



OPERATIONS POLICIES AND PROCEDURES MANUAL

Updated Version 2019

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1 WELCOME

Welcome to TSG!

We are excited to have you join our group and share in the benefits of being part of a leading dynamic and progressive business.

TSG has been built on a number of core beliefs which are:

- Our brand recognised as the **#1 Tobacco Retailer**
- To be **Consumers Preferred Choice** for tobacco products
- To provide the **Best Customer Service** paramount to none
- Create the **Best Store Layout and Retail Offers**
- Have our stores provide **a Full Range of Tobacco Products**
- Ensure our **Pricing is Competitive**

This Operation Policies and Procedures Manual represents the platform for the TSG group. It will become an integral part of your business and your success as a retailer in our group. Please respect its content and treat it with the utmost confidentiality.

We look forward to sharing our experiences, our vision and our successes with you and to building a future together.

Simon Ritte

General Manager

TSG Franchise Management Pty Ltd

2 INTRODUCTION

This Operation Policies and Procedures Manual has been written to assist you in operating your business. It describes the operating procedures and methods used throughout the TSG system.

Under your Licence Agreement you are obligated to adhere to the “Company’s Operations Policies and Procedures Manual conditions as set by the company.” These items are set out in this manual.

The information in this manual should also be used to educate and train your staff members by having them regularly read the relevant parts of the manual.

This manual should be reviewed by yourself and your staff members on a regular basis to ensure your store reflects TSG’s operating procedures and methods. It should be stored in a safe place that is accessible by all staff.

This manual cannot be reproduced, copied or distributed in any part without the prior consent of TSG Franchise Management Pty Ltd (TSG).

This manual contains important confidential information and you are not permitted to disclose the contents of this manual to anyone outside of the TSG business.

This manual must be returned to the TSG Head Office immediately upon the termination or expiration of your Franchise Agreement.

Before taking responsibility of this manual you are required to sign the attached **Receipt of Operation Policies and Procedures Manual**.

Please note:

- TSG may issue non-compliance notices to outlets where an outlet is non-compliant to TSG Operations Policies and Procedures and Licence Agreement.
- In the event a non-compliance notice is issued, 30 days is provided to the outlet to rectify the non-compliance.
- In the event the non-compliance is not rectified, TSG will suspend all outlet benefits until the non-compliance is rectified or the matter may be taken further.

Breach of TSG confidentiality

The following items are considered Private and Confidential and Commercially Sensitive and will be endorsed accordingly. Providing copies (unless required to do so by law) of any sort or by any means to any person other than those nominated by TSG management is considered a serious breach of confidentiality and the appropriate legal action will be taken to protect our business.

- TSG Operations Policies and Procedures Manual
- TSG Retailer Information System Procedures
- News/Information and Publications
- Emails
- Promotional Rebates – BATA, ITA, PML, and RICHLAND
- Scan Data

- Terms of Trade Information
- And any other communication or correspondence provided to you by TSG

3 THE TOBACCO INDUSTRY

3.1 THE TOBACCO INDUSTRY IN AUSTRALIA

Manufacturing activity in Australia dates back as far as the 1820's. By 1901, Australian manufactured tobacco products supplied 40% of the local market with this increasing to more than 90% by the 1920s.

In May 1936, Commonwealth support for the tobacco growing industry began with the first Local Leaf Content Scheme. Under this Scheme, manufacturers paid a concessional rate of duty on imported leaf provided they used a stipulated percentage of Australian leaf.

In 1965, the Tobacco Industry Stabilisation Plan was introduced to support growers by providing them with a stable market. The legislation set up marketing boards in each state growing tobacco (QLD, NSW & VIC).

In 2000, the Federal Minister for Agriculture established a Tobacco Industry Taskforce. The Taskforce was required to examine the current situation and options for the future viability of the Australian tobacco growing industry.

The Australian tobacco industry makes a significant contribution to the economy in terms of government revenue, retail sales and employment.

The Australian cigarette market is distinctly segmented, with brands categorised by price, style and packaging. The value for money end of the market is the major battleground, and this segment will clearly remain the most vital for the industry, as smoking has increasingly become stratified by socioeconomic levels.

In 2015, the total value of tobacco retail sales in Australia was \$15.269 billion. In terms of government revenue, the total tobacco excise tax collected in 2014/2015 was \$10.335 billion (*Australian Bureau of Statistics 2016³¹*).

3.2 WHO ARE THE PLAYERS IN THE INDUSTRY AND WHO ARE OUR COMPETITORS?

There are three major tobacco product manufacturers/distributors in Australia, who account for over 95% of sales of tobacco products in Australia.

They are:

1. British American Tobacco Australasia Limited (BATA)
2. Phillip Morris Limited (PML)
3. Imperial Tobacco Australia Limited (ITA)

TSG's competitors are:

- Supermarkets
- Convenience stores
- Service stations
- Other specialist tobacconist groups

4 TSG HISTORY & INFORMATION

TSG was established in 1996 and founded on strong business and franchising principles. This concept of a TSG specialised tobacconist was the first of its kind in Australia and quickly become the benchmark for the retail tobacconist industry.

Each TSG outlet today follows our successful and proven formula and today the group has over 400 outlets nationally, selling tobacco products representing over 6% of the national tobacco sales volume within Australia.

TSG boasts a brand which is a red signpost to our customers. Our unique Retailer Information Solution provides our retailers with up to date products and promotions and all the information you need to operate your TSG business successfully.

Today TSG is the Number 1 Tobacco Franchise Group within Australia.

4.3 TSG HEAD OFFICE

The TSG Head Office is structured to support the Franchisees in operating their business.

The role of the Franchise Manager is to act as the primary support function and contact point for Franchisees.

The IT Support Team are the primary contact for all things related to your point of sale scanning system, promotions and product launches.

The Corporate Team assists with all contract and finance related matters.

Management and staff are dedicated to the future growth and success of TSG.

The TSG Head Office is based at Factory 19/25 Cook Road, Mitcham, Victoria, 3134.

4.4 COMMUNICATION FROM THE TSG HEAD OFFICE

No relationship can be healthy without regular communication between all parties and the franchise relationship is no exception. Efficient and effective communications are essential to a successful franchise and at all times it should be two way. Please note the following methods are used and expected of TSG Franchisees.

4.4.1 POS Messaging

POS Messaging is via your POS computer system. Each day you will need to check your messages for any updates. This is how TSG send through your promotions on a regular basis.

4.4.2 Email / Internet

TSG will send emails to your nominated email address on a regular basis.

Email is TSG's preferred method of communication and it is imperative that you check your email on a daily basis.

4.4.3 Phone

Should you need to discuss any business matters, your first point of contact is your Franchise Manager. Open communication is encouraged at TSG. Should the matter be urgent and you are unable to contact your Franchise Manager, please contact the TSG Head Office.

You should be mindful of staff and customers when talking on the phone as they may overhear confidential information.

4.4.4 Mail

As TSG's communication preference is email, you will receive only necessary paperwork via mail (refer email section). It is important that all information mailed by TSG is read by the franchisee and store managers (where appropriate).

4.4.5 Business meetings

From time to time TSG will hold business meetings and training sessions for implementing new systems (i.e. product releases, promotions and company news) which will assist you in growing your business. These meetings will generally be held in the evenings or on weekends at a convenient location. They are a great opportunity for you to learn more about TSG and network with fellow Franchisees. It is a requirement for you or one of your store managers to attend these meetings.

4.4.6 Field visits

Your Franchise Manager will visit you on a regular basis. In the lead up to the visit, Franchisees are encouraged to bring up issues they would like addressed at the meeting. It is important that Franchisees set aside time to be dedicated and focused on the field visit. Your Franchise Manager will also raise any issues that need to be addressed. By being prepared for this meeting you will maximise the information received.

A field report will be conducted and completed throughout the visit. This report is lodged electronically and accessible by Head Office.

4.4.7 TSG Franchise News, via TSG web site

TSG news and Information is found on the TSG website which is updated regularly. This will provide retailers with important and relevant TSG specific news to help you with your business.

In the Franchise News section you will find a range of information relating to relevant business updates, legislation updates, product launches and various other industry related information. To ensure that you keep on top of the latest updates, log into the franchisee section of the TSG web site on a daily basis.

4.5 TSG COMPANY PHILOSOPHIES

OUR MANTRA

- To remain top billing as the **#1 tobacco franchise** in Australia
- Be the **consumer's only choice** for tobacco related products
- Remain **innovative and adaptive** to challenging market conditions in dark times
- Provide our retailers with comprehensive training, support and resources; we will fulfil our customer's expectations as a **top quality professional and friendly service**
- Provide the knowledge and resources from our suppliers to stores, to **provide only the best products at competitive prices**

4.6 INTELLECTUAL PROPERTY

TSG relevant types of Intellectual Property:

- Patents for new or improved products or processes;
- Trademarks for letters, words, phrases, sounds, smells, shapes, logos, pictures, aspects of packaging or a combination of these, to distinguish the goods and services of one trader from those of another;
- Designs for the shape or appearance of manufactured goods;
- Copyright for original material in literary, artistic, dramatic or musical works, films, broadcasts, multimedia and computer programs;
- Confidentiality/ trade secrets including know-how and other confidential or proprietary information.

TSG Intellectual Property:

- Company registration: TSG Franchise Management Pty Ltd ACN. 052 370 733. This gives you national protection and no franchisee can be authorised to include the TSG Franchise Management Pty Ltd name in their company name.
- Business name: "TSG" is registered as a business name in every state and territory of Australia. As a franchisee it is your responsibility to register your business name at the time of joining the TSG Group or update business ownership details if a store changes

ownership. Business names are required to be renewed by the Franchisee and kept current on an annual basis. TSG Trade Mark No. 1195728 (refer pic below)



TSG trade mark registration allows us to place the letters “TM” next to the logo, as per the sample above, to show the public it is protected and to prevent it being copied.

The TSG web site is also part of our intellectual property together with all the contents.

- The TSG developed software being used in your POS scanning system makes up another part of TSG’s intellectual property; this is the new TSG POS and the soon to be redundant TSG Price Module and Remote Statistics.
- TSG web site address: www.tobaccosg.com/ www.tsgfranchise.com.au

5 BRAND USAGE

Your brand, TSG, is a reflection of your business and what you do within your business. You have the ability to build that brand to represent a whole range of feelings and associations about the brand to the customer.

Ultimately, your visual identity and language need to be used consistently across all communications, as it is essential for creating a strong and memorable brand. The benefit of having a consistent brand is that your stores will be more recognisable to the customer. Over time, your customer’s will understand what your brand means to them, that you are specialists in tobacco retailing, and that they can come to you for all their tobacco and tobacco related needs.

When building any brand, the visual identity is one of the key components. A document containing all the elements of your visual identity is available by contacting your TSG Franchise Manager – TSG Retail Design and Signage Guide. Located in this manual are the basic fonts and colours, and no signage should be ordered without consulting your Franchise Manager, who will ensure that the Signage and Brand Imaging is compliant to our current standards.

All TSG outlets must ensure that they comply with the “TSG Retail Design and Signage Guide” which includes signage and colour theme. This must be in place prior to commencement of trading under the TSG Trade Mark.

- TSG signage must be legislative compliant and in place prior to commencing trading as a TSG outlet.
- All Brand signage must be maintained in good order at all times. The cost of replacement signage or maintenance of retail outlet is at the owners cost.

Refer to TSG Brand Colours and Fonts in the TSG Retail Design and Signage Guide for more information.

Check with your local council or shopping centre on their specific requirements for street signage.

Check Tobacco industry legislation for your state relating to business name signage.



TSG Keysborough



TSG Brandon Park

6 MERCHANDISING

This section applies to NON tobacco items.

Merchandising is a term used to describe the presentation of merchandise in a retail environment. Merchandising can be incorporated into your store through, store layout, store display, fixtures and fittings for your store and even down to sounds and scents.

Customers judge how professional your business is by how professional your business looks

6.1 STORE PRESENTATION

WINDOW DISPLAY

These should be changed at least every month particularly for stores with gift items.

