



# **M.A.T.E.S**

**Material for Advancement in  
Training for Excellence in Sales**

## **TOYMATE STAFF DISCOUNT POLICY**

### **OVERVIEW**

The information contained in this Policy explains in detail the Staff Discount Policy and its use. The Policy is applicable to all Toymate employees.

It is not only important for you to be able to understand this policy, but to also realise the consequences to the business if our best practices are not followed as outlined in this Policy.

The Policy is designed to ensure that all employees share in the privilege of having a staff discount with Toymate and that they completely understand that breaching the staff discount Policy will result in them losing the staff discount and may also result in the subsequent termination of employment.

Following the guidelines set out in this policy will ensure that the business expectations are met.

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## **STAFF DISCOUNT POLICY**

### **1. PURPOSE**

- 1.1 This Policy outlines the conditions and obligations of Toymate's ('TOYMATE') employees' with regards to Staff Discounts at Toymate.
- 1.2 This Policy, where relevant, operates in conjunction with an employee's contract of employment.

### **2. COMMENCEMENT OF THE POLICY**

- 2.1 This Policy will commence from 11/7/2020. It replaces all other leave policies of Toymate ('Toymate') which deal relating to Staff Discounts.

### **3. APPLICATION OF THE POLICY**

- 3.1 This Policy applies to employees (including temporary employees) of Toymate who take receipt of warehouse deliveries.
- 3.2 This Policy does not form part of any employee's contract of employment. The Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

### **4. STAFF DISCOUNT ELIGIBILITY**

- 4.1 All Toymate employees are eligible for a staff discount once they have completed 3 months of continued employment with the business. Commencing the 28th February 2020, the staff discount will revert to 15%. The discount is a generous discount and it is a privilege for staff members to have this discount whilst they are directly employed with Toymate. The discount is similar if not better than what many other retailers are offering.
- 4.2 The discount is strictly only for Toymate employees and as such is not to be used by any other person including the employee's family and friends, vendors, customers, bulk buyers etc unless directly authorised in writing by the Idan or Danny. No other person in the business has the authority to authorise a staff discount for a non-employee of Toymate.

### **5. STAFF PURCHASE PROCEDURES**

- 5.1 All Toymate employees will be given a specific Toymate discount code which is linked to their name. The employee wishing to make a purchase will need to tell the cashier the code. That code is entered into the POS at time of purchase. The code is the employee's responsibility. If use inappropriately or given to others to use it will be treated as a serious breach of Policy resulting in dismissal.
- 5.2 The staff discount is for the employee only and not for friends and family. Any employee found using or giving a staff discount code to another person/employee may have their employment terminated.

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- 5.3 When a Toymate employee is purchasing items, the employee is to take the items to the register counter. The cashier will apply the 15% discount to the entire sale and will enter the employees discount code in the process.
- 5.4 If an item is advertised as discounted and that discount is already applied to that item in POS and scans up at the discounted price the staff discount can-not be applied as there are no double discounts permitted. If an item for example has a promotion of 20%, the staff discount of 15% won't be applied. If an item has a 10% promotion, the 15% staff discount will be applied only. There are no double discounts.
- 5.5 Loyalty discount, Price Match or any other discount is not to be applied where a staff discount has been applied. The employee can elect to make a purchase without a staff discount.
- 5.6 Employees are not permitted to place stock they wish to purchase on hold.
- 5.7 At NO time is any employee permitted to purchase Toymate stock for resale and under no circumstance should employees process their own discounted transaction.
- 5.8 Breaching the Staff Discount Policy may result in the dismissal of the employee.
- 5.9 If the employee wishing to make a purchase is the only one in store at the time, he/she must wait for the next employee to come in to carry out the staff discount.

## **6. AFTER THE PURCHASE**

- 6.1 Once items have been purchased the employee is responsible for ensuring they always have a valid receipt with their items.
- 6.2 If the employee is purchasing a bottle of drink the receipt should be sticky taped around the bottle. Bottles of drink located throughout a store whether in lunchrooms, office areas etc which do not have a receipt with the bottle will be deemed as not having been paid for. Smaller items purchased must have a receipt present with the item.
- 6.3 Other purchased stock placed in shopping bags must always have the receipt with the bag. All employees are to present their bags for inspection to another employee or Manager prior to exiting the store.
- 6.3 All employee purchases must have a valid proof of purchase receipt.

## **7. TOYMATE STAFF FROM OTHER STORES**

- 7.1 Steps to take where Toymate employees from other stores are making a purchase in your store.
  - Ask the employee for their discount code and full name and which store they are from. In some cases, the employee may be from Head Office.
  - If you believe the person is not an employee, ask for a Driver's license or ID card with their name on it.

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- If the person can-not satisfy the above criteria contact Loss Prevention on 0452441469.
- The employee will only receive a discount if their identity as a current Toymate employee is verified.

**7. MISUSE OF THE STAFF DISCOUNT POLICY**

8.1 It is important to ensure that all employees are keeping within the guidelines set out in this Policy. Cashiers failing to scan all the employee’s items for purchase or giving discounts above what is specified in this Policy or any breach of the staff discount Policy may result in the termination of employment for the employee’s involved. An order number is created for each store.