



Induction Policies and Procedures

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W E L C O M E

Congratulations on your appointment to the store.

Welcome to HG Retail, we are a family business, one that believes in delivering great customer service through a quality product at affordable prices. Good Food, Great People is our vision and one which we believe in and work towards.

As a member of staff, you have a unique opportunity to develop a career in small business.

Our store's objective is to provide our customers with a consistently high standard of service across the store, a wide range of goods and high store standards in a happy, confident and positive environment where staff and management can achieve goals, while still maintaining profitability and enabling long term growth.

Our goal is for the store to become a destination, a place where the customer knows they can have the best shopping experience. You are a major part of this experience. You are the face of the business and we want you to feel proud of where you work. We welcome you to the business and hope that you enjoy your time with us.

SERVING THE CUSTOMER – PROCEDURE

1. **Make our Customers feel Welcome.**
2. **The three (3) metre rule –**
3. **Go the extra mile.**
4. **Be interested in our Customers.**
5. **Solve our Customer's Problems.**
6. **Give our Customers your undivided Attention.**
7. **Don't make our Customer's Wait.**
8. **Display a "Can Do" Attitude to our Customers**
9. **Best Manners at All Times. .**
10. **Always remain Positive.**

Be pro-active, if you see customers looking lost or unable to reach something, offer assistance before they have to ask for it. Keep your eyes and ears open. Don't avoid the customer – be visible. If a customer is ever leaving the store without anything, grab their attention and ask if you could help them with anything they couldn't find or if there was any other problem. This practice will also deter thieves and possible future robbers because they know that they have not gone unnoticed.

HOME DELIVERY PROCEDURE

As a further service to our customers we offer a home delivery service which operates Monday-Friday excluding public holidays.

CUSTOMER COMPLAINT PROCEDURE

1. Say thank you
2. Explain why you appreciate the complaint
3. Ensure the customer that you take their complaint seriously and that you will take appropriate action.
4. Request all the necessary information
5. If the complaint is of a basic nature, apologise and take responsibility
6. Take the correct action to fix it
7. Follow up with the customer by summarizing and notifying of action
8. Check if they are happy
9. Change a procedure, if necessary, to prevent further problems

Complaints should be referred to the Supervisor at the time and a note made in the diary. Remember communicate customer complaints to as many other staff members as possible so that if the customer returns then others have knowledge of the situation. You may also be able to help others to prevent the complaint arising again.

A **Customer Complaint Form** must be completed as well the complaint should always be noted in the diary and followed up with a phone call to your manager/supervisor.

REFUNDS/RETURNS POLICY

It is our policy that a full refund or replacement will be made on any item purchased from our store and found to be faulty. It is preferred that the customer be able to present a receipt to verify the purchase however if the customer does not have a receipt you should use your best judgment and if in doubt call your Supervisor for assistance.

The refund or return should always be put through the register and the appropriate notifications made. There is digital surveillance of all transactions. Please make sure that if the product is not to be returned to stock that you answer this question correctly on the register when completing the return/refund.

200% FRESH GUARANTEE

This policy is an IGA initiative that HG Retail supports. It applies to the fresh departments, Deli, Meat, Fresh Produce and Bakery. If a customer returns an item for any reason and is not happy, they are to receive a refund of that product and the same product given to them as a replacement.

TOBACCO AND THE LAW

Law prohibits the supply of tobacco products to people under the age of 18. A tobacco product is tobacco prepared for consumption such as cigarettes, cigars and 'roll your own' or 'pipe' tobacco.

We must not sell cigarettes, tobacco or cigars to anyone under the age of 18 years, even if they have a note from their parents or say that the product is for someone else. You must ask for proof of age in every instance where you think that a customer is under 18 years of age. Since many young people often look older than they are, it is good to ask for identification in all cases.

The only forms of identification to verify age are:

- A drivers license (including a learners permit) – with a photo
- A passport
- A proof of age card

A student card from a school or university is not an acceptable proof of age card for the purchase of tobacco products.

