

**18 FEBRUARY 2021**

**ATTENTION: ALL PERX RETAIL EMPLOYEES**

**TAKE NOTICE THAT** it has come to the attention of management that certain operating procedures are not being adhered to by employees. Therefore you are hereby asked to take note that the Company is obligated by agreement to adhere to its client's standard operating procedures, and therefore, as employees of Perx you are required to take notice of the following specific operating procedures which are not being adhered to and with which management holds instructions to ensure compliance, namely:

**1. SHIFT ROSTERS AND BREAKS:**

- 1.1 It is the responsibility of each employee to keep informed of and to acquaint themselves with the allocated shift schedules/rosters timeously in order to ensure that they report for duty in line therewith.
- 1.2 Further each employee is to adhere to the schedule for lunch as per the roster system and is only to take lunch in accordance therewith, further no employee is permitted to have lunch at another employee's desk.
- 1.3 Should any employee, for whatever reason, be unable to take lunch at the allocated time, permission is first to be obtained from such employee's manager to reschedule his or her lunch time.
- 1.4 If an employee has any objection to working during an allocated shift or wants to swap out a shift this is to be timeously communicated to his or her manager and/or supervisor prior to the shift schedule becoming finalized, failing which the employee will be deemed to have accepted the shift schedule and will be expected to report for duty in terms thereof.
- 1.5 As soon as an employee becomes aware that he or she will not be attending

work on any day, for whatever reason, such employee is to notify his or her manager, prior to the commencement of his or her scheduled duties which the employee will not be able to perform. This must be done in order that alternative arrangements can be made timeously by the Floor Manager.

- 1.6 When an employee leaves his or her desk while on duty he or she is to inform his Floor Manager thereof.
- 1.7 Smoking breaks are limited to one employee per session and must give due consideration to roster timelines and customer service.
- 1.8 When an employee is absent or on leave, for whatever reason, the Floor Manager is to be informed prior to the commencement of the employees scheduled duties, of any urgent outstanding work which is to be attended to and is to receive all keys, as per the implemented key register, in the employee's possession as soon as possible.
- 1.9 The provisions above relating to leave, punctuality and absenteeism apply to retail/shift workers and therefore any unwarranted, unauthorized, uncommunicated lateness and/ or absenteeism with regards to the roster system and any failure on the part of an employee to report reasons lateness and/or absenteeism to his or her manager and/or supervisor will result in such employee being subjected to the disciplinary procedures outlined in the Perx Handbook.
- 1.10 Morning start-up meetings are to be held for 30 (thirty) minutes daily. The purpose of such meetings is to discuss the daily duties and requirements for the team on duty for the day and the relevant employees are expected to report for such meetings on time.
- 1.11 Start-up meetings are to be conducted in a professional manner and the minutes thereof recorded and signed by all in attendance at the meeting and

thereafter uploaded by the Floor Manager.

- 1.12 A meeting of one (1) hour will be held once weekly, the purpose of which is to discuss any issues and or topics pertaining to all staff, therefore the attendance and participation of all staff at the weekly meeting is compulsory.
- 1.13 No visitors and/or family members of employees and/or any other unauthorized persons may be permitted entry into the shop before or after operating hours.
- 1.14 At all times, only authorized employees are permitted to be behind counters and at the back of the stores.
- 1.15 No visitation of employees is to take place during working hours as it is expected that each employee is fully engaged in his or her duties which are to be rendered during these hours.
- 1.16 No employees and/or guests of employees are permitted in the workplace afterhours without the permission of their Floor Manager, which Floor Manager is to obtain authorization from security for such after hour attendance in the store.

## **2. GENERAL**

- 2.1 Cashing up in front of customers is not permitted, under any circumstances.
- 2.2 Cashing up and balancing must take place in front of at least one camera.
- 2.3 Cashing up must be completed once daily, at the end of an employee's shift, and any shortages reported to the Floor Manager immediately but certainly before the employee leaves the workplace for the day.
- 2.4 No employee is permitted, for any reason, to leave money bags unattended or to use any store money for personal reasons neither is any employee entitled to

leave the store with such money. Be advised that such conduct is deemed to be an offence and if found to be guilty, dismissal will follow.

- 2.5 No employee is permitted, for any reason, to leave the store with and/or remove from the store any company or customer property and/or documentation.
- 2.6 No employee is permitted to work on an account in which they have any direct or indirect interest or an interest in concert with any other entity or person.
- 2.7 No private phone calls are to be taken in the presence of customers or on the sales floor.
- 2.8 Phone calls may be taken when approved by the Floor Manager and should be restricted to emergency calls only.
- 2.9 Cell phones should be switched off or muted while an employee is on duty.
- 2.10 A maximum of one local/ national call of six minutes or less is permitted from the store phone per day.
- 2.11 Prior authorization from the Floor Manager must be obtained before any gift is accepted and the value thereof may not exceed R300.00 (Three Hundred Rand).
- 2.12 All daily transaction statistics are to be submitted and uploaded at shift end or as required by the relevant Floor Manager from time to time.
- 2.13 As soon as any outstanding or incomplete orders come to an employee's attention, same must be reported to his or her Floor Manager without delay, together with any outstanding or incomplete ARIA transactions.
- 2.14 Employees are not permitted to use the working equipment of other employees, which includes their desks and personal computers, unless specifically permitted

to do so by the Floor Manager.

2.15 No beverages or food are permitted in the store and/or at the front office.

2.16 When an employee's shift comes to an end he or she is required to ensure that his or her workstation is neat and cleaned before he or she leaves the premises.

2.17 The last persons in the store at closing time are required to ensure that they have the necessary keys to attend to locking up and employees should, where possible, leave the store in the presence of at least one other person.

2.18 All stock items and vaults are to be securely locked before the store is closed and/or locked.

### **3. DELEGATION OF AUTHORITY AND FAILURE TO COMPLY**

3.1 The Floor Manager is to identify a person to be in charge when he or she is not available in the shop and a clear delegation of authority must be submitted in writing when the Floor Manager will be out of the shop for any period exceeding 24 (twenty four) hours.

3.2 All Perx employees are expected to comply with the aforementioned operational procedures outlines herein, as well all of the Companies policies and procedures, and will be held individually responsible for any failure to do so, which failure will result in disciplinary action being taken against such employees as outlined in the Perx Handbook.

3.3 Permanently appointed Floor Managers or any persons who act in the position of Floor Manager on a temporary basis are in charge of ensuring discipline and policy enforcement, and failure on the part of such persons to do so will be subject to disciplinary action and if found to be guilty, such process may result in

summary dismissal.

**TAKE FURTHER NOTICE THAT** Should you have any queries or concerns regarding any of the above procedures you are required to communicate same to your manager and/or supervisor, as the case may be.

Yours faithfully,

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CEO: NEVILLE THOMSON