

## Introduction

The Company has a Staff Vigilance Policy in which all employees must adhere to at all times. This company policy outlines the employer's expectations and standards when it comes to keeping the site, employees and our customers safe. The purpose of this policy is to ensure that staff are vigilant at all times both within the shop and outside on the forecourt (if applicable). If followed correctly staff can ensure that all shoplifting and drive offs are kept to a minimum.

## Scope

This policy applies to all of our employees, including staff members, supervisors, line managers and head office workers.

## Policy Elements

The following rules always apply;

- During every shift all staff members should conduct observatory walk rounds to ensure that the site is maintained to a high standard (this includes ensuring all areas are kept clean and litter free).
- Staff should ensure that no customer or visitor to the site is smoking within the site perimeter. This includes mobile phones at petrol pumps. Anyone caught doing either of the above should be asked politely to extinguish their cigarette immediately and move off the premises to a safer location.
- Be aware of those loitering in and around the site. Make sure that you are making your presence known. Simply asking those who are doing this if they need any assistance can be enough to move them on.
- At no point should any employee put themselves at risk.
- If at any time an employee feels threatened or intimidated by a customer, they should call for another member of staff, the manager or the police (101).
- Be aware of all customers who visit the site and be mindful of where they are at all times.
- When doing Paypoint keep looking up at the customer.
- Do not leave the shop unattended.
- Do not leave the till area whilst a customer is in the shop.
- Make lists as you sell items, go into the back to obtain only after locking the door.
- Employees full focus should be on the customer at all times.
- If a key holder to the site and you are responsible for opening/ closing the site that shift you should ensure that they key is removed from the door lock and put away in a secure location. Do not leave this key exposed for customer view/ taking. You must not tell anyone that you are a key holder for the site and whilst not on shift the site keys should be kept in a safe location whereby no one else has access to them. It is strictly forbidden to give these keys to anyone else without gaining prior authorisation.
- All alarms should be set appropriately.
- If a customer walks over to the alcohol section and the store is quiet enough with enough team member support then one person should walk over to this area. This will show that we are vigilant on our shop floor. Alcohol is the product which is stole from the company more than other items. Therefore, we need to safe guard this area of the store.

## Disciplinary Consequences

When an employee disregards this Staff Vigilance 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 Staff Vigilance 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.