Heavy monetary penalties exist for selling tobacco products to people under the age of 18. Such penalties relate to the individual selling the tobacco, not to the company. New legislation has requires that we are only allowed to sell cigarettes from one point of sale station and must have the cigarette case doors closed at all times. A simple 'I forgot or oops sorry' will not suffice, it is an immediate \$8000 fine if the doors are left open. It is everyone's responsibility to review the cases whenever you are near it.

When filling the cabinet, it will be the responsibility of one person who starts and completes the task before moving onto another. You are not to be distracted or commence another task while completing this.

SCANNING CODE OF PRACTICE - PROCEDURE

What does the Code cover?

The Scanning Code of Practice covers all scanned merchandise (bar coded) within an IGA branded store. This includes items registered using a PLU (Price Look Up) number.

The Scanning Code does not cover:

- Liquor products
- Tobacco products
- Items which do not have a bar code, PLU number or are item priced and are outside the Code.

The Item Free Policy

Items \$20 or less: if an item is price displayed at the checkout or on the customer receipt is higher than the shelf price, the customer is entitled to receive that item free of charge.

Items higher than \$20: if an item is priced displayed at the checkout or on the customer receipt is higher than the shelf price, the customer is entitled to receive that item at a \$20 discount off the corrected price.

The shelf price is the price of an individual item that appears on a shelf label or shelf price label. The shelf label or shelf price label means the sign or label showing the price of individual items at the place where the product is displayed for sale to the customer.

Multiple Purchase Policy

Where multiple items bearing identical bar codes, or the same PLU number, are scanned and the scanned price is higher than the shelf price, the customer is entitled to receive the first item scanned free of charge and the remaining items at the lower price (that is, the shelf price).

When is a scanning error deemed to have occurred?

A scanning error shall be deemed to have occurred when an item has been scanned, or the correct PLU number entered, and a price higher than the shelf price is displayed at the checkout or on the customer receipt.

It is not necessary for the customers to have paid for the item or to have left the store to be entitled to receive the item free of charge.

Where an operator error has occurred (that is where the wrong PLU has been entered or the wrong product is identified by the checkout operator) the customer is NOT entitled to receive the item free of charge.

Other provisions of the Code

- The Code requires retailers to give customers a detailed, legible receipt describing each item purchased, the price, the data and the store name.

- The Code provides that customer grievance be referred to the Store Manager or Supervisor in the first instance.

STORE LAYOUT

It is important that you learn as quickly and thoroughly as possible the location of all departments and products throughout the store, so that you will be able to guide customers when they request information.

UNIFORM POLICY

Shirts	IGA branded ironed shirt, tucked in and buttoned up to the third button at least.
Lower Body Garments	Trousers must be tailored in design, full length and BLACK in colour, hemmed neatly, so you are not walking on them. No ¾ pants are accepted. Ladies may wear knee length skirts tailored, black A-line or straight skirts, no tight stretch cotton. Black socks.
Jumpers	IGA branded vests and jumpers are permitted. No other jumper or cardigan will be permitted on the shop floor, without an IGA logo.
Name Badges	All staff must wear a name badge at all times.
Hats/Aprons	IGA branded aprons are required and if supplied are compulsory. The Deli must wear the Deli Cap with the IGA logo worn to the front.
Jewellery	A subtle level of jewellery is allowed. If a necklace is worn, it must be worn under your shirt. Rings are to be kept to a minimum, and a maximum of two sets of earrings are allowed. Facial Piercings are to be covered with a blue food safe regulated band aid at all times or removed. Jewellery in food processing areas is as stated: One pair of sleeper/loop earrings of medium or smaller size (NO dangling earrings), plain wedding band, no watches, medical alert bracelets (NO other bracelets).
Footwear	Total black leather closed in footwear must be worn. Steel capped safety shoes are recommended. Females wearing skirts will be required to wear black only closed in footwear plus black anklet socks
Uniform compliance	Do not be tempted to add your own interpretation to these uniforms standards. Staff arriving for work in unsuitable clothing may be asked to return home and change into the appropriate garments or footwear.

