

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	BRANCH CLEANLINESS & SAFETY	Ref. No.
DEPARTMENT :	HUMAN RESOURCES DEPARTMENT	HRD-16-01-029
TO :	BRANCH MANAGER, CASHIER, ASST. CASHIER, CREDIT SUPERVISOR, ACCOUNT COUNSELOR, MARKETING ASSISTANT, BRANCH MECHANIC	JANUARY 05, 2016

OBJECTIVE:

1. To provide guidelines on basic branch and workstation cleanliness and safety.
2. To ensure standard branch cleanliness and safety procedures are observed by all branch employees.

POLICIES:

1. Clean As You Go Policy

1.1 It is a mandatory policy that all employees shall strictly observe cleaning of work stations and/or office equipments after use.

2. Reduce Reuse Recycle Policy

2.1 It is required that employees must ensure reduction of waste.

2.2 Materials such as papers that can be used for lesser purpose is allowed. However, papers to be discarded but with legal and business data should be shredded.

2.3 Used oil bottles and other materials that can be recycled should be properly kept in a box and in a safe place.

3. Daily Cleaning of Motorcycles and/or Workstations

3.1 All personnel must ensure daily cleaning of workstations.

4. General Cleaning

4.1 All Branch Personnel is required to have a minimum of 1 hour monthly general cleaning of workstation/branch after office hours.

5. Prohibitions


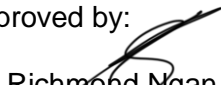
5.1 Pets are strictly not allowed in work stations/branch.

5.2 Vandalism in any form is strictly prohibited and shall be dealt according to the existing code of discipline

5.3 Cooking inside the branch is strictly prohibited.

6. Branch Lock and Keys

6.1 Personnel Accountable to Branch Keys should be present at least 15 minutes before branch opening.

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6.1.1.1 Branch Roll Up—Lock Configuration

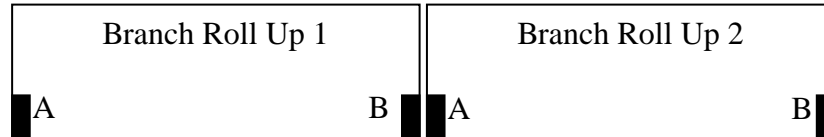
6.1.1.1.1 Roll up locks must be labeled as Lock A or Lock B

6.1.1.1.2 Locks should be in an alternate pattern for added security. (see pattern below)


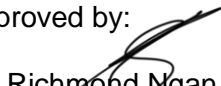
6.1.1.1.3 Branch Manager shall be accountable to Branch Key A

6.1.1.1.4 Branch Cashier shall be accountable to Branch Key B

6.1.1.1.4.1 In the event that the manager or cashier cannot perform this responsibility, the BM/Cashier may assign Credit Supervisor or the next senior employee in the branch



7. In cases of Branch Robbery/Theft/Natural Calamities. Branch Manager/Personnel should report immediately to Operations Department and prepare an incident report. Failure to report such incident which may cause further damage to the company will be subject for disciplinary actions and considered as gross negligence.
8. Branches are discouraged to be open on late evening due to peak collection purpose. However, in cases that will require such, Branch Manager, Cashier/Asst. Cashier, and at least 1 Branch Personnel must be present within the branch for security purpose.
9. In cases of forced entry, employees are not allowed to enter the branch without prior notice from the management.
10. All motorcycles displayed outside the branch should be properly locked. Display units should have chains with lock or rope on its wheels to ensure safety of the display units.
11. Branch Manager must ensure Physical Counting of motorcycle inventory every morning and before branch closing. Actual count must be equal to the branch inventory system. Failure to execute such responsibility is considered negligence of duty.
12. All undeposited collections must be safely stored at motorcycle's utility box known to Branch Manager and Cashier only.
13. Any incident that may cause injury to employee or damage to company property must be reported immediately to Operations support and Human Resources Department for immediate action.
14. Penalties and Disciplinary Actions
 - 14.1 Violations of these procedures will be subject for disciplinary actions as non compliance to the standard operating procedures.
 - 14.2 All Branch Personnel shall be responsible in maintaining branch cleanliness.
 - 14.3 Branch Manager and Area Managers shall ensure implementation of this policy and shall be directly responsible should there be no actions taken to improve branch cleanliness.