Where possible incorporate promotions (strictly NON tobacco) and remember to display bigger items at the bottom building the display up.

Window displays should be no more than chest height to enable visibility into your store. No phone flags, posters or other advertising posters should be fixed to windows or shop front. No bongs to be placed in windows if legal in your state. Floor spinners are not to be placed in front of windows, inside or out, as they block visibility and are a potential security risk.

SHELF DISPLAY

All stock should be arranged from left to right. Where possible, shelves for gifts should be between eye and knee level. Place stock at the front of the shelf. Place darker colours at the front of the store leading back to bright high contrast colours towards the back of the store.

At all times stock and shelves must be kept clean. **Do not** stock confectionery or novelty items that are aimed at children.

PRODUCT GROUPING

Ensure that relevant gift lines are grouped together.

IMPULSE BUYING

A selection of your highest moving products should be placed at the front of the store or around the counter. These products should be placed between eye and knee level.

LIGHTING

Where possible, use down lights for dramatic lighting of particular items (excluding tobacco items).

SHOP LAYOUT

At all times your shop should be uncluttered and tidy with items placed around the shops so they flow logically. Limit the number of floor spinners as these can clutter your store and can be a security issue.

INTERNAL SIGNAGE

If you are placing signage around gift items they should be placed just above eye level. TSG has POS ticketing available for your use in store.

Try not to confuse the message to the customer by placing supplier signs around the store.

Placement of phone card signs should be limited.

Do not display signs with blu-tack where the blu-tack is visible to the customer i.e. in the glass counters. Use clear tape or some other form of sticking adhesive.

Do not use hand written signs.

Always check your state's legislation for any rules and regulations in relation to signage.

Your shopping centre may also have rules and regulations in relation to signage in and around your store.

PRICING

Items such as gifts and confectionery should display prices with the product utilising the TSG standard ticketing labels.

6.2 MERCHANDISING IN THE TOBACCO INDUSTRY

6.2.1 Hardware Plan-O-Grams

When Terms of Trade change and new outlets join the Group, your TSG Franchise Manager will complete an approved Plan-O-Gram. One copy will be left at the outlet, PML, ITA and BATA will receive a copy (sent to Head Office for distribution) and TSG will retain a copy.

Under **NO** circumstances is the space allocation to be moved without the express permission of your TSG Franchise Manager.

The Tobacco Companies are allowed to move facings within their allocated space (with prior notice) but are not allowed to increase their space or move competitor's products.

If in doubt, refer to approved Plan-O-Gram for reference to the percentage allocation.

Stores may be subject to state imposed fines if they choose to expose additional product than state legislation permits.

6.2.2 Cigarette facing stock policy

Tobacco facings definition under Health Legislation varies state by state and therefore, should be adhered to.

TSG recognise state or federal legislation as being the final arbitration document.

All visible facings “IN LEGALLY DEFINED DISPENSING AREAS” are counted e.g. cigarettes, cigars and tobacco, and the 4 square metre rule in Victoria.

TSG will provide standard “Plan-O-Gram” for the terms of trade dispensing areas. At the discretion of the TSG, these “Plan-O-Grams” may vary from time to time. Non-standard “Plan O Grams” will be completed by TSG Franchise Managers on site.

6.3 MERCHANDISING - TOBACCO LEGISLATION

Each State and Territory has different legislation relating to Merchandising of tobacco products. Please refer to 16.3.1 Industry Contacts for reference to appropriate State Legislation.

It is imperative that you are familiar with the legislation relating to your particular State or Territory and contact the appropriate bodies for further information. You should also ensure your staff is familiar with the legislation.

Stores may be subject to state imposed fines if they choose to expose more product than state legislation permits.

7 CUSTOMER SERVICE

Customer service is a pivotal part of your TSG store. Your customer's form their opinions of TSG from the service we provide them and expect reliability and consistency.

Everything you do in your store leaves an impression in the customer's mind, therefore, it is important that your actions and the way you present yourself and your store must create a positive experience i.e.: excellent service, a positive attitude, greeting the customer, a clean store, clean uniforms.

It is essential you understand one of our most important policies – to keep a minimum of 2 metres of counter clear of “other” product displays.

Remember, customers are the reason you are in business. By treating them with respect you will earn their loyalty and continued business therefore making your business a success.

7.1 CUSTOMER TRAITS

All customers have different personalities and temperaments. Your approach to customers can often determine the outcome of their temperament. Listed below are a few examples of how to handle different personalities.

CUSTOMER STYLE	HOW TO HANDLE THEM
Aggressive, abrupt	Smile; be fast and efficient.
Quiet, shy	Smile; try to ease and not to rush them, speak softly.
Friendly, chatty	Smile; be friendly but not overly friendly.
Flirtatious	Smile, serve them quickly, efficiently and try not to lead them on.
Disabled	Smile; treat them as you would any other customer. Offer help as need be.

7.2 EXAMPLES OF WHY CUSTOMERS LEAVE

- Only 1 out of 26 customers, who have a complaint, actually complain.
- Dissatisfied customers will tell between 9-10 people.
- 95% of dissatisfied customers whose complaints are resolved quickly will do business with you again.
- Those with resolved complaints will tell 5 people.

The conclusions we might make from these points are that dissatisfied customers are willing to give us a second chance if we quickly fix their problems. When they bring a problem to you it means

they actually want to continue doing business with you. How you treat them is critical to whether they stay with you or move on and tell people about how bad you were to them.

7.3 CUSTOMER COMPLAINTS

When customer complaints do occur, it is best to view them as an opportunity to retain that customer's goodwill. Take whatever steps (within reason) to ensure your customers end up with a feeling that you have listened to them and that you will take steps to correct any problem.

If a customer complaint is received it is important that a professional approach is taken to ensure that a satisfactory outcome is reached by both parties involved. Using the following steps will ensure a quick response and improves our operation, "our image".

7.3.1 How to handle a Customer Complaint

Steps to follow in resolving a customer complaint are:

- Have a positive attitude towards the customer.
- Introduce yourself and ask them to explain the complaint.
- Listen carefully to the entire complaint before commenting.
- If you require further information, ask open-ended questions to find out specific information. Questions using "who", "what", "when", "where", "why" and "how".
- Repeat the complaint to the customer for confirmation (this ensures you clearly understand).
- Offer to exchange or substitute the unsatisfactory item, or ask the customer what they feel we should do for them.
- Should a customer refuse, apologise and state that you are doing what you possibly can to resolve the situation. At this point obtain a customer complaint form and complete it with the customer.
- Apologise for any fault on the part of the store.
- Assure the customer that you understand the problem and all efforts will be made to correct it and prevent a similar occurrence.
- Thank the customer for bringing the complaint to your attention.
- Document all customer complaints on the customer complaint form.
- Follow up where necessary on the customer complaint form.

The **Customer Complaint Form** (Appendix D) assists in the process of gathering and analysing the information received and reinforces to the customer you are taking action. Following is a step by step guide to completing the form.

- Take down the customer's details including full name, address and phone number.
- List products purchased as well as the date and time of the purchase.
- Detail the nature of the complaint, ensuring that as much information as possible is gathered.
- Detail the action taken to compensate the customer and the cause of the complaint.
- If the complaint involves a foreign object in the product or other serious issues contact the TSG Head Office immediately.
- If the complaint is tobacco related, the contact information is provided on the product packaging. Follow these steps in addition to contacting the TSG Head Office.
- This report should then be emailed to the TSG Head Office within 24 hours.
- If a follow up call to the customer is required, then all details of the conversation must be recorded. Ensure this date is recorded in your diary so you do not forget to call them.
- This form should then be filed and used on an ongoing basis to alert you to trends that may cause harm to your business.

Used correctly, this form will not only assist in the process of handling a complaint but will allow you to measure your store's performance in this critical area.

Do not admit or infer liability.

Be polite and assure the customer that you will get back to them as soon as possible.

Always contact the TSG Head Office in the case of a serious nature.

7.3.2 How NOT to handle a Customer Complaint

When handling a customer complaint, ensure you **DO NOT** convey the following points:

- **DO NOT** argue, ridicule or counter a customer's word. Any of these reactions will put the customer on the defensive and they may retaliate with anger.
- **DO NOT** convey the feeling that you are unconcerned about the complaint. This can give the impression you are not interested in a customer's patronage.

These actions will lose the customer. The customer may also have been spreading negative "word of mouth" feedback to other potential customers.

7.4 LEGISLATION RELATING TO THE SALE OF TOBACCO PRODUCTS

It is illegal to sell tobacco products to a person under the age of 18 years. The penalties vary in each State and Territory and can apply to both the employer and employee. It is also illegal to sell non-tobacco smoking products such as herbal cigarettes to people under the age of 18 years.

An employee under the age of 18 years can sell tobacco products (in most states – check local legislation) however, it is your responsibility to ensure they are fully aware of the laws relating to selling tobacco products and the consequences that may arise should the law be broken.

Proof of age should be requested on a regular basis if anyone appears to be under 25 years old. When checking the ID ensure you look at the photo on the card to ensure it is the customer.

Suitable proof of age identification can consist of:

- The Roads and Traffic Authority (RTA) Proof of Age card
- Key Card
- A driver's licence
- A passport

If someone under the age of 18 years says they are buying tobacco product for someone else, **then you must refuse the sale**, there are no exceptions to the law.

If a customer becomes aggressive, angry or upset explain that this is a routine policy to ask for proof of age and draw their attention to the sign displayed saying, "Selling tobacco products to persons under 18 years of age is a criminal offence".

- Signage that must be displayed in your store varies from state to state. Please refer to section 16.3.1 Industry Contacts for the website address of the relevant state.

Penalties apply for not displaying these signs where tobacco is sold.

You should check your State or Territory's legislation relating to penalties.

8 TSG STORE

This section focuses on the general operations of your TSG store. It outlines procedures such as opening and closing your store, daily procedures, core trading hours and the TSG image.

Before commencing we need to examine your role as the store owner and operator.

8.1 YOUR ROLE

Effective management and leadership are vital to your stores success. Your store will not function to its full potential without **YOU**, the Franchisee.

Following the TSG system and procedures outlined in this manual will assist in the success of your store. Your role is to provide and promote dedication which will in turn provide a positive and happy work environment for you and your staff and ensure that your store is operated appropriately and successfully.

All of this of course is vital to maintain your sales and profitability. But remember, it all starts with you.

8.2 OPERATING YOUR STORE

Preparation is required to assist in the smooth operation of your store throughout the day. There may be slight variations due to certain circumstances; however, the following system should be followed:

8.2.1 Opening your store

OUTSIDE

- Observe your store from a distance as you approach it.
- Before entering your store look for anything suspicious, out of place or signs of a possible break in i.e. forced entry and broken or open windows. If found remember to take caution as unauthorised person/s could still be inside the store.
- Pick up any litter or adjust anything that is out of place.

INSIDE

- Turn off security alarm.
- Turn on lights and signage and ensure all lighting is working.
- Check the cleanliness and general condition of the store.
- Turn on air-conditioning.
- Turn on music, if applicable.
- Ensure that all equipment is operating properly.
- Ensure your phone and internet is operating.

- Check your diary for tasks or items to be completed and any notes left by other staff members.
- Check for change required. Get additional change on Friday's before weekends and especially over long weekends or holidays.
- Place float into the cash drawer.
- Check stock levels and restock if needed.
- Greet staff members as they arrive and ensure correct uniform is worn.
- Assign cleaning tasks to staff.
- Check that heating or air conditioning is on at a correct level (suggested 22 degrees).

8.2.2 During business hours

Ensure that you are not "tied down" to any one task. Constantly move around your store and observe all operations including:

- Product levels.
- Counter service.
- Periodically, make a tour outside the store to observe the total operations.
- Continually, skim cash drawer of cash, leaving only enough for trading requirements.

This should be done when no customers are in the store.