	<p>You may not wear a garment under your uniform that can be seen at all. E.g. a t-shirt, short or long sleeved, under a uniform shirt</p> <p>Any breach of this policy will be taken VERY seriously and may result in instant dismissal.</p>
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As part of your employment you will be issued with the appropriate uniform items and asked to sign a Uniform Agreement listing those items. Part of this agreement entails you keeping this uniform in good order. A deposit of \$30 will be held at the rate of \$10 per pay from your first 3 pays. This will be refunded to you when the uniforms are returned at the completion of your employment in good condition. It is expected that you take responsibility for this and will maintain it appropriately.

However if you lose a piece of your uniform then you will incur the cost of replacing it. This will incur a cost of \$10.00 by way of a deposit, which will be returned when the borrowed item is returned to the store manager. **The end result is that there will be no excuses accepted for appearing at work in anything less than the full and correct uniform at all times, remember this includes your name badge.**

Important. When traveling to and from work you must be in full and complete uniform or your uniform must be completely covered. Remember when you are wearing the IGA uniform you are acting as a representative of the store and as such your behaviour should reflect this. This includes entering licensed premises, smoking as well as your general attitude towards the public.

PERSONAL APPEARANCE POLICY

Employees must have good personal hygiene habits and a high level of personal cleanliness. Failure to comply can pose a safety hazard to the employee and/or a contamination risk to food products.

- Neat, clean and tidy hair. If shoulder length or longer, pulled back from face. (if you are working in the Deli, you will be required to have your hair tied back in a pony tail and wear a hat, if you are working in the Fresh Produce area you will need to have your hair tied back in a neat pony tail and wear a hat as this is a requirement under the Food Safe Act)
- Hair colour must be a natural shade, we will not allow bright fluorescent colours – pink, purple, green, orange, no rainbow colours or blue. No tracks shaved into your hair.
- Shirt **MUST** be ironed for each shift and tucked in. An iron is provided for your use if you are arriving from Uni or school- you must iron your shirt on your **OWN** time, not after your shift has commenced.
- Natural appearance, light foundation, no heavy eyeliner, no bright colour or any eye shadow, no bright coloured lipsticks -

use of makeup for females. The use of makeup is not discouraged. No males require the use of makeup for their shifts.

- Males must be clean and freshly shaven before each shift. If you have a beard it must be well maintained and tidy.
- Maximum of one necklace, one bracelet, a watch and two rings on each hand (if you are working in any food preparation Department, no watches or bracelets, earrings or rings with stones are allowed to be worn under the Food Safe Act)
- Piercings- NO visible body piercing is allowed, this includes tongue rings, no bolts and no stretchers/expanders the only exception will be two sets of earrings in the ears.
- No tattoos are to be seen, they are to be covered at all times.
- Name badge.
- Uniforms to be kept in good condition, pants and skirts to be kept neatly hemmed.
- High standard of personnel hygiene wear deodorant.
- Clean hands and nails are extremely important, no bright nail polish or acrylic nails due to food safe practices.

All store personnel must wear clean and appropriate uniforms at all times. If uniforms become soiled excessively during the course of the working day, then the employee must change into a clean uniform.

Employees working aprons or similar protective clothing must remove such clothing and place them on hangers (not on floors or food contact surfaces) when going on a meal or toilet break. Aprons must be washed and dried daily before re-use.

Cuts, burns, boils and other open wounds must be kept covered with a food grade band-aid (blue colour). No bad habits such as spitting, coughing, touching face, picking sores or noses is permitted.

One of the most important and lasting impressions made on any customer is the appearance of the store personnel. Good grooming is an essential part of presenting an image of cleanliness, efficiency and pride in our store. There is no point having great customer service and a clean and shiny store, if staff members are not well dressed, clean, neat and respectable.

HOUSE KEEPING POLICY

Just as we expect you to take pride in your own appearance we also expect you to take pride in the presentation of the store. Customers come to our store because it is a clean, well stocked store with competitive pricing serviced by great staff.

