

Store Operations Manual

Break and Time Off Policy:

- **Break Policy:** Following labor laws, you are entitled to a 15-minute break for every four hours worked, and a 30-minute meal break for shifts that exceed five hours. The timing of these breaks will be scheduled by your supervisor to ensure consistent store coverage.
- **Scheduled Time Off:** To request time off for vacations, appointments, or other personal matters, please submit a written request to your direct supervisor at least two weeks in advance for a short duration (up to three days) and four weeks for longer vacations. Approval will be subject to staffing needs and will be processed on a first-come, first-served basis.
- **Sick Leave:** If you fall sick and are unable to come to work, notify your manager as soon as possible, ideally two hours before your shift starts. You may be asked to submit a doctor's note for absences exceeding three days.
- **Emergency Leave:** Emergencies can happen unexpectedly. In such cases, inform your manager as soon as you're able so that alternative arrangements can be made.

Health Emergency Protocol:

- **Assess the Situation:** Safely evaluate the nature of the health emergency. If the employee or coworker is conscious and communicative, ask them what is wrong to understand the situation better.
- **Call for Help:** Immediately alert a supervisor or manager about the situation.
- **Assist if Trained:** If you're trained in first-aid/CPR and can comfortably provide assistance, do so. However, never attempt to offer medical assistance beyond your level of training.
- **Call Emergency Services:** If the situation is severe or life-threatening (for example, unresponsiveness, heart attack symptoms, severe bleeding), call emergency services without delay and follow their instructions until professional help arrives on the scene.
- **Clear the Area:** If possible, without causing further potential harm to the individual or yourself, try to clear any hazards in the immediate area.
- **Document the Incident:** Once the immediate situation has been addressed and the individual is receiving professional care, document the incident. Include all details to ensure accurate reporting to HR, safety, and medical personnel.

Protocol for Theft and Robbery:

- **Prevention:** All employees are trained to be vigilant and proactive in preventing theft, whether it involves customers or staff members. This includes maintaining a visible presence on the shop floor, organizing merchandise in a way that discourages theft, and offering assistance to customers who seem suspicious or uncomfortable.
- **Response:** If you suspect a customer of shoplifting, inform your manager or security personnel immediately. Do not directly confront the suspect or attempt to physically detain them as this can escalate the situation and potentially put you, other staff members and customers at risk.
- **Employee Checks:** To protect against internal theft, it's our policy to conduct routine bag checks for staff at the end of their shift. These checks are not personal and are only intended to prevent loss.

- **Robbery:** In the event of a robbery, employee and customer safety is our primary concern. Comply with the robber's demands, avoid making sudden movements, and try to observe as much detail as possible without putting yourself in danger. Once the robber leaves, secure the area, comfort any distressed staff or customers and contact the police immediately.
- Remember that no amount of money or merchandise is worth risking your safety over. At the end of the day, these items can be replaced; your life cannot.

Return Policy:

- **Time Frame:** You can return or exchange any item within 30 days of purchase. A 10-day period is required for a cash refund on check purchases.
- **Receipt:** A valid receipt or proof of purchase must accompany all returns or exchanges.
- **Condition:** Items must be unworn, undamaged, and with original tags attached.
- **Refunds:** Refunds will be processed to the original payment method. If you do not have a receipt, store credit may be given at the lowest selling price in the last 60 days.
- **Exceptions:** For hygiene reasons, certain items like undergarments, swimwear, and clearance items are non-returnable.
- Please speak to an associate or contact our customer service team if you have any questions about your return or exchange.

Dressing Room Policy:

- **Item Limit:** To ensure a better customer experience and prevent theft, customers are allowed to take a maximum of six items into the dressing room at a time.
- **Assistance:** Employees are always available to assist with different sizes or styles, and will periodically check on customers for any additional needs.
- **Time Limit:** While we do not impose a strict time limit, we kindly ask that customers are mindful of others waiting, especially during busy times.
- **Unwanted Items:** We request customers to not rehang or refold items they don't wish to purchase. Instead, leave them in the dressing room or hand them to the attendant.
- **Safety:** For safety and consideration of all customers, no food, drinks, or strollers are permitted inside the dressing rooms.
- **Children:** For safety reasons, children under the age of 12 must be accompanied by an adult in the dressing rooms.

First Aid Procedure:

- **Immediate Response:** In the event of an injury or illness, the first step is to ensure the safety of the individual and others in the vicinity. Do not move an injured person unless they are in immediate danger.
- **Call a First Aider:** Every shift should have at least one employee present who's been trained in first aid. If you're not that person, locate someone who is and alert them to the situation.
- **Contact Management:** Inform your supervisor or manager immediately so they can take proper action and ensure the event is documented.
- **Call Emergency Services:** If the situation is severe or potentially life-threatening, immediately call emergency services. Follow their instructions, and do not attempt to provide care beyond your level of training.
- **After-Care:** Once immediate help has been provided, ensure the person is comfortable and continue to monitor their condition until help arrives.

Merchandise and Store Maintenance:

- **Merchandise Maintenance:** Each employee is required to assist in keeping the merchandise properly folded, hung, and arranged according to our standards. Any item that seems damaged or stained should be reported to the supervisor and removed from the display immediately.
- **Restocking:** Maintain efficient restocking procedures to ensure all items are available in all sizes and displayed properly. Always ensure the highest selling items are readily available.
- **Cleanliness:** All staff members should contribute to the cleanliness of the store. This includes tidying and wiping down surfaces, cleaning mirrors, and tidying up the fitting rooms regularly.
- **Dressing Rooms:** Regular checks should be made to dressing rooms to ensure they are clean and tidy. Unwanted items should be returned to their correct place promptly.
- **Store Upkeep:** Regularly check all areas of the store for any maintenance needs, like faulty lighting or a broken chair, and report these immediately to your supervisor or store manager.
- **Safety:** Maintenance also extends to safety. Ensure aisles and exits are clear of obstructions, and that safety signs are correctly placed and visible.