- Check the computers and other equipment are operating properly.
- Check level of till and EFTPOS rolls are sufficient and will not run out in the middle of a transaction.
- Ensure customer service and work areas are clean and clutter free.
- Continually communicate to your staff.
- Monitor staff for customer service.
- Monitor staff productivity.

8.2.3 Closing your store

This is when your store is most vulnerable to robbery. Be particularly alert and aware to persons in the vicinity. If you see anything unusual or out of the ordinary, lock store and immediately call police.

- Lock all doors.
- Turn off all relevant equipment.
- Turn off music and air-conditioning.

- Follow Point of Sale Scanning System end of day procedure ensuring that the TSG system is left on overnight to allow data downloads.
- Secure cash into your safe or night wallets, leaving the cash draw open and the money tray in full view of any person's looking into the store from outside whilst the store is closed.
- Finalise the cleaning of your store.
- Complete restocking.
- Make a final tour of the store and ensure that all equipment is off and store is secured.
- Turn off inside lighting expect security lighting.
- Exit store through a well-lit exit, ensuring that the door is locked behind you and alarms are turned on. If possible exit with another staff member. Once you have left the store do not re-enter unless necessary.
- Check outside of your store and leave. Bank night safe wallets if applicable, remember it is preferable to make deposits during the day.
- Hire the services of a security firm if necessary. Have them check the store each night and at the anticipated final departure.

8.3 TRADING HOURS

Customers rely on us to provide them with consistent and uniform service and convenience. To satisfy these expectations, recommended trading hours and days should be observed. You may wish to extend your trading hours; this option is entirely up to you and your centre management. As a courtesy please notify the TSG Head Office if you alter your trading hours.

8.3.1 Recommended trading hours

Monday, Tuesday and Wednesday	9.00am to 5.30pm
Thursday and Friday	9.00am to 9.00pm
Saturday	9.00am to 5.00pm
Sunday	10.00am to 5.00pm

**Your core trading hours may be dependent on your lease agreement
and may depend on shopping centre trading hours.**

It is optional for you to trade on Public Holidays, Christmas Day and Good Friday.

If you are in a shopping centre, you may wish to keep the same hours as key competitors to maximise your opportunity for additional business.

8.4 SIGNAGE AND TSG BRAND BLUEPRINT

All new outlets must ensure that the approved signage and TSG blueprint theme is in place prior to commencement of trading under the TSG Trademark.

- TSG signage inside and outside must be legislative compliant and in place prior to commencing trading as a TSG outlet.
- All signage must be maintained in good order at all times.

As the largest franchised tobacconist group in Australia, TSG's impact is felt throughout major shopping centres and strip shops around the country.

Our 'bright red signpost' serves as a beacon for all that we stand for: quality products, ever-improving sales offerings and warm, friendly service.

The TSG brand offers 360° brand messaging to the consumer:

- The promise of discount pricing
- Quality and range in our product range
- Positioning as the preferred tobacco purchase experience

The TSG message comes through in a number of ways:

- Confident, recognisable interior and exterior store environments
- Optimising brand ranges and ensuring 100% compliance across all franchisees
- A store customer service program
- Local area marketing and a contemporary website

Our belief in the future of the outlet store is backed up by our research: consumer behaviour shows that shoppers prefer the TSG store experience over all others.

The fresh TSG brand builds awareness while being compliant with current legislation and procedures. Therefore you **must comply** with TSG's Brand Blueprint at all times.

8.5 OUR IMAGE

"Image" is the way in which our customers and the community perceive us. Customers create the perception of the company's image based on their knowledge and benefits of the company, as well as their experience with the company. A strong and clear image can increase the customer's

confidence in our company and therefore our “image” is vital to our success. TSG strives to create an image of quality and value.

You can measure your company’s image simply by listing the important tangible and intangible attributes that may affect your company’s image. Simply work through the list and award points according to the attributes. (See Appendix A) Appendix A shows TSG’s image which each store should use as a benchmark to keep TSG’s image strong and clear. This is a useful activity to perform on your competitors to see their strengths and weaknesses. Keep in mind that you want to create a strong and clear image for your customers.

Maintaining TSG’s high standards of “image” and value is dependent upon a number of critical factors and how well we do them:

- How your store is presented i.e. store layout, the colour and the music.
- Excellent customer service will help convert casual customers into regular customers.
- Product quality.
- Personal cleanliness.
- Store cleanliness.
- Safety.
- Marketing and Advertising.
- Training.
- Communications with our customer and community (smile, be friendly!).
- Always maintaining a positive and happy attitude.
- Importantly, these standards **MUST NEVER** be compromised. Consistency and uniformity in all of these areas is **VITAL**.
- Remember, this will not work without **YOUR COMMITMENT**.

8.6 CLEAR COUNTER POLICY

The TSG, in agreement with the major tobacco companies, have agreed that counters will remain free of ‘other’ company’s products within reason.

- Cigarette lighter and confectionery stands must not be higher than 2 trays and not placed in prime positions.
- Blocking the front counters by confectionery, gum stands, cigar humidors and telephone cards etc. is not acceptable.
- Stands must not ‘invade’ premium counter space as they must be placed ‘outside’ the premium area (minimum 2 metres clear counter from POS).
- Posters on counters are not acceptable.

8.7 NON-TOBACCO PRODUCTS

- Non-tobacco products are not to be placed in premium positions on the main serving counter areas.
- Placement MUST NOT impede or interfere with the visibility of stock storage where legislation permits units provided by the tobacco companies.
- Clear counter policy must be adhered to at all times (minimum 2 metres).

8.8 SHOPFIT/REFIT POLICY

All shopfits/ refits undertaken in a TSG outlet require the following to ensure the TSG standards are adhered to:

- You must complete the attached shopfit/ refit request in conjunction with your Franchise Manager and he will forward it to the TSG Head Office as per APPENDIX D.
- TSG to contact the authorised TSG shopfitter in your state.
- The authorised shopfitter will contact you to arrange a quote.
- The difference between the quote and agreed contribution (if any) by TSG must be signed and agreed to before ANY work commences.
- A minimum 8 – 10 weeks must be allowed for this process.
- It is the TSG outlets responsibility to follow up quotes, delivery/installation schedules with the shopfit provider.

8.9 NEW CIGARETTE, TOBACCO & CIGAR PRODUCT LAUNCHES

(Tobacco companies and independent suppliers e.g. Richland Express)

All new products released in a TSG outlet require approval from TSG management.

- TSG will advise all TSG outlets by email, in writing or by TSG POS messaging of the agreement and requirements for placement of any NEW product ranges or product extensions. This will include specific merchandising requirements, allocation of stock, and the length of placement for materials where legislation permits. This policy includes independent suppliers.
- It is the responsibility of TSG outlets to remove any additional (where legislation permits) materials placed to support brand/extension campaigns on the finish date.
- It is a condition of our Terms of Trade with BATA, PML & ITA that all (100%) existing and new products (cigars, tobacco, cigarettes) will be ranged, unless approved in writing by the TSG and the relevant supplier.

8.10 SPECIALIST STATUS AND PROMOTION

(Extract from BATA, PML & ITA Terms of Trade)

To qualify as a TSG (“Specialist”) the following criteria is to be adopted:

- A Specialist is defined by the Tobacco Companies as a tobacco retail outlet, which has a monthly volume greater than or equal to 125,000 cigarettes/RYO. Note 1 kilo of RYO is determined as 1,000 cigarettes.
- You must comply with all specific supplier payment requests as set down from time to time.
- Specialists, as indicated by the actual title, are retail outlets that focus on the retail tobacco products and sell at a price lower than the recommended retail price. The criteria to be used by the tobacco companies to determine whether a retail outlet constitutes as a Specialist is that the retail outlet’s normal sell price for cartons and packets will be at a discount before any support is given by the tobacco companies.
- Packets maximum mark up or margin from the wholesale price of 12%.
- Cartons maximum mark up or margin from the wholesale price of 8%.
- Tobacco maximum mark up or margin from the wholesale price of 12%.
- Cigars – No maximum/minimum price.
- Specialist’s stock an agreed range of the products as follows:
 - Cigarettes - all brands and variants (100%)
 - Cigars - all brands and variants (100%)
 - Manufactured tobacco - all brands and variants (100%)
(RYO & pipe)

Variations to be agreed in writing by supplier (PML, BATA, ITA)

- Promotion rebates will be offered, as and when, the tobacco companies establish market place demands are warranted. Promotional rebates apply to your normal sell price. Margin enhancements are not acceptable. The provision of promotional rebates is NOT a Terms of Trade requirement. The guidelines for acceptance are:
 - The promotional rebates offered will be paid on the lesser of scan retail sales, purchases and cappings by BATA, PML and ITA only on specified brands. Promotional procedures may change on advice from tobacco companies.

All outlets must show normal and promotional sell prices (Legislation permitting).

The full promotional rebate must be shown in the reduction.

It is each outlets responsibility to ensure that normal and promotional prices are correct.

Claims for errors cannot be processed.

- **Promotional and deferred rebates will only be paid on retail sales and purchases direct from BATA, PML & ITA unless otherwise agreed in writing prior to making the purchase.**
- The rebate to be represented in carton, packet or twin pack sell prices, compared to normal sell prices nominated by BATA, PML and ITA (Legislation Permitting).
- It is recommended that specialists maintain competitive inter-brand pricing in respect of all products identified by the tobacco companies as major brands. Competitive inter-brand pricing is determined by reference to the wholesale price at which the products and tobacco products of competitors are sold to Specialists, excluding price promotions. This is useful for profitability analysis, gives consistent pricing messages to your customers and conforms with the Trade Practices Act.
- Specialist's accept and implement all marketing initiatives proposed by the tobacco companies in respect of the products including, without limitation, all price and other promotional activities and all new products and new product launch activities as approved by TSG.
- Volume limits policy is communicated directly by PML, ITA and BATA eg. Wholesale or volume capping. Refer to Non Consumer Sales procedures.
- BATA, PML and ITA – wholesale capping can only be adjusted after discussions with your TSG Franchise Manager who will liaise with the appropriate company. Documented evidence for any request is to be provided by the TSG outlet. TSG do not set wholesale capping for BATA, PML or ITA. Refer to Non Consumer Sales separation.

9 STOCK

9.1 ORDERING PROCEDURE

Different suppliers will offer different methods for ordering goods; online, phone or fax. For contact details see section 16.2.

Major suppliers such as BATA, PML, AND ITA offer online ordering procedures. Products ordered from Richland must be ordered by phone. Delivery days by tobacco suppliers will depend on their delivery routes.

VEO

Touching this button will open up the Veo website. Here you can complete all of your ordering from British American Tobacco Australia (BATA).



E-ORDERS

Touching this button will open up the E-Orders website. Here you can complete all of your ordering from Philip Morris Limited (PML).



ITA E-LINK

Touching this button will open up the ITA E-Link website. Here you can complete all of your ordering from Imperial Tobacco Australia (ITA).



OTHER SUPPLIERS

As a TSG retailer, it is preferred if you stock only approved TSG non-tobacco supplier products. TSG will be continually updating its preferred supplier database for you to choose from.

You will need to confirm the ordering procedure with each individual supplier when you set up your account. Your Franchise Manager can give you assistance if necessary.

When you receive goods – other than those from our preferred suppliers, it is recommended, but not policy you add them to the Point of Sale Scanning System. All goods sold using Point of Sale Scanning System should be identified by a reference number, usually a barcode or “Item Lookup Code”. This code uniquely identifies the item in the database and allows you to accurately monitor your sales and profits. Entering a new item into your inventory list is a simple wizard driven procedure full details of which can be found in your Point of Sale Scanning System manual under the title “Adding New Items”.

Where suppliers have company representatives who visit your store ensure they make an appointment time to see you or alternatively have a regular time and date. This will also ensure you have time dedicated to them. During their visit use the time to discuss some of the following:

- Ordering and advice on recommended stock levels.
- Point of sale material (where applicable) and approved by TSG.
- Product knowledge and training.
- Local demand for particular products.

Experience and knowledge in local demand can take a while to learn. However, this is a key factor in assessing how much to order.