ANSWERING THE TELEPHONE - PROCEDURE

1. Always answer the telephone is everyone's responsibility. .
2. Be aware of the staff members present at the store (a copy of the current roster should be at each telephone that can receive incoming calls) so that calls are not paged or diverted to employees who are not at work.
3. When taking messages it is important to record:
 - The caller's name, the time and date of the call.
 - The message.
 - A return telephone number if the caller wishes their call to be returned.
 - Make sure the message gets to the team member it is meant for.
4. When answering a telephone call:
 - All staff must answer the phone in a friendly and welcoming manner, an example of this could be; Good morning/afternoon, IGA <store name> this is <your name>.
 - Listen to the caller noting what they have to say.
 - If they didn't give their name or the purpose of the call – ask.
 - Once you have their name, use it.
 - If you are going to put the call on hold, tell the caller so that they can expect to hear the diversion or on hold sounds, notify the person the call is for.
 - Monitor the call until you are sure that it has been picked up. DO NOT leave the caller on hold for a long period of time. If the call is not picked up retrieve it and take a message using the message pad.

PERSONAL CALLS POLICY

The store telephones are for business use only. Should the situation arise where you need to make a personal call, you should obtain permission from your Supervisor first and keep the call short. Please note in the diary any STD or mobile calls made as these will be checked against the monthly telephone account.

MOBILE PHONES POLICY

Mobile phones are to remain switched off while you are at work and must not be kept on your person during your work hours. The store manager and department managers at times may have their mobiles on them. These are the only people who are authorized to have their mobiles on them if required.

WORK ATTENDANCE - PROCEDURE

If you are rostered on to work at a specific time it is the expectation of management, that you are on the floor at that time, e.g. if you are working at 9am you are on the floor at 9am ready for work.

- Staff should arrive 10 minutes before commencing their shift.
- Upon entry into the store all items should be presented to the counter for check sealing.
- Staff should then proceed to the lockers located out the back dock to place the belongings that they do not require for their shift (including mobile phones.)
- Staff should then proceed on a store walk to observe any changes to store layouts, new products (including produce), and increase your produce knowledge. This will help you assist your customers find products with ease and accuracy.
- Staff should then report to their supervisor to be given instructions on their duties for the shift.

All employees are required to sign in and out as per their roster using the roster live finger print system. Employees should not sign in or out on behalf of another employee.

Failure to sign in or out may lead to disciplinary action. Never sign in or out for another employee or falsify your own time keeping. This will lead to disciplinary action.

REPORTING ABSENCES

If, on occasion, you are ill and therefore unable to work, it is essential that you phone the store and make sure that you speak to one of the department managers or the store manager as they can organize alternative staff. If these managers are not available at the store you should call the store manager on the mobile phone number listed in the front of this manual.

You must call yourself. It will not be accepted to hear from a Parent, friend or partner unless extenuating circumstances prevail. Texting is not acceptable and will not be accepted as notification.

If you are absent from work for two or more consecutive days/shifts due to illness you will be required to present a Medical Certificate to your Store Manager. Frequent absences from work by any one employee will not be tolerated and a Doctors certificate may be required.

If you fail to notify us and fail to attend for three (3) consecutive shifts, it will be deemed that you have abandoned your employment.

ROSTERS/PAY/TIMESHEETS

A weekly roster is made available a week in advance, the Thursday before the week is to commence at the latest, however most staff will receive a consistent roster week to week. The roster will be placed on the notice board in a staff central area usually the staff room. You will also be sent your roster as an SMS on your mobile. Even though you receive the SMS, the roster is displayed instore, you must view this as changes can occur and these will not be sms'd.

At the commencement of your first shift you will be programmed into the sign on system. This is a fingerprint recognition system that you will use to "sign" on and off. Make sure that you remember to sign on and off for each shift as this system is used to calculate your pay for the week. Please ask your store manager to explain the rules that apply to the Roster Live sign on system should you not sign on and off at the rostered times.

The pay week runs from Monday-Sunday with your pay deposited into your bank account every Wednesday. Payslips will be emailed to your personal email accounts, your unlock code for your payslip is your date of birth.

SHIFT SWAPPING

Everyone is expected to make themselves available to work their rostered shifts, and shift swapping is discouraged. This is a very important point as it must be understood that the roster is targeted to take into account each individuals relative skill level and experience.

