

Introduction

The Company has a strict Calor Gas Policy in which all employees must adhere to at all times. This company policy outlines what employees' responsibilities are when it comes to dealing with customer calor gas sales/transactions.

Scope

This policy applies to all of our employees. Employees who do not work on a till point are still required to read and understand this policy.

Policy Elements

The following rules always apply:

- The customer must have an empty calor container only. Employees are instructed to check this before continuing with the sale. Non-calor containers are not permitted.
- Check for stock levels before continuing with the sale. It is good working practice to have this knowledge at the beginning of your shift and keep yourself updated as the day progresses. However, always check first.
- If stock isn't available then a deposit sheet has to be filled in. This sheet will show the deposit for the bottle and the refill charge attached to this. Employees should then enter this on the till in a similar fashion as the deposit and refill.
- The receipt for the above task should be printed off and stapled into the sheet and placed into the appropriate folder. If you are not sure where this is kept then please ask a fellow colleague or your line manager.
- When a customer is finished with the container, they can claim this deposit back at 'Calor Southside' not through us.
- The employee doing the sale is fully responsible for the sale. You must take payment and give out the bottle. Do not delegate this task to another employee. If the incorrect bottle was to be given out the employee who started the sale would be liable for this.
- All cages must be locked correctly. Security checks should be performed throughout your shift. A final check should be done at the end of the day.

Disciplinary Consequences

When an employee disregards this Policy, the appropriate disciplinary action will be taken. In the first instance you will be (depending on what element of the policy you have disregarded) given a verbal reminder of the Policy. This will be kept on file and could be used as further evidence if employees continue to repeat this failure to comply. Should there be any recorded repeat of this conduct, this may be subject to formal disciplinary action.