If you have any problems with your suppliers contact your Franchise Manager who will be able to offer assistance.

9.2 MARK UP

If you are unsure how to mark up a particular item contact your Franchise Manager who will assist.

The final arbitrator of Cigarette Display/Storage Policies is State and/or Federal Legislation.

The final arbitrator of Pricing Policy is the Trade Practice Act.

9.3 PAYMENT OF REBATES

You will receive your rebates off invoice for BATA, PML & ITA products or deferred from TSG on a monthly basis based on your purchase data or scan sales.

Sales information will be downloaded daily through your Point of Sale Scanning System directly to TSG head office.

TSG will make the rebate payment to you via electronic payment directly into your bank account once money has been received from BATA, PML, ITA, and Richland.

9.4 METHODOLOGY FOR SETTING REBATE PRICE POINTS

Off invoice or deferred promotional rebates (for direct consumer sales only).

TSG approved method of working out new rebated price:

Normal Sell Price including GST - Promotional Rebate including GST = Promotional Sell Price

Short-term “top up” prices are not taken as normal sell price. (Short term means 2 -3 weeks). Set “top up” Prices through “Promotions”.

- **Philip Morris** will pay stick rebate payments via off invoice payments, the promotions will be paid via off invoice and from time to time deferred payment from TSG, refer to your promotional advice sheets for breakdowns.
- **BATA** will pay stick rebate payments via deferred payment and off invoice payments, the promotions will be paid via off invoice and deferred payment from TSG, refer to your promotional advice sheets for breakdowns.
- **ITA** will pay stick rebate payments via deferred payment and off invoice payments, the promotions will be paid via off invoice and deferred payment from TSG, refer to your promotional advice sheets for breakdowns.
- **Richland** will pay stick rebate payments via deferred payment and off invoice payments, the promotions will be paid via off invoice and deferred payment from TSG, refer to your promotional advice sheets for breakdowns.

9.5 NON-CONSUMER SALES (WHOLESALE CUSTOMERS)

BATA, PML, ITA, and Richland will not pay promotional SCAN rebates on sales made to “other” retail outlets.

BATA, PML, ITA, and Richland reserve the right to monitor promotional rebate sales and adjust payments if deemed necessary.

TSG have within their POS System a procedure to record non-consumer sales (Refer to Customers section of TSG POS Users Guide).

All companies monitor the percentage of packet and carton sales to ensure compliance. Scanning packets instead of cartons to circumvent the system is not an option.

Should any TSG outlet feel disadvantaged, their concerns should be documented to TSG, who will forward the request to the appropriate tobacco company.

9.6 PML, BATA, ITA, AND RICHLAND PAYMENT DISCREPANCIES

Any outlet discrepancies with rebate or promotional payments should in the first instance be directed to the following, within 14 days of receipt of an incorrect payment:

- PML, ITA, BATA, and Richland through the TSG Head Office.

In all cases the appropriate documentation to support your claim should be provided, including reason(s) for the claim.

9.7 TOBACCO PRODUCT RANGES (OUTSIDE APPROVED SUPPLIERS)

- The purchase display and sale of “other” cigarette, cigars and tobacco products outside the approved suppliers list (BATA, PML and ITA only) must be approved and confirmed in writing by the TSG Head Office prior to stocking. As this list may change from time to time please contact the TSG Head Office if you are unsure.
- The display of these “other” product ranges is not to interfere or obstruct in any way; the positions of products from the TSG preferred suppliers (Refer policy – Placement of counter units and clear counter policy).
- TSG outlets are responsible for their outlets once set up by TSG.

9.8 NON-COMPLIANCE TO TSG TRADING TERMS

In the event that compliance to trading terms issues with BATA, PML, ITA, Or Richland cannot be resolved at outlet level, then the following will apply:

- The relevant company will issue your outlet with an official notice of non-compliance (copy to TSG) and 14 days written notice to rectify the issue(s) will be allowed before rebates are withheld by the Tobacco Company.
- In addition TSG Franchise managers will issue Non-Compliance notices for breaches of Terms of Trade requirements.
- The Tobacco Companies retain the right to cease all payments immediately for major breaches of Terms of Trade. This includes legal judgements for selling illegal tobacco, contraband cigarettes or the misuse of promotional rebates.

9.9 PRODUCT RANGE

9.9.1 Core product range

Core products must be carried as part of your TSG store range. The following items must be carried:

- Cigarettes (100% core range* of BATA, PML & ITA products).
- Cigars (100% core range* of BATA, PML & ITA products).
- Tobacco (100% core range* of BATA, PML & ITA products).
- Lighters and matches.
- Tobacco sundry lines such as papers/filters/flints/gas and fluid.

* Core range subject to change

(All variations to be approved in writing by TSG and the relevant company).

9.9.2 Non Tobacco preferred supplier products

TSG's policy is to recommend and promote its 'approved non tobacco suppliers' products to franchisees. The benefit of these products is that the product has a proven track record and the best possible pricing for the group has been negotiated for the 'preferred supplier products'.

TSG prefers its franchisees stock only approved TSG non-tobacco supplier products.

Information on all the deals is included in the Information kit sent at the time of joining the group or sent to stores upon completion of the deal negotiations and is also available on the TSG website.

If you require another copy or more information, please contact the TSG office on 1800 777 079.

Any items which are illegal ARE NOT to be sold in TSG stores.

9.10 STOCK TAKE

A stock take should be completed as a minimum once a year on or about the 30 June for the end of year financials.

You may elect to conduct stock takes more regularly. This will assist with inventory management and is encouraged.

A stock take can be conducted by you usually out of trading hours. Alternatively, you can employ a company to do your stock take on your behalf.

9.11 STOCK MANAGEMENT

Stock management is an important part of your business. You must ensure stock does not become out of date and therefore affects your turnover.

When a delivery is made it should be put on the bottom to ensure stock is moved. Once a month double check “best before” dates to ensure staff members have not placed stock in the incorrect place.

9.11.1 Tobacco

Stock freshness of tobacco is crucial in satisfying the consumer’s needs. The use of best before and/or date codes will ensure that only the freshest most desirable stock is available for sale. The “best before” date can be found on either the side of a packet or underside of a pouch of tobacco.

- Stock rotation method: FIFO – First in, First Out.
- Check dates codes or “best before” date to maintain stock freshness.
- Stock should be stored at room temperature in a cool, dry place away from direct sunlight and fragrant products.
- Stock life of goods received should be a minimum 3-4 months.
- Stock life of tobacco products is 12 months from the date of manufacture.

- Out of date stock can be swapped for fresh stock with the relevant Tobacco Company Representative

9.11.2 Storing cigars

If your store sells wet cigars you will need to invest in a humidor to ensure they are stored correctly. A humidor is a simple apparatus used to store cigars at the ideal humidity of approximately 70%.

Your Business Manager can offer assistance if required.

9.11.3 Other stock items

Storage of all other stock items (i.e. confectionery or gifts) should be in a dry, cool place.

Again check for “best before” dates on food items and ensure you adopt the FIFO – First in, First Out method.

9.11.4 Storage & handling

All storage and handling methods must always comply with local and national regulations.

Local regulations can be sourced from Council and national regulations can be found on the Australia Standards website www.standards.com.au.

Ensure your insurance adequately covers the cost of all products being stored.

Please note the tobacco companies including TSG will NOT provide written advice in the legality of your outlets set up. This is due to legal reasons. It is also fair to assume that the Tobacco Companies will not request the provisions of anything that will put you in breach of state legislation. It is the RESPONSIBILITY of each TSG Outlet to ensure that their outlet is legislative compliant (Tasmania, Victoria, Western Australia, New South Wales, Queensland).

For further advice please contact your State Health Department. Should you require assistance please contact the TSG Head Office on 1800 777 079 during office hours (9.00m to 5.00pm EST).

9.12 MANUFACTURERS IN STORE REQUIREMENTS

(In legally defined dispensing areas)

BATA
<ul style="list-style-type: none">• Approximately 45% share of space within the cigarette selling unit.• 45% share of space of price boards where legally permitted.
PML
<ul style="list-style-type: none">• Approximately 26% share of space within the cigarette selling unit.• 30% share of space of price boards where legally permitted.
ITA
<ul style="list-style-type: none">• Approximately 29% share of space within cigarette selling unit.• 25% share of space of price boards where legally permitted.

LEGISLATION REQUIREMENTS

Legislation requirements vary from state to state. TSG recommends you familiarise yourself with your local laws via the following state based websites and contact your TSG Business Manager.

QLD Health Departments	www.health.qld.gov.au
NSW Health Department	www.health.nsw.gov.au
NT Health Department	www.nt.gov.au/health
SA Health Department	www.dhs.sa.gov.au
TAS Health Department	www.dhhs.tas.gov.au
VIC Health Department	www.dhs.vic.gov.au www2.health.vic.gov.au
WA Health Department	www.health.wa.gov.au

9.13 QUALITY CONTROL

In cases of quality control infringements, the TSG Head Office needs to be advised so that action can be taken. It is important that all Franchisees report infringements so action can be taken.

There is an increasing amount of counterfeit products in the market place. These are difficult to differentiate between genuine products. It is important that tobacco products are only purchased from reputable tobacco companies. Should you suspect that you have purchased some counterfeit product, please contact your TSG Franchise Manager.

TSG take this matter very seriously and if counterfeit products are found in stores, a non-compliance notice will be issued.

TSG uses their own Point of Sale computer program. The system is designed to help you operate your TSG franchise.

All TSG outlets must have installed and in operation an approved TSG Point of Sale (TSG POS) scanning computer system.

10.1 SCANNING REQUIREMENTS

All TSG outlets utilising the TSG POS system, or aligned/TSG Retail Manager system (Tower, Video Minder, POS Solutions, etc.) to provide all scanned sales information to the TSG Head Office daily and any other time as set from time to time (via the stores Internet connection.) TSG reserves the right to amend the scan summary sales data information required from an outlet. (*All means 100% of sales data).

- As with any computer system software and hardware updates will be required from time to time. Any costs associated with the upgrade or installation is to be paid by the individual outlets.
- The TSG POS computer should be turned off at night. TSG Retail Manager stores should restart their computer each day to ensure all updates download and the system runs smoothly.
- Accurate scan data is to be provided – retail versus wholesale and scanning every time there is a sale.
- Retailer Information Solution is updated regularly and should be used daily by staff.
- All stores need to allow the TSG IT support team to have remote access to their system when required in order for IT to address any issues raised
- All stores are to have their anti-virus software enabled at all times – it is never to be disabled unless the TSG IT department specifically request it to be turned off. This is to keep the computer and all of its data protected at all times.
- One POS and the price display secondary screen needs to be visible to customers.
- No cash register