If a situation arises where a shift swap is both necessary and possible, then this can **only** occur if it is expressly authorized and signed off by your Department Manager or Store Manager.

Availability

To allow us the flexibility of rostering the most appropriate people for each shift you will be asked to advise us of your availability i.e. what days and hours you are able to work. Should your availability change you will need to complete a [Change of Availability Form](#) to ensure we have accurate information and can roster you accordingly.

COUNSELING, WARNINGS AND TERMINATION

In order to maintain fair, consistent and logical work standards all employees, regardless of position, are subject to disciplinary procedures. HG Retail may take one or any combination of the following kinds of disciplinary action depending on the seriousness of the offence and/or situation.

- Verbal warning
- Written warning
- Demotion
- Dismissal

The HR department is consulted for all serious disciplinary matters.

If a breach is of a serious nature any undertaking of the below antics, or you have had multiple Performance Improvement Notices, your employment will be in jeopardy of continuing. **No notice period is required to be provided or paid for by the company.**

Grounds for instant dismissal include, but are not limited to:

- **Falsifying store records**
- **Serious negligence**
- **Dishonesty**
- **Fighting**
- **Under the influence of or in possession of illegal drugs at work**
- **Theft of company property**
- **Wilful refusal of duty**
- **Unauthorised use of confidential information**
- **Actions endangering the safety of visitors or staff**

SMOKING – POLICY

Smoking is not permitted within the store. Smoking is only permitted in public areas outside the store perimeter four (4) metres away from the entrance of any business. Smoking is allowed in nominated smoking areas, as signed.

Employees and delivery personnel are not permitted to smoke around food storage areas or loading docks. Cigarette ashes and butts are to be disposed of in waste receptacles provided.

EATING AND DRINKING – POLICY

Eating and drinking is to only occur in authorized areas, tearoom, segregated from food storage. Consumption of alcoholic beverages is prohibited on site, or during your working day e.g. lunch break. Personal food/drink items must be stored in appropriate storage areas and is not permitted in toilets or food storage/work areas.

Eating, drinking or chewing is not permitted in food preparation areas, or out on the shop floor or toilets. Drinking of water is permitted in these areas mentioned, as long as the drinking vessel is non glass or non ceramic containers and does not compromise food safe procedures.

RUBBISH -POLICY

All rubbish from food and beverages are to be disposed in bins placed in the tearoom.

TEA ROOM-POLICY

Employees are responsible for keeping the tea room clean and tidy. The tea room and rubbish bins are to be cleaned and emptied at the end of every day. Utensils if used need to be washed and tea towels must be replaced daily if used.

NOTICE BOARDS

Your staff room/office has a Notice Board that is used for public display of Company information or local community events. Only authorized material is to be displayed on these Notice Boards and they must remain neat and tidy. Seek permission from your Store Manager before displaying anything on them.

STAFF DISCOUNTS

A staff member discount privilege is extended to all full time, part time and casual staff members.

The discount rate is 5% (except on specials, mobile phone recharge and cigarettes) and 20% discount on fresh produce purchases.

The other exception to this policy is when purchasing gift vouchers, no discount is available. However when redeeming a gift voucher, the normal discount applies.

Discount privileges cease immediately on termination of employment.

The staff discount privilege is for your own personal use and any abuse of the system such as extending the offer to family or friends will be deemed theft and appropriate action will be taken. This action may result in termination and/or police involvement.

COMMUNICATION POLICY

HG Retail is fortunate to have a multicultural workforce and recognises the right of staff to converse with fellow work staff in a language other than English during lunch breaks and before or after their shifts.

However, communication between staff during work hours must only be in English. This requirement is necessary to:

1. Ensure the safety of staff, e.g. whilst operating any type of machinery all staff should be speaking in English to ensure everyone involved thoroughly understands the procedures.
2. Ensure best possible customer service – speaking in another language in front of a customer can make them feel uncomfortable as they may think you are talking about them. The only exception here is where a customer requests you speak in

another language to assist in their needs, then this will be acceptable.