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PROCEDURES:

1. Branch Cleanliness

1.1 Branch Manager

Schedule assigned personnel for daily cleaning of the branch and ensure cleanliness of the assigned area which includes:

- 1.1.1 Workstations-Tables and Chairs
- 1.1.2 Motorcycle Display (Brand New and Repossessed)
- 1.1.3 Customer's Lounge (Waiting Area)
- 1.1.4 Service Area(Branch Mechanic's Work Area)
- 1.1.5 Restroom
- 1.1.6 Stock Room
- 1.1.7 Branch Front, Back and Side Perimeter

1.2 Ensure over all cleanliness of the branch by regularly monitoring cleanliness in the branch and workstations.

1.3 Employees


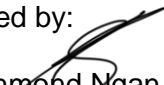
Ensure daily cleaning of work stations which includes:

- 1.3.1 Sweeping and mopping of assigned workstation.
- 1.3.2 Cleaning of tables, drawers, cabinets, computers, printers, scanners
- 1.3.3 Cleaning/dusting of motorcycle units.
- 1.3.4 Ensuring that trash bins are not overflowing and should be empties at the end of the day.
- 1.3.5 Unplug electrical equipments and switches when not in use and ensure that main switch and all electrical equipments are unplugged before leaving the branch.
- 1.3.6 Label all files, folders, logbooks accordingly:
 - 1.3.6.1 Loan Folders (see loan folder policy)
 - 1.3.6.2 Monitoring folders
 - 1.3.6.3 Logbooks
 - 1.3.6.3.1 Inquiry and Application Logbook,
 - 1.3.6.3.2 Sales Logbook
 - 1.3.6.3.3 Inventory Logbook
 - 1.3.6.3.4 Registration Logbook
 - 1.3.6.3.5 Repo Sales Logbook
 - 1.3.6.3.6 Concern Logbook,
 - 1.3.6.3.7 Minutes of the meeting
 - 1.3.6.3.8 Daily Time Record
 - 1.3.6.4 Filing Cabinet
 - 1.3.6.5 Filing Boxes

2. Branch Safety

2.1 Branch Manager


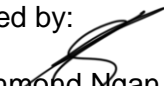
- 2.1.1 Ensure ocular inspection on branch perimeter.
- 2.1.2 Observe conditions of roll ups, doors, and windows for possible force entry.

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- 2.1.2.1 In the event that there is a force entry, immediately report the incident to Operations Support and secure police blotter/report.
- 2.1.2.2 Do not enter the branch until further advise. Make sure that this is reported immediately to the nearest police station for immediate investigation.
- 2.1.3 Ensure physical counting of Motorcycle Inventory (Brand New and Repossessed)
- 2.1.4 Report Immediately to Area Manager Variance or missing Motorcycle upon physical counting by preparing an incident report.
- 2.2 Employees
 - 2.2.1 Ensure that safety riding procedures are strictly observed when riding a motorcycle.
 - 2.2.2 Branch personnel must strategically position their work stations such that customers will not be interfering workflow and possible theft hazards.
 - 2.2.3 Putting reminders such as “unauthorized personnel are not allowed” is encouraged on restricted areas which may involve business documentations confidentiality.
 - 2.2.4 Branch employees must unplug all office equipments when not in use and ensure that main power switch are off before leaving the branch.

3. Area Manager’s Role on Branch Cleanliness and Safety

- 3.1 Ensure regular inspection of branch cleanliness and safety.
- 3.2 Report necessary repairs to operations support which may affect both personnel and customer safety.
- 3.3 Conduct regular coaching to Branch Manager in order to improve branch Cleanliness and Safety.

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