**Please see the following 9 pages for information on how to use the
Retailer Information Solution system.**

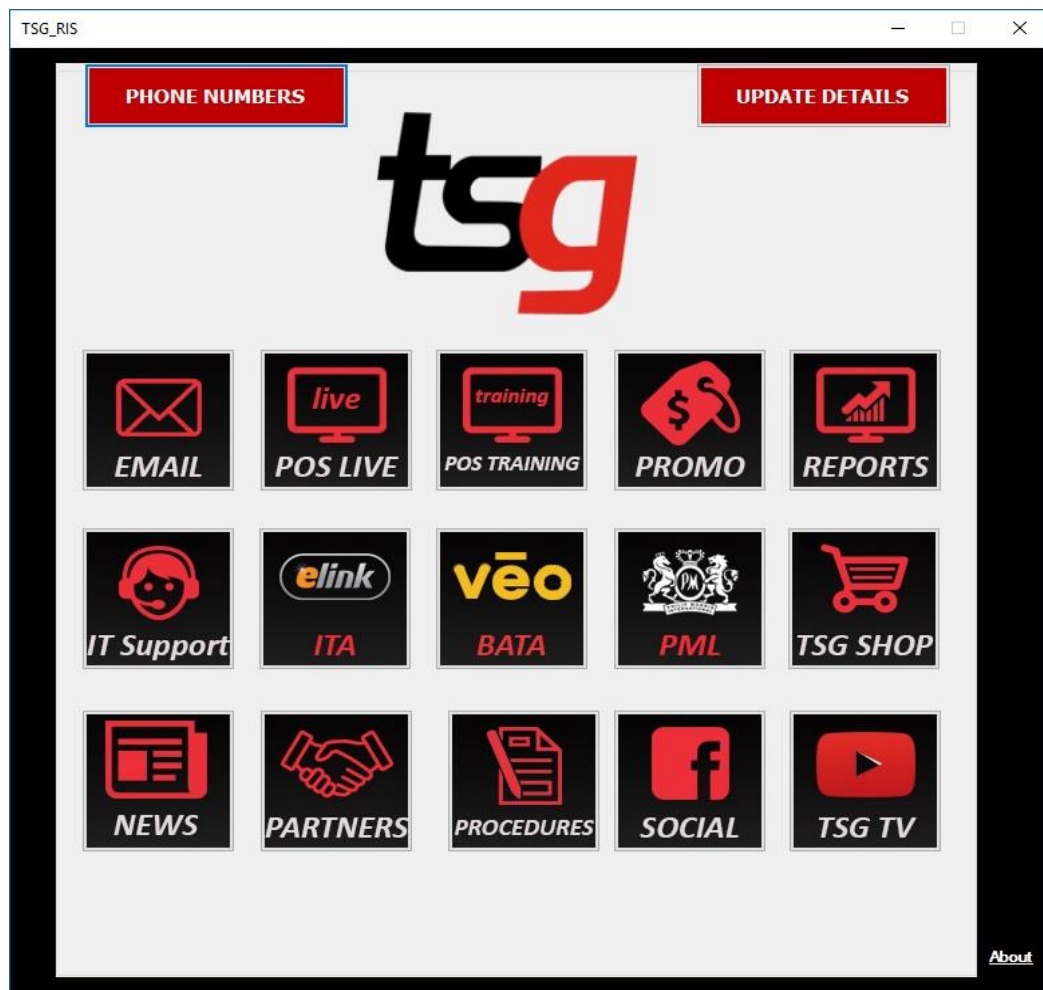
10.2 TSG FRANCHISEE INSTRUCTIONAL

Welcome to the TSG Retailer Information Solution.

Desktop program:









This has been designed by TSG to allow easy access to all the new features of the site and some of the computer programs you will use to help you in your shop.

You will need to know your current TSG username and password for the current TSG site login to use all the features of the new one.



Using the program:

Below is a summary of all the buttons and what they do:

	<u>EMAIL</u> Touching this button will open up Windows Live Mail which has been set up with your TSG provided email account.
	<u>POS LIVE</u> Touching this button will do a backup of your TSG POS database then open up the TSG POS program.
	<u>PROMO</u> Touching this button will open up the TSG website to the promotions area. Here you can find all of the latest promotions in PDF form.
	<u>REPORTS</u> Touching this button will open up the TSG website to the sales reporting area. Here you can do an online sales report using your latest sales data.
	<u>NEWS</u> Touching this button will open up the TSG website to the TSG News / Industry News area. Here you can find blog posts and information from the TSG Head Office.
	<u>ITA E-LINK</u> Touching this button will open up the ITA E-Link website. Here you can complete all of your ordering from Imperial Tobacco Australia (ITA).
	<u>TSG TV</u> Touching this button will open up the TSG website to the TSG TV area. Here you can find training videos, and product updates from suppliers.
	<u>PROCEDURES</u> Touching this button will open up the TSG website to the operating procedures area. Here you can find operating procedures, compliance letters and legislation updates in PDF form.

 <p>IT Support</p>	<p><u>IT SUPPORT</u></p> <p>Touching this button will open up the TSG IT support. This allows the TSG IT staff to remotely access your computer and complete any required updates.</p>
 <p>POS TRAINING</p>	<p><u>POS TRAINING</u></p> <p>Touching this button will open up the TSG POS TRAINING program</p>
 <p>PML</p>	<p><u>E-ORDERS</u></p> <p>Touching this button will open up the E-Orders website. Here you can complete all of your ordering from Philip Morris Limited (PML).</p>
 <p>veo BATA</p>	<p><u>VEO</u></p> <p>Touching this button will open up the VEO website. Here you can complete all of your ordering from British American Tobacco Australia (BATA).</p>
 <p>TSG SHOP</p>	<p><u>TSG SHOP</u></p> <p>Touching this button will open up the TSG website to the shop area. Here you can order TSG branded clothing and store accessories directly from the TSG Head Office.</p>
 <p>TSG SOCIAL</p>	<p><u>TSG SOCIAL</u></p> <p>Touching this button will open up the TSG Franchise Management Facebook page. Here you can find social updates for the TSG Group.</p>
 <p>PARTNERS</p>	<p><u>PARTNERS</u></p> <p>Touching this button will open up the TSG website to the TSG Preferred Partners page. Here you can find all of the latest deals from our preferred partners.</p>


Opening and closing the program:

The TSG desktop program will start up automatically whenever you turn your computer on. You can minimize it to see your normal computer desktop by using the **MINIMIZE** tab.


To **RESTORE** the program after you have **MINIMIZED** it **click** on the TSG TSG_RIS icon at the bottom of your page on the task bar and the window will pop back up again.

If you close the program and there is no little icon to click on, please click on start, all programs, start-up, TSG_RIS any time to launch the program.

Using the TSG Shop:

	<p>Click on the SHOP icon to login to the TSG website to see what you can buy from the online store.</p>
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Sort by Default sorting



001 - LADIES DECO SHORT SLEEVE TOP - BLACK

\$42.00


SELECT OPTIONSDETAILS



002 - LADIES BAMBOO SHORT SLEEVE POLO SHIRT - BLACK

\$35.00


SELECT OPTIONSDETAILS



003 - LADIES' METRO 3/4 SLEEVE SHIRT - BLACK

\$42.00


SELECT OPTIONSDETAILS



004 - LADIES' METRO 3/4 SLEEVE SHIRT - CHARCOAL

\$42.00


SELECT OPTIONSDETAILS



005 - GENEVA LADIES BIZTECH JACKET - BLACK/RED

\$75.00

SELECT OPTIONSDETAILS



006 - GENEVA MENS BIZTECH JACKET - BLACK/RED

\$75.00

SELECT OPTIONSDETAILS

The store has a number of features to make shopping easy for you.

1. Each product is listed with an image and description.
2. Click on the **DETAILS** button for further information of the product
3. For products like uniforms, select your size from the Choose an Option menu, then select **ADD TO CART** if you want to buy the product.
4. When finished select View Cart. The shopping cart will show you what you have selected to buy, and how many of each item. It will also show you the shipping cost and the total of your order.
5. The [X] will delete the item from your shopping cart if you change your mind
6. The quantity button will let you change the number of items in your cart, it is a good idea to click this just make sure that you have what you want in your cart before you hit the “Proceed to Checkout” button
7. Here you’ll need to fill out your billing details, and you can also review your order. When satisfied select continue to payment, this will direct you to secure PayPal website.
8. If you have a PayPal account you can login and pay via your account, if not select Pay With Credit or Debit Card. Enter your card details and Pay Now.

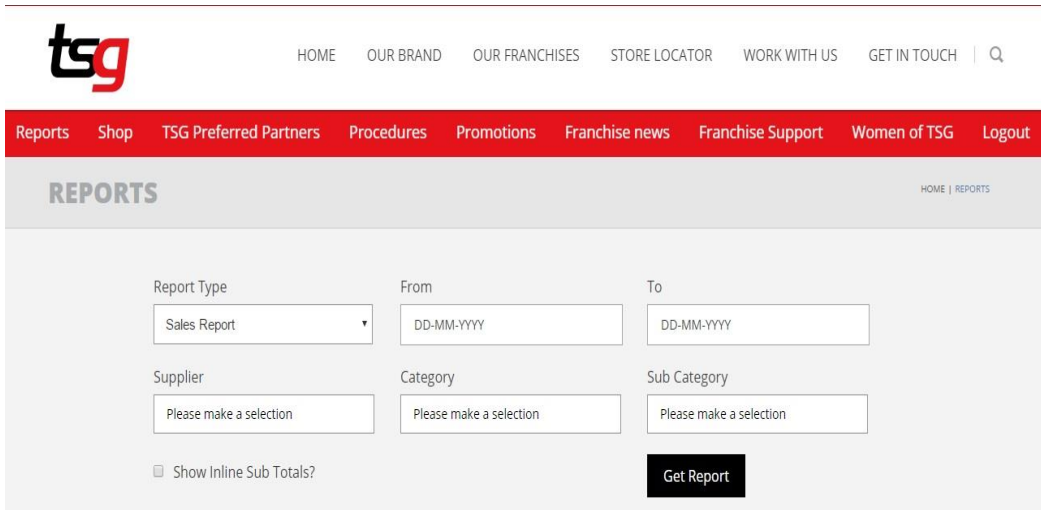
Notes on using the TSG shop:

- PayPal will accept VISA and MASTERCARD as well as payment from a PayPal account; these are quite easy to set up. For more details visit www.paypal.com
- Shipping is calculated at a flat rate per item
- You can start shopping then go to another page of the site and your cart will stay the same until you logout or pay for those products
- You will be sent your invoice as well as all details of delivery to your TSG email address

Using the Sales Reporting



Click on the SALES REPORTING button to get reports on the amount of sales you have made.



The screenshot shows the TSG Reports page. At the top is the TSG logo and a navigation bar with links: HOME, OUR BRAND, OUR FRANCHISES, STORE LOCATOR, WORK WITH US, GET IN TOUCH, and a search icon. Below this is a red navigation bar with links: Reports, Shop, TSG Preferred Partners, Procedures, Promotions, Franchise news, Franchise Support, Women of TSG, and Logout. The main content area is titled 'REPORTS' and contains a form for generating reports. The form has the following fields:

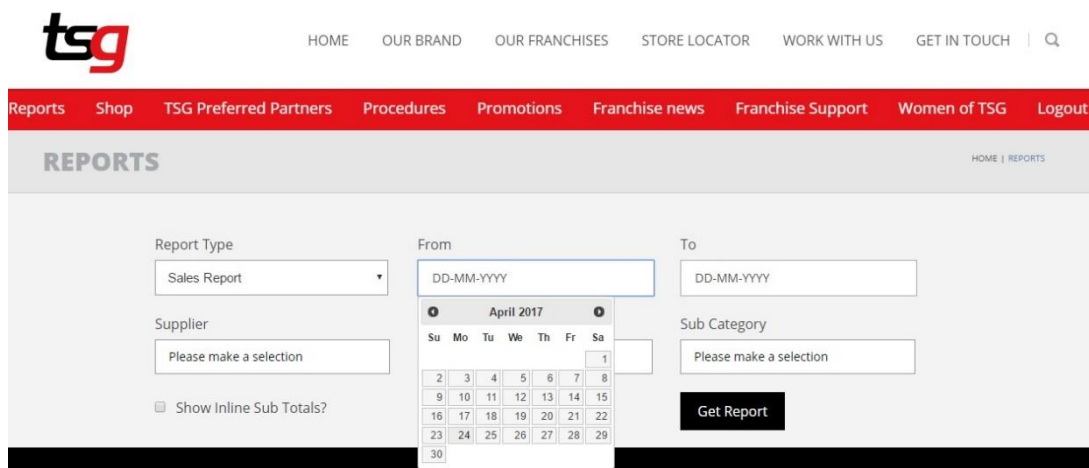
- Report Type:** A dropdown menu with 'Sales Report' selected.
- From:** A date input field with the placeholder 'DD-MM-YYYY'.
- To:** A date input field with the placeholder 'DD-MM-YYYY'.
- Supplier:** A text input field with the placeholder 'Please make a selection'.
- Category:** A text input field with the placeholder 'Please make a selection'.
- Sub Category:** A text input field with the placeholder 'Please make a selection'.
- Show Inline Sub Totals?:** A checkbox.
- Get Report:** A black button with white text.