3. Avoid exclusion of staff - speaking in another language in front of other work colleagues that do not speak the same language may cause that employee to feel excluded and uncomfortable as they may think you are talking about them.

For the above reasons, all employees are to ensure that all communications during work periods are conducted in English only. Any occurrences of staff not abiding by this rule will be treated as a breach of policy and staff will undergo disciplinary action.

SOCIAL MEDIA POLICY

At HG Retail we understand that the global interest and participation in social media networks (such as Facebook, Twitter, LinkedIn etc) is growing at a phenomenal rate and that the majority of staff are involved within the social media community in some personal capacity. It is important for all staff to be aware that all information exchanged within social media networks online or otherwise falls within the public domain, and the line drawn between what is considered to be personal and public is not always clear. It is also important to remember that information posted on social network sites can be easily traced and is available on an ongoing basis.

This policy is designed to set down minimum standards regarding social media participation for all staff during their engagement with HG Retail.

The following guidelines should be followed by all staff in relation to social media networks and participation within the online social media community:

- When participating in social media networks online or otherwise, staff should ensure that personal comments do not bring HG Retail or any of its sites, directors or Employees into disrepute.
- It is unacceptable to disparage HG Retail, its sites, its directors or Employees when participating in social media networks.
- Staff are not to access social media sites during working hours unless the use is directly related to the performance of duties required in the course of their employment.
- When participating in social media networks online or otherwise, staff should not imply that any personal comments are endorsed in any way by HG Retail or any of its representatives.

- When participating in social media networks online, staff must not disclose confidential information obtained through their engagement at HG Retail.
- Staff should not participate in social media networks in such a way that harasses, discriminates or treats unfairly or inappropriately any other work colleague, customer or client of HG Retail.

Breaching this policy will result in disciplinary action, up to and including termination of employment.

PREVENTING EMPLOYEE AND SUPPLIER THEFT

Research suggests that employee theft accounts for around 55% - 60% and suppliers around 5% - 10% of unknown shrinkage. One of the most effective ways to minimise the opportunity for employee or supplier theft is to develop policies and procedures which minimise the threat.

EMPLOYEE PURCHASES- PROCEDURES

- All purchases must be paid for prior to use, or before leaving the store.
- Attach a check seal/receipt to a purchased item which will be used or kept in the store at anytime.
- Check Seals/receipts should also be attached to articles that have been purchased outside the store and are being brought into the store. This particularly relates to items the store sells such as cigarettes, fruit, soft drinks....etc.
- Only certain people should be authorised to attach check seals, such as Managers or supervisors.
- Proof of purchase should be provided before a check seal is obtained.
- This policy should also be extended to suppliers.

PERSONAL BELONGINGS-PROCEDURES

- Lockers are provided to keep personal belongings in while at work. You will need to purchase a lock and key. Place your items in the locker, lock it with your lock and key and at the end of your shift, remove your items and the lock and key.
- The office is not a suitable place for people to leave personal belongings as it is likely that many people will use the office and it is difficult to monitor.
- Please leave at home expensive items that you do not need at work. This includes items such as jewellery, cameras, electronic equipment etc.
- Handbags and wallets should never be taken onto the shop floor or stored under checkouts.

SERVING FRIENDS AND FAMILY-PROCEDURE

- Please inform friends and family that you are not allowed to serve them. It is ideal to do inform friends and family prior to you commencing work to avoid embarrassment. However if friends

or relatives approach your checkout, you should inform them of the rule and then direct them to another operator.

- If you are unable to prevent serving family and friends, management will conduct spot checks.

ENTERING AND LEAVING THE STORE-PROCEDURE

- ALL staff leave through a manned register at the front of the store.
- Handbags and carry bags should be checked at all times. Staff please have your bags ready in order to save embarrassment.
- Employees and suppliers should not enter through the back door or delivery door, this door should be locked and should be reserved for deliveries only.
- Only employees are permitted in the storeroom. Employees are not allowed to take friends or relatives into this area.
- Only employees who are due to start work are permitted to enter the store before it is open. Never allow someone to open or close the store on their own.

