off gifts with their discount card but colleagues cannot buy gifts if they are going to be reimbursed. Examples of a gift may include flowers or chocolates. Purchasing what could be regarded as basic grocery items would not be regarded as a gift and would be regarded as misuse. Buying high profit items such as a TV for a friend may not be considered as a reasonable gift purchase.



FAQ

Colleague Discount

Can colleagues use their discount card to buy items to be used at team away days/meetings and claim back via expenses?

Yes! Colleagues can obtain a colleague discount for purchasing items for team days or meetings, e.g. sweets, soft drinks, prizes, stationary etc.

The colleague is getting married; does the colleague need to change the name on the discount card to match their bank cards?

Yes! Firstly, congratulations; secondly, when an Asda checkout operator checks the validity of the card, they may check the signature and name on the colleague card with the name and signature on the payee's bank card therefore they need to match. You will need to email the discount card team on ASDA.discount.cards@eg.group with your current card name and the name that needs changing, the name change will be made on both the colleague card and the nominated user card.



FAQ

Nominated User Discount

If a colleague's nominated user disregards the rules, what will happen to the colleague?

The colleague is responsible for the use on both discount cards and therefore the colleague will be held liable for any misuse by their nominated user. If the colleague's nominated user misuses the discount, this will be investigated and may lead to disciplinary action.

As well working for EG Group, the colleague is a student. The colleague's Mother is the nominated user, whilst the colleague is at University can the Mother continue to use their nominated user discount card?

Yes! Nominated users are issued with their own card and will be able to continue to use their discount whilst the colleague is based at University.

Any further questions?

Please email the team at ASDA.discount.cards@eg.group

If we don't know the answer we will contact the Asda team for further information.