The report page has a number of different boxes so you can choose the report you want to see.

Report Type: choose **Sales Report** or **Stick Report** from this box

From: click **once** in the **From** box and select your start date of the report you want from the calendar

To: click **once** in the **To** box and select your end date of the report you want from the calendar



This screenshot shows the same TSG Reports page as the previous one, but with a calendar open for the 'From' date field. The calendar is for April 2017 and shows the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates (1 through 30). The 'From' field is highlighted with a blue border, and the calendar is positioned directly below it. The other fields in the form remain the same.

Supplier: click on the **Supplier** box and tick the box next to the supplier whose products you want to include in your sales report. You can also tick the **select all** option at the top if you want to get a report on all the suppliers' products.

Category: click on the **Category** box and tick the box next to the types of products you want to include in your sales report. You can also tick the **select all** option at the top if you want to get a report on all the types of products.

Sub-Category: click on the **Sub-Category** box and tick the box next to the specific products you want to include in your sales report. You can also tick the **select all** option at the top if you want to get a report on all the products. Click the **Show Inline Sub Totals** box if you want this in your report.

When you have picked the options you want for your report, click the **Get Report** button. As long as you have selected all boxes correctly the page will do the calculations and generate a Sales Report.

					Export
Date	Supplier	Product	Sticks	Total	Qty
2017-05-16	Philip Morris	Alpine Is 25 Supreme Pkt	50	61.02	2.00
		Total	50	61.02	2
2017-05-15	Philip Morris	Bond Street 20 Blue Pkt	120	113.95	6.00
2017-05-16	Philip Morris	Bond Street 20 Blue Pkt	20	18.99	1.00
2017-05-15	Philip Morris	Bond Street 20 Gold Pkt	40	37.98	2.00
2017-05-16	Philip Morris	Bond Street 20 Gold Pkt	20	18.99	1.00
2017-05-15	Philip Morris	Bond Street 20 Red Pkt	20	18.99	1.00
		Total	220	208.9	11
2017-05-15	Philip Morris	Bond Street 25 Blue Pkt	50	45.99	2.00
2017-05-16	Philip Morris	Bond Street 25 Blue Pkt	75	68.99	3.00
2017-05-15	Philip Morris	Bond Street 25 Gold Pkt	50	45.99	2.00
2017-05-16	Philip Morris	Bond Street 25 Gold Pkt	100	91.98	4.00
2017-05-15	Philip Morris	Bond Street 25 Red Pkt	50	45.99	2.00
2017-05-16	Philip Morris	Bond Street 25 Red Pkt	25	23.00	1.00
		Total	350	321.94	14
2017-05-15	Philip Morris	Bond Street 40 Blue Pkt	80	72.00	2.00
2017-05-15	Philip Morris	Bond Street 40 Gold Pkt	80	72.00	2.00
2017-05-15	Philip Morris	Bond Street 40 Menthol Pkt	40	36.00	1.00
2017-05-15	Philip Morris	Bond Street 40 Red Pkt	40	36.00	1.00
		Total	240	216	6

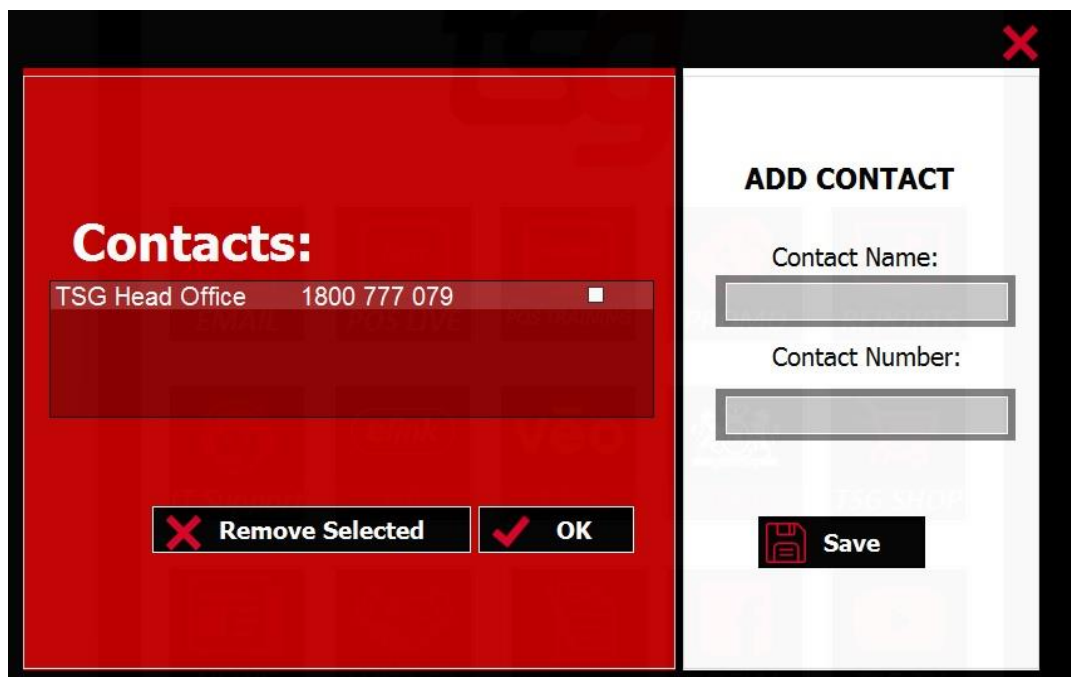
If you want to save a copy of the report, click on the **Export** button, this will download a csv file called export to your computer.

Notes on Sales Reports:

The reports will sometimes take a while to calculate all the data so be patient when waiting for a result.

Using Phone Numbers:

PHONE NUMBERS	Click on the PHONE NUMBER icon
----------------------	---------------------------------------



Contacts:

TSG Head Office	1800 777 079	■
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ADD CONTACT

Contact Name:

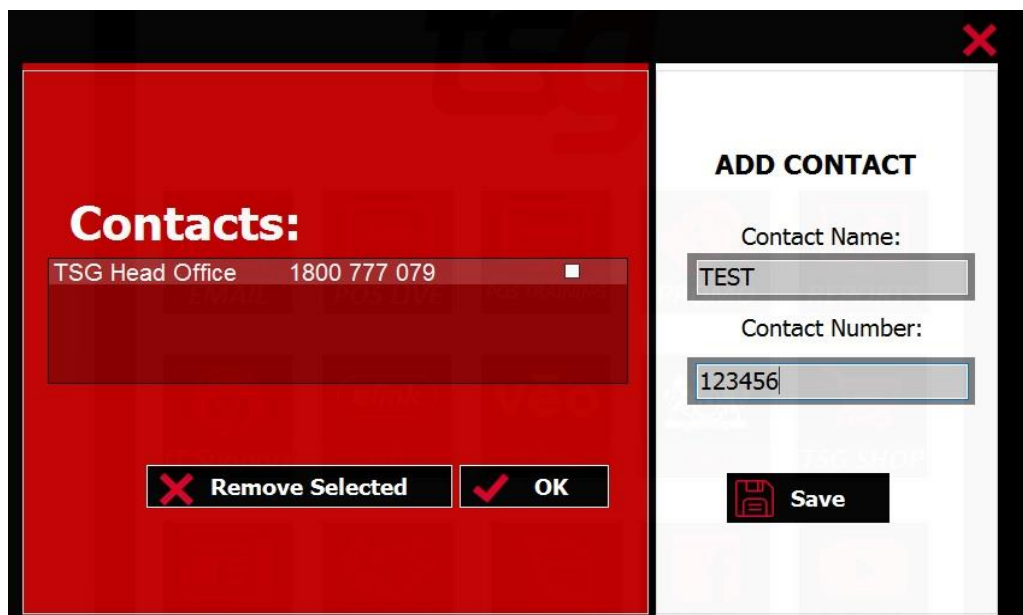
Contact Number:

Remove Selected **OK**

Save

Here, you can add new contacts to the database.

- Enter the contact Name in the first field followed by the Contact Phone Number



Contacts:

TSG Head Office	1800 777 079	■
-----------------	--------------	---

ADD CONTACT

Contact Name:

Contact Number:

Remove Selected **OK**

Save

- Make sure to click on save when done.

Contacts:		
TSG Head Office	1800 777 079	<input type="checkbox"/>
TEST	123456	<input type="checkbox"/>

ADD CONTACT

Contact Name:

Contact Number:

Save

Remove Selected **OK**

After you have saved all the saved Contact will be listed on the left panel. You can delete contacts one at a time by clicking the box next to the number, and then pressing on the X Remove Selected button.

Problems

If you have any questions or problems using the system please contact TSG head office on 1800 777 079

Enjoy the system

We are very happy to be able to offer you this state of the art management program and hope that it will make your day to day business easier and more profitable.

11 MAINTING YOUR STORE

An essential part for the success of your business is your stores cleanliness.

According to customer awareness surveys, store cleanliness is a major factor in the decision making process of a customer entering your store.

Your store requires an effective cleaning program to ensure “store blindness” does not occur. Store blindness results from being too familiar with your store.

Caring for and maintaining your store and equipment is an investment in the store’s future success and happiness.

In this section we will look at effective cleaning, however, the following general hints should always be adhered to. It is important you train your staff on this section of the Operation Policies and Procedures Manual.

Remember your image and personal pride is reflected in how your store is cleaned and maintained.

11.1 CLEANING AIDS AND EQUIPMENT

Cleaning aids and equipment are essential to an efficient cleaning program. You should take care of your cleaning aids and equipment to ensure their continued effective use and long life. For example, a poor quality mop will not assist you to effectively clean your floor.

The following is a basic minimum list of items required:

11.1.1 Aids and Equipment Checklist

- Brooms
- Cleaning cloths
- Dust pan and brush
- Mops
- Mop bucket and wringer
- Hand-held bucket
- Scourers
- Squeegee for windows
- Step ladder
- Gloves
- Spray bottles
- Garbage bins
- Paper rolls
- Vacuum cleaner

11.1.2 Cleaning Chemicals

- Disinfectant
- Spray and wipe cleaner
- Heavy duty floor cleaner
- Liquid cream cleanser

- Streak free glass or window cleaner
- Sanitizer

Warning: Cleaning chemicals are to be kept in a secure location away from any food and packaging items.

11.2 CLEANING AREAS

11.2.1 Outside your store

Make it a daily habit to have a look at your store every day to ensure the exterior and surrounds of your building receive due care and maintenance.

- Monitor all signage and exterior lights for signs of cobwebs or dust and remove with a soft broom or hose down (where appropriate).
- Make sure all windows are clean inside and out.
- Walk around the outside of your store to check for rubbish or unwanted materials and dispose of if necessary. Remembering to sweep the front footpath daily.

11.2.2 Inside your store

A customer's impression of your TSG store is often determined by what they see. Your customer service areas must portray a clean and fresh image of your store.

Ensure a cleaning program is adopted and allocated to staff where appropriate. Cleaning should take place outside of trading hours where possible and as a minimum, the following cleaning procedure should take place:

- **Counter area:** the counter is to be cleaned thoroughly each day at the close of business. It should be wiped down inside and out with spray cleaner and a soft cloth. It may be necessary to clean this area during the day as well.
- **Floors:** floors are to be mopped daily at the close of business. Cleaning the floors out of hours will ensure customers are not likely to slip on the wet surface. On rainy days you may need to mop the floors during the day. If so, you must use a "Wet Floor" sign. Use a mop, bucket and heavy duty floor cleaner.
- **Shelves with confectionery items:** these areas should be cleaned twice a week. They should be wiped down inside and out with a spray cleaner and a soft cloth. Where possible, this should take place outside of business hours.

- **Shelves with gifts:** these areas should be cleaned weekly. They should be wiped down inside and out with a spray cleaner and a soft cloth. Where possible, this should take place outside of business hours.
- **Excess stock:** ensure excess stock of products is stored out of sight.