RECEIVING STOCK-PROCEDURE

- Keep the back door secure at all times.
- Restrict access to the receiving area to those people who have a need to be there.
- Do not allow stock to leave the store without the appropriate paperwork.
- Check rubbish being taken out to the waste skip.
- Make sure that goods coming in are physically checked and counted. Do not take the delivery driver's word for the quantity being delivered.
- When checking off stock count the stock then check this number against the paperwork.

MERCHANDISE POLICY

If any employee steals from the company in any form, including consumption or unapproved taking of any food or merchandise items, anything given to the store from a supplier, company property and equipment or cash, will result in instant dismissal or that employee for serious misconduct with possible legal proceedings instituted against that person.

CUSTOMER BAG INSPECTION PROCEDURE

Customers enter the store at the invitation of the owner. This invitation is extended on the basis that whilst in the store the customer acts within the law and in accordance with standards of behaviour that are generally acceptable in the community.

STOCK ROTATION

When packing new stock into the fixture, always ensure that it placed at the rear of any stock currently on the shelf i.e. stock with the closest use by date must be at the front of the shelf. This is called stock rotation and it ensures that we never have old or stale product on the shelves. This principle applies to every product in the store regardless of whether it has a date code or not. Sometimes products change their packaging so we need to ensure that the older packaged product is sold first.

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PREPARED BY: Steve Newton	APPROVED BY:

The Black Thirteen – Critical Food Safety issues

Please place this notice in each lunchroom area and fresh food department. Get the right **culture** – regular checks **will** promote food safety and staff confidence.

1. All cold food must meet Australian cold chain standards and ANZFA standard by meeting the : “Never warmer than” rules of:
 - **Perishables to be stored never warmer than 4C**
 - **Frozen goods to be stored never warmer than -18C**
2. When storing foods (cold rooms, fridges) always remember golden rule:
 - **“If it leaks keep it Low” e.g. chickens, cheese, seafood’s...**
This means – only store these products on the bottom shelf in your fridges so that they have less chance of contaminating cooked products and other fresh foods if they start leaking.
3. Always separate contaminant risks
 - **All exposed glass/ceramics aren’t permitted in prep areas**
 - **Store chemicals, potting mix, pet foods at least ONE aisle away from food and drinks**
4. Always **cover** the following in food preparation areas:
 - **Lights (use covers or non-breakable tubes)**
 - **Hair (must be covered with the use of hats or hairnets)**
 - **Hands (use gloves/bags/sheets/tongs when handling unpackaged foods)**
 - **Uniforms (use aprons)**
5. When handling Fresh Foods use the FIFO (first in first out) rule
 - **First In First Out – use day-dots or pen on receipt dates**
 - **Regular daily audits of short shelf life foods e.g. dairy**
6. Home deliveries must not exceed 5 km or 20 minutes without refrigeration support
7. Cooked chickens must be cooked to a minimum 74C in the centre
 - **Check regularly using temperature probe and record**

8. All hot foods must be stored with product temperature above 60C
 - **Check regularly and use temperature probe and record**
9. To chill any cooked foods, you must get the middle of the product to:
 - **21C in 2 hrs (and keep chilling to)**
 - **5C in the next 2 to 4 hrs**
10. Whole fish must be iced at all times and separated from old stock
11. All in store date marking meets Food Standards Code requirements
 - **Legible, accurate, ingredients, clear and not false misleading**
 - **Always follow shelf life provided by manufacturer or take on full product liability**
12. Regular cleaning is the best form of Pest Control
 - **If cleaning is done effectively, it produces nothing**
 - **If cleaning is not done effectively, it produces significant costs to the business.**
13. All thermometers and scales should be correctly calibrated
 - **Thermometers must be accurate to +/- 1C and checked weekly**
 - **Only use correctly designed calibration procedures**
 - **Scales should be checked daily with 'certified' weights**

DISCOVERY OF FIRE:

- The person who discovers the fire must call the fire brigade immediately or arrange for them to be called.
- Notify the store manager/chief warden that the fire brigade has been called.
- If the fire can be seen, try and contain it or extinguish it only if it is safe to do so.
- There should be at least two members of staff or wardens present in case of injury.
- When the chief warden arrives, he/she becomes responsible for all evacuation procedures.

