

Introduction

The Company has a strict Stock Control Policy in which all employees must adhere to at all times. This company policy outlines what our expectations are when it comes to the successful and smooth operation of the sites. The policy outlines brief guidelines when it comes to dealing with stock and how to properly manage this at store level. However, further training will be provided as all of our sites do differ slight (although our work ethic and principles should remain consistent).

Scope

This policy applies to employees who work at a site. This includes Customer Service Advisors, Supervisors, Assistant Managers and Store Managers. Everyone should work as a team. Nothing will be asking by employee which wouldn't be done by the manager themselves.

Policy Elements

The following rules always apply:

- Stores should be filled at all times and items which are not available should be noted on the shopping list. The quicker gaps in our shelves are identified the quicker we can get the stock on our shelves and keep our customers satisfied.
- When stocking you must check the date on that product. When it comes to receiving deliveries of items it may appear from time to time that the supplier is giving us dates which are best before what is already on our shelves. Therefore, to not automatically assume that your new products delivered and necessary for the back of the shelve. Always check.
- Any items which have been short dated by the supplier will be returned. Remember if this is the case then the full box is return not individual items (in most cases).
- When stocking the shelves makes sure stock is to the front and facing this way. No bar codes and product ingredient lists should be visible when walking past. Customer want to see the product i.e. if this is milk product, they should see the front label not the side of the carton.
- Match the label with the bar code and price. If it doesn't match the product and price then remove the label i.e. if two for one doesn't scan. If this is the case then please post this on the group WhatsApp or alternatively alert a manager.
- If items are not scanning Head Office must know of this immediately. This can have a knock-on effect with stock quantities if not fixed straight away.
- Items which must be watched closely are bread and milk. We cannot run out of these items.
- Stock checks must be done regularly and in sections. If short dated we must enter up on critical list in correct months so we can monitor this.
- You must walk the store to check for gaps and cleanliness issues.
- Please tidy up as you go. Don't leave this for another employee to deal with.
- Share your knowledge with other employees.
- All storage units must be locked in not in use. All employees are responsible for ensuring the containers are fully locked and secure before closing the site.

Disciplinary Consequences

When an employee disregards this Stock Control 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.