11.2.3 Office/Storeroom

A neat and tidy office and storeroom allows for increased productivity in administration and storing procedures.

- Vacuum or mop the office weekly when cleaning the entire store floor.
- Shelving, desk and filing cabinet are to be wiped down weekly.

Adopt a “Clean as you go” policy as this will make after hours cleaning faster and easier.

11.2.4 Computer equipment cleaning

Cleaning of computer equipment should take place outside of trading hours if possible to minimise disruption to serving customers. All computer equipment can easily be cleaned with a soft cloth and either window cleaner or see manufactures instructions.

POINT OF SALE SYSTEM / SCREENS

Cleaning your Point of Sale system is a simple process, however some basic rules apply:

- Never use ANY products on the monitor other than a specific cleaner. Check with the manufacturer if you are unsure
- Use a clean and dry cloth on all other components of the computer.

Regular cleaning of your equipment will help to retain its new look and feel and increase its reliability and ease of use.

CLEANING PRINTERS AND DOCKET PRINTERS

Printers should be checked daily for paper scraps which may cause the mechanism to jam.

A build-up of floor dust can also cause the printers to jam. Once a month, both printers should be taken down to the local service station, remove/open the covers, take out the ribbon, and use the air hose to blow out the dust. Use your common sense with air pressure – don’t put hose too close!!

The printers need to be oiled on a regular basis. The frequency required depends on the environment in your store.

Be careful when cleaning computers and computer equipment not to knock any leads and dislodge them.

COCKROACHES

Warm, dark interiors of computers make an ideal place for cockroaches to live and breed. Besides the health risk they cause, they can cause enough damage to cause your computers to fail if allowed to remain.

Along with the other precautions you take to prevent these vermin, you should place cockroach baits along the bench at the rear of the processor and screens. DO NOT place baits inside the machines or spray anything into the machines as the chemicals in insecticides can cause corrosion to occur. It is preferable that they die outside the computers rather than inside.

12 SECURITY

Security deterrence, prevention and protection are vital for your store as it plays an important role in the efficient operation of it.

This section deals with various areas of store security and outlines **MANDATORY** systems, and many suggestions to assist with your security set up.

Your staff should be familiar with this section of the Operation Policies and Procedures Manual and ALL staff should review this regularly.

An analysis of crime trends clearly demonstrates that businesses are at greater risk of victimisation at the time of opening or closing. Do not allow anyone into the store after you have closed. Before leaving the store, staff should take the time to check for any suspicious activity in the vicinity of the store.

The risk of armed robbery increases:

- When deterrent measures are inadequate or non-existent.
- When staff are not visible to people outside the store.
- When an offender can enter the store undetected.
- When staff at the point of sale (cash register) cannot see other people in the store.
- During opening and closing times.
- During hours of darkness.
- When a person is the sole staff member within the store.

12.1 GENERAL SECURITY HINTS

- Network with other businesses operating in close proximity to your store. Exchange contact particulars and keep a copy of the contact list next to the phone.
- Hire the services of a security firm if necessary.
- Maintain security stickers on windows where they are clearly visible, but not where they affect the stores' window design.
- Where possible have more than one staff member rostered on when opening and closing the store.
- If you are leaving the store alone, consider using a remote controlled duress alarm.
- Regardless of how elaborate your store security is, effectiveness relies on your consistency.

Be systematic:

- Check doors and windows.
- Scrutinize cash handling and question all cash and product shortages.

- Ensure staff members observe security policies.
- Get to know your local Police. Invite them in to your store and get them used to checking on you.
- Make eye contact with everyone in your store. If anyone is contemplating robbing you, they may think twice if they know you can identify them.
- Be aware of individuals or groups loitering outside. Notify the Police if the situation warrants.
- Keep storage areas secure.
- Keep locks and hinges in good repair.
- Maintain a key control system. Know where your keys are and who has them.
- Always change safe combination, security codes and door locks each time a manager finishes working in your store.
- **Power Failures:** In the event of a power failure ensure you have emergency lighting, candles and torches. Take detailed information on all transactions as the cash register will not be working. Watch over the security of the store and stock. If necessary, close and lock the doors.

12.2 STORE SECURITY

12.2.1 TSG STORE MANDATORY SECURITY effective 1st March 2017 – *applies to all stores excluding kiosks*

Due to ever increasing risk involved with tobacco theft, both burglary and armed robbery, all new TSG store fit outs / refits must now include the following security systems.

All of the systems described below are to be installed solely by SmokeShield Australia or a TSG approved and certified agent.

1. **Alarm with control room monitoring**
 - a. Bosch Solution 6000 or equivalent with GPRS Permaconn monitoring back to a control room with industry leading response times. Includes wireless remotes for 0 seconds access time.
2. **Smoke Cloak security system with panic protection**
 - a. Smoke Cloak fog security system specified to suit the store size (and possible store rooms). Panic protection will be customized to suit street shop or shopping centre installations, as each location requires varied panic outcomes. This also includes installation of a strobe and high decibel siren.
3. **CCTV with NVR(IP)**

- a. 4x 1080p high resolution camera package minimum with capacity for 8, expandable to 16 cameras. IP NVR system that can also be monitored externally, either by the franchisee or control room.

12.2.2 Layout of Store

Make best use of natural surveillance!!

An open, uncluttered environment providing a clear, well lit view of the point of sale from outside the store is a deterrent to armed robbers, who prefer to operate unobserved. Any cover for the would-be offender, or an accomplice, such as posters, curtains and advertising should be kept to a minimum. Endeavor to keep all advertising above or below line of sight.

12.2.3 Mirrors

Use Mirrors so all staff can monitor sections of the store obscured by physical barriers. **Ensure that mirrors do NOT allow would be offenders to see your cash handling area.**

12.2.4 Lighting

The principal objectives of lighting should be:

- To ensure uniform coverage and brightness through the area.
- To eliminate dark spots i.e. in areas outside the store, that could conceal intruders and/or criminal activity.
- Be cost effective in installation and operating costs.
- To illuminate the vulnerable 'target' areas i.e. regularly used pathways. A light sensor can be incorporated into existing lighting or alternatively a new 'sensor light' can be installed.
- To ensure that glare and obtrusive light does not intrude on passing traffic.

Lighting is the cheapest form of security!!
--

12.2.5 Signage and stickers

Use signage and stickers to market and promote the proactive measures which have been taken at your store. Ensure that signs are displayed requesting helmets be removed before entering the store. Other signs or stickers could include:

- Minimal cash kept on premises.
- Store under constant video surveillance.

- Time delay locks – operator does not have access.

To assist in offender identification, consider using height markers located at the front door.

12.2.6 Electronic sensors

Electronic sensors can be installed that alert you when a customer enters or leaves the store. Even basic entry alarm sensors can assist staff.

12.2.7 Cash register or point of sale area

The major target for criminal activity is the point of sale area. Behind the counter is your territory and there should be no opportunity for access behind the counter by customers.

- Situate the point of sale area away from entrances and exits if possible.
- Minimise the visibility of the cash drawer, especially when it opens.
- Ensure the counter is highly visible, and if required, the floor should be raised. Counters should be designed to provide as much distance as practical between the customer and staff.
- Remove “clutter” from windows and around the “Point of Sale” or cash register area.
- The counter area should allow a clear view of the interior of the store and be visible from outside the store.
- Remove items that obstruct view of register such as impulse and promotions items.
- Place incident reporting procedures near the register.

12.2.8 Safes / Strong Rooms

A safe will deter, delay and deny access to valuable property and information; however, most safes are designed to secure money or valuables to a **limited period of time** only. If an offender has sufficient time and equipment, most safes will either be broken or removed, so transfer money to banking facilities as soon as possible. Check your insurance policy to see how much money you are able to hold on the premises both during business hours and after hours. Also consider:

- Time delay locks or two key opening systems.
- Changing locks if keys are missing.
- Lockable post feed device: cash cannot be removed after it is fed into a slot of TDR Rating Safe.
- Securing tools which could be used on a safe.
- A dye bomb which will mark the contents inside.
- Warning signs stating that the safe cannot be opened by staff.

A Strong Room will also deter, delay and deny access to your valuable stock. This is a particularly good choice for stores with larger quantities of stock holding, and will also typically house the alarm panel and NVR to ensure the security of these devices.

**Open the safe in private and lock the office door,
where applicable, so you are not interrupted.
Do not take money from the safe in view of staff or customers.**

12.2.9 Cash handling procedures

Correct cash handling and control procedures are vital to your business. You must carefully monitor the security and safety of **YOUR** money.

- Count and transfer cash behind closed doors and not in public view.
- Reduce the amount of cash held on premises to a workable minimum. Advertise this fact.
- Implement a system whereby excess cash is removed from the store to a secure area or place.
- Ensure that cash registers are not easily accessible.
- Advise staff not to be distracted when handling cash.
- Where possible minimize the number of staff using the cash drawer. If theft occurs, discovering the culprit is made easier.
- The cash drawer should never be left open or unsupervised during trading hours.

12.2.10 Transactions

Your computer will calculate pricing however you must be aware of safe cash-handling procedures.

- Encourage the use of Credit cards and Eftpos.
 - Take card from customer.
 - Swipe card.
 - Check validity of date on the card and enter.
 - Enter the total dollar amount of the transaction.
 - Customer must sign the receipt.
 - Store will keep the top copy or merchant copy
- Count the money and place it on top of the drawer.
- Count out correct change and hand to the customer.

- Place the customer's money into cash drawer.
- Always place notes into your cash drawer the same way up.

Cheques are to be accepted only at the Franchisee's discretion. All cheques must be approved by the Franchisee or Store Manager.

12.2.11 Cash clearing

- Always keep cash in drawer to a minimum by clearing it regularly. Advertise the fact of minimum cash holdings as this will assist in the prevention of armed robberies.
- Constantly remove large denomination notes.
- ONLY you or trusted management should remove cash.
- When clearing cash, observe anyone watching you.
- Always clear cash to your locked safe.
- Never count cash in view of staff or customers.
- Never flash a large roll of notes to anyone.
- Never leave cash draw open unsupervised during trading hours.

Once the store is closed for the evening and cash taken out of the drawer, ALWAYS LEAVE THE CASH DRAWER OPEN. This will reduce the risk of damage by intruders.

12.2.12 Cash storage

- Advertise the fact that staff on late or early shifts does not have access to keys or combinations of any safes which may be on premises.
- Limit the number of keys and or number of combinations.
- Open cash drawer only when in use.
- Lock cash registers when not in use.

12.2.13 Cash transfer

- Assign more than one person the task of conveying cash to the bank.
- Banking is to be done on a daily basis.
- Avoid banking at set times and vary your routes to the bank.
- Avoid using public transport when transporting cash.
- Don't carry a bank bag, use a non-bank bag or satchel.
- Staff should NOT wear uniforms which identify the business when banking.
- Do not talk publicly concerning cash movements.

- Remember to vary your route when banking.
- Pay staff by cheque or by direct credit.
- Consider using a professional cash collection service.
- Make frequent and random deposits throughout the day.
- Where practical, have staff check the exterior of the store for suspicious activity, prior to leaving the store with the banking.

**Should the amount of sales generated by your store warrant more frequent deposits, especially over a weekend, give serious consideration to a night safe wallet.
This is used to make deposits when the bank is closed.**

Never deposit a night safe wallet banking on your own.

12.2.14 Counterfeit money

You may be in a situation where you are confronted with a person handing you counterfeit money.

Some tips for dealing with counterfeit money are:

- Familiarise yourself with our currency.
- Always look at the money you receive, if you are suspicious compare a suspect note with a genuine one of the same denomination. Look for differences not similarities.
- Contact your bank for additional assistance if necessary.

Should you receive counterfeit money report it to the police.

12.2.15 Short change artists

Short change artists can be very skillful and cunning people and make a living out of cheating businesses.

A common practice is to confuse you by requesting varying amounts of change, particularly during peak times.