No staff member is required to take unnecessary risks. If there is any danger staff must leave the scene immediately. All staff are to complete our Fire Online Training.

Once the phone call has been placed to the Fire Station, your next phone call needs to be to Brad 0419 721 661, Rae 0438 646 644 or David 0458 000 501.

EVACUATION:

All staff must know how to safely evacuate the store:

- Unless you are a warden, leave the building as soon as the order to evacuate is given.
- Move calmly and quickly to the nearest safe exit.

Use stairways and keep close to the walls in case stairs have been weakened.

ARMED ROBBERY-PROCEDURE

Remaining calm

- Mentally speak to yourself, saying “Be Calm” as often as possible
- Keep your actions open and deliberate. Move at normal speed and be aware of your body actions
- Remain quiet, speak only when spoken to.

Obeying

- Carry out instructions exactly and cooperate fully
- Listen carefully
- Keep out of offenders personal space and keep your hands in sight at all times
- Position your body side on.

After the robbery

- Lock the door immediately
- Activate hold up alarm
- The crime scene – preserve evidence

Picture the offender

B	Build
A	Age
N	Name
T	Thatch
H	Height
E	Eyes
C	Complexion
R	Rig
I	Identifying Marks
M	Mannerisms

Once the phone call has been placed to the Police, your next phone call needs to be to:

- Brad 0419 721 661
- Rae 0438 646 644
- David 0458 000 501

CASH TRANSACTIONS

All cash transactions must take place at the registers; no employee is to take money from customers anywhere else in or around the store. The stores video surveillance will pick this up. Please note that regular monitoring of the video surveillance system takes place.

VIDEO SURVEILLANCE

All transactions made personally for a staff member are to be done by another staff member and no discounts are to be given unless authorised by HG Retail Office member on the spot. All transactions must be done in full and open view of the Surveillance Cameras. There is extensive camera surveillance located in various positions around the store that pick up all areas.

INDUCTION SIGN OFF

Date: _____

Name: _____

Policy and Procedure	Initials
Serving the Customers Procedure	
Home Delivery Procedure	
Customer Compliant Procedure	
Refunds/Return Policy	
200% Fresh Guarantee Procedure	
Uniform Policy	
Scanning Code of Practice	
Store Layout Practice	
Personal Appearance Policy	
Housekeeping Practices	
Answering the telephone Procedure	
Personal Calls Policy	
Mobile Phone Policy	
Work attendance Policy	
Reporting Absences Procedures	
Rosters/Pay/Timesheets Practice	
Shift Swapping Policy	
Counselling, warning and termination Procedures	
Smoking Policy	
Eating and drinking Policy	
Rubbish Policy	
Tearoom Practice	
Noticeboards Policy	
Staff Discount Policy	
Communication Policy	
Social Media Policy	
Employee purchases Procedure	
Personal belongings Procedure	
Serving friends and family Procedure	
Entering and leaving the store procedure	
Receiving Stock Procedure	
Customer Bag Inspection Policy	

Stock Rotation Procedure	
Black Thirteen Food Safe Practices	
Fire Procedure	
Evacuation Procedure	
Armed Robbery	
Cash Transaction Practices	
Video Surveillance Policy	

STORE WALK SIGN OFF

Safety Checklist

Did you know?

Location of the First Aid box	YES/NO
Location of the Injury/accident report book	YES/NO
Who are the First Aides in your store	YES/NO
Where is the nearest medical centre	YES/NO
Location of the Fire/Emergency exits	YES/NO
Location of the evacuation meeting point	YES/NO
Who is the Fire Warden in your store	YES/NO
Where are the fire extinguishers and hoses located	YES/NO
What customers must do in case of fire	YES/NO
Where the Emergency plans are displayed	YES/NO
Where all the Hazardous goods are stores	YES/NO
Where the MSDS are located	YES/NO

Your signature constitutes that you have read and understood all the policies and procedures listed above. If you have any questions please do not hesitate to ask management before signing off on the above.

Signature: _____