

## **Action Alert! Take action!**

It's your JOB, protect it!

**Local 152 Retail Members should always be aware of company policies and keep them in check\***

- ✓ Local 152 members are to be informed of significant policy change at several of our contracted retail facilities. In respect to employees selling "age-restricted products" like tobacco & alcohol, make sure you are completely aware of your company's policy!

Some shops have a no tolerance, 1<sup>st</sup> offense termination policy in force....violators may also be subject to arrest & fine in regards to tobacco & alcohol. Our members must be fully aware of their company policy!

**\*Protect your job, your livelihood & family!**

### ✓ **Loss Prevention**

Most retail facilities have loss prevention programs in force to minimize theft by customers and employees. The fierce competitiveness and profit margins of the supermarket industry force companies to protect their bottom line and maintain loss prevention.

### ✓ **Associate/Discount Card**

Retail shops that issue associate cards that may carry some form of a discount to the employee should never pass this personal discount off to customers, only so in the event that they are a family member or that they live in the same household with you! In an instance that a customer does not have a discount card, be sure to use the appropriate "STORE CARD" and not your own, to expedite the customers order. If an employee should make the mistake of using their own card in this instance, the employer will see this as giving someone an unauthorized discount.

### ✓ **Coupons/Store Generated Coupons**

Most retail facilities issue Catalina coupons that are printed at check-out; they also send out mailers with coupons directly to households.

A Catalina coupon typically offers a discount on a customer's next shopping order. It's printed based a particular customers order at check-out and also tied to a discount card if the customer had used one. If it's left behind, it must be destroyed. You can't keep it and use it.

These coupons are traceable and easily spotted within the electronic system. Loss Prevention teams continually look out for this activity. If you know of anyone who is doing this, please warn them. Let's get the word out and minimize the chance that members will be caught up in coupon abuse.

Other job protection concerns to follow:

- ✓ Be aware of and follow company date and coding policy on perishables and other products.
- ✓ Be aware of and follow company ground beef policy.
- ✓ Never ring up your own order.
- ✓ Never keep change left by an unknowing customer.
- ✓ Never key in a coupon that does not exist.
- ✓ Never use a coupon that was not yours.
- ✓ Never hold back a customer's coupon.
- ✓ Never keep a coupon that a customer left behind.
- ✓ Never scan your company discount card for a customer's order.
- ✓ Never scan a coupon more than once to reduce anyone's order.
- ✓ Never consume any product prior to paying for it.
- ✓ Never use the coupon key to reduce the value of an order.