Taking the following measures in these circumstances will assist:

- Remain calm.
- If there are multiple transactions, do one transaction at a time and slowly.
- Have another staff member check the denomination of the money.
- If there is any confusion, write down requests or call another staff member for assistance.
- Call Police if necessary.

12.3 ARMED ROBBERY

12.3.1 What to do in the event of an armed robbery

Research by the National Police Research Unit clearly shows that the number of armed robbery offences committed against financial institutions is on the decrease. However, the number of armed robberies of “soft targets” is on the increase.

The most common motive for an armed robbery is that the offender wants cash.

No amount of money is worth a human life!!

DO NOT TRY AND BE A HERO

Your safety is dependent upon the pro-active measures you take prior to an armed hold up as well as the action taken during and immediately after the offence.

The Acronym “**CODE A**” may assist in the event of an armed hold-up occurring at your store.

Calm: Try to remain calm. Do not invade the personal space of the offender. Activate the alarm only if you can do so safely.

Obey: Obey instructions but do not provide any money or goods which are not asked for. Advise the offender of any movements you may have to make to comply with instructions. Do not make any

sudden or unexpected movements. Do not stare at the offender.
Do not talk to the offender unless you are asked to.

Description: Endeavor to make a mental note of the offender's features including clothing, scars, tattoos, height, hair colour, accent and speech (refer to Bandit Description Form).

Evidence: Be aware of what was touched by the offender and don't touch it yourself. After the offender leaves, lock the door for the store and ask any witnesses to await the arrival of police.

Alarm: Activate the alarm or call Police only when it is safe to do so.

It is most important to remain calm.

Do not do anything to upset the offender and obey their commands.

Do not make yourself appear threatening to the offender.

12.3.2 After the hold up

- Activate alarm or phone Police and advise them:
 - Robbery
 - Theft
 - False alarm
- Contact Police and provide them with the following information:
 - Your name
 - Name of store and store address.
 - Number of offenders and description including:
 - Description of vehicle and direction of travel.
 - Height and build
 - Age and hair colour
 - Complexion and race
 - Clothing and accessories
 - Weapons and bags
 - Advise how long ago the offenders left.
 - Any person who may be injured.
- Provide first aid to any injured persons.

- Close store to public and isolate the area where offenders confronted staff.
- Request that witnesses / customer in store at time of offence remain until arrival of Police and endeavour to obtain name and phone number.
- Have staff independently complete offender description forms.
- Consider counselling and support for staff to enable them to return to a normal frame of mind as soon as possible. It is your responsibility as their employer to ensure this occurs.
- Do not talk to media as it can jeopardise investigations.
- Do not discuss the amount of money taken.
- Contact the TSG Head Office.
- Contact your Insurance Company.

Ensure you keep phone lines open until the Police arrive.

If any witnesses cannot remain, obtain name, address and telephone number for Police.

13 SAFETY

Managing risk in the workplace is more than a priority, it is fundamental for the effective running of your store. This section focuses on the measures to minimise accidents and provide a safe and healthy environment.

Common sense, due care and **awareness** are three vital factors necessary to ensure and protect the safety of you, your staff and your customers.

An estimated 98% of all accidents and injuries are caused by unsafe acts and working conditions. A periodic inspection of the store and equipment will ensure that working conditions always meet safety standards.

Your staff should be familiar with this part of the Operation Policies and Procedures Manual and ALL staff should review this regularly.

13.1 SAFETY LEGISLATION

Each State and Territory has Legislation covering safety to ensure as much as possible all staff have safe working conditions and also ensure the public are protected against unsafe and hazardous conditions.

As an employer you must comply with safety standards as you may be liable to prosecution. However, all staff share the responsibility for compliance with all safety requirements and regulations. Therefore it is important to conduct staff training and encourage staff to talk to you regarding work safety.

You should maintain an up to date copy of the Safety Legislation and refer to this in your staff training.

13.2 SAFETY TRAINING

Often employers / managers assume their staff understands the hazards associated in a working environment. Likewise, staff members may be too embarrassed or too proud to ask questions. This lack of communication often leads to accidents. GOOD managers ensure that everyone understands work procedures and equipment operation.

Safety training begins the very day a staff member joins your store. Start off by giving a tour of the store. Conduct formal skill training for their position. Training in safety procedures then becomes part of an ongoing training program.

Continued training is necessary to ensure everyone in your store is constantly aware of safety standards.

13.3 SAFE WORK HABITS

- Use safe methods when performing work requirements.
- Use equipment only after being instructed on how to use it safely.
- Do not sit, stand or climb on equipment.
- Maintain a clean, orderly work area placing rubbish into bins provided.
- Ensure anything electrical is disconnected and “OFF” prior to any cleaning or maintenance.
- Always ensure hands are thoroughly dry when near any electrical outlet.
- Switch off electrical equipment before working on them.
- Use or possession of intoxicants or non-prescription drugs is strictly prohibited in the store.

13.4 STAFF MEMBERS

The biggest priority is to minimise the risk of injury to all staff. If an injury does occur, encourage your staff to report the incident no matter how small. If the injury is of a serious nature call immediately for professional aid (e.g. ambulance or doctor).

An Employee Accident Report form must be completed for each accident to determine the cause of the accident. This will assist in assuring the same incident is not repeated. The Employee Accident Report Form should be kept on the employees file and can be submitted to Workers Compensation Board if a claim is to be made.

13.4.1 Correct lifting procedures

Lifting heavy items in the incorrect manner often cause strains. Take note of the item (i.e. weight, size and shape) before attempting to lift items.

When moving or lifting an item, follow using these guidelines:

- Get help if needed.
- Check for exposed staples, nails, etc.
- Ensure there is adequate room to manoeuvre.
- Position your feet to suit what you are about to do.
 - If you are lifting a large object allow yourself to get close to it.
 - When lifting ensure the leading foot faces the direction of the lift.
- Brace abdominals.
- Brace shoulders and trunk.
- Maintain lumbar curve.
- Move trunk forwards, hips and knees bent, push bottom backwards so that shoulders are over the centre of gravity of the load.

- Test the weight of the load. Lift one side of the object – if too heavy or awkward, stop and get help.
- Keep the load close to the body with your shoulders and elbows braced.
- Keep your head and chest up.
- Straighten up by intending hips and knees. Lift with legs, not your body.
- Change direction with your feet.
- Avoid twisting while bent or loaded.
- To lower the load to the floor, reverse the process, making sure you maintain the lumbar curve and bracing.

Do not twist your body when carrying items

13.4.2 Slips, Trips and Falls

- Ensure work areas are always kept clean.
- Clean any spills immediately. Take particular note of wet floors on rainy days and use “wet floor signs” if required.
- Do not use broken, wobbly or old chairs/tables to stand on.
- Do not use boxes to stand on – use a step ladder.
- Ensure lighting does not cause distracting shadows or glare.
- Ensure any holes in carpet or vinyl tiles becoming unstuck or curling are repaired immediately.
- Put all items in correct place.
- Store items away from shelf edges.
- Do not stand on bench tops.
- Do not wear old shoes to work, smoothed sole.
- Do not hurry due to time constraints.

13.4.3 Cuts

- Have any sharp edges on work surfaces repaired.
- Store sharp objects in proper places, do not leave them lying around.

13.5 CUSTOMERS

In the event a customer has an accident in your store the following procedure should take place: -

- Show concern and offer assistance.
- Obtain the customers details; name, address and phone number.
- Complete an “Incident Report” form.
- Staff should notify their employer.
- Notify the TSG Head Office.
- **Do not make any statements admitting liability, responsibility or blame.**

13.6 ELECTRICAL SAFETY

All electrical cables should be periodically inspected for integrity and replaced if damaged. The practice of “piggy backing” double adaptors should be eliminated as this can create a fire risk. If there are insufficient power points, a power board is a safer option. Alternatively, have an electrician install more power points. Electrical switchboards should be checked to ensure that neither combustible materials nor flammable liquids are stored nearby.

- Reduce the possibility of electrocution using the following guidelines: -
- Mount power point at an elevated level.
- Never turn on, connect or switch on anything electrical if hands are wet or whilst standing in wet areas.
- Never tamper with switchboards.
- Never poke foreign objects into power points or light fittings.
- Always ensure power is off when replacing light bulbs of any kind.
- Do not overload power points with numerous double adaptors and / or power board outlets.
- Never allow extension cords to lie in water or moist areas.
- Do not use damaged cords.
- If cleaning dismantle electrical equipment always and ensure they are disconnected from the power source.
- All electrical maintenance or repair is always to be done by electrician or qualified person.
- Be aware of potential hazards such as tingles when touching metal objects.
- During electrical storms be extra careful when using phones, be well clear of electrical appliances and metal fixtures.

13.7 CHEMICAL SAFETY

You have legal obligations even if your store only keeps very small quantities of dangerous chemicals. These include addressing the NSW Hazardous Substances Regulation 1996. This requires you to keep a register of hazardous substances, copies of material safety data sheets, precautions in place to prevent injury to anyone using the chemicals, and assessing whether control measures are sufficient. All containers must be labelled with the product name, and any hazards associated with it, for example flammable, corrosive, poisons etc.

Items such as lights should not be placed in store windows where direct sunlight beams in. Check labels on boxes such as lighters for correct storage requirements.

13.8 FIRE SAFETY

The danger of fire can be greatly reduced by maintaining a clean, safe and orderly store. Sources of ignition and combustible materials should be separated to avoid potential fires. Fire equipment should be available and unobstructed, with staff trained in its use.

Source of ignition include heat sources (computers, printers) and electrical sources including damaged electrical cables and piggy-backed double adaptors.

Some safety hints are: -

- Electrical wiring should always be checked to ensure that it is safe and adequate.
- Air-conditioning motors should be maintained free of dust and lint.
- All electrical motor locations should be free of any combustibles.
- Fire extinguishers are required and should be kept fully charged, in plain view and in their designated places – easy to see and get to.
- Fire extinguisher to be regularly serviced by a licensed fire extinguisher supplier.
- Management and staff members should be trained in correct procedures of using fire extinguishers and basic fire fighting. The training should be constantly reviewed. A reputable supplier of fire extinguishers will readily conduct training classes on site and issue applicable literature.
- All personnel should know how to safely evacuate customers, themselves and others from the store. A fire evacuation diagram plainly posted can assist in such an event as well as act as a training tool.
- Fire brigade contact numbers should be pre-set into the telephone for quick dialling.

13.8.1 In case of a fire

In case of a fire, evacuate the occupants of the hazard area and call the Fire Brigade. Evaluate whether you can efficiently deal with the type of size of fire. If so use the Fire Extinguisher to smother the fire, if not, don't be a hero.

13.8.2 After a fire

- Secure the area so the fire will not start again.
- Provide first aid to any injured persons.
- Close store to public.
- Request that witnesses /customers in store at time of the fire remain to assist with completing the “Incident Report”.
- Clean up the debris. Avoid damage to the surrounding area and equipment by properly cleaning up extinguished agents, residue and fire debris promptly.
- Regardless of how much extinguishing agent was used, a recharge is required immediately after any extinguisher use.
- Complete an **Incident Report** detailing the incident.
- Contact the TSG Head Office.
- Contact Insurance Company.

13.9 EMERGENCY EVACUATION

Have a documented evacuation procedure, which has been communicated to all staff. If you are in a shopping centre your Centre Management will be able to provide this procedure to you. The evacuation procedure should differentiate between bomb threat and other types of emergencies, as the procedure will vary slightly.

Determine an assembly point, and keep a record of staff member’s names to determine who might be left in the building. This will be useful for emergency services if a rescue is required.

13.10 FIRST AID KIT

Regular checks of your First Aid Kit should be carried out to ensure it has adequate stock, particularly after any event where it has been used.

There are many companies which supply items for First Aid Kits; these can be found in your local business directory or Yellow Pages. Alternatively contact St John’s Ambulance for assistance on stock requirements.

14 STAFFING

The success of any business comes down to the team in place, their abilities, attitudes and commitment to achieving the goals set by you. This is particularly true in the retail store environment, as there is really no more public way your business represents itself than in a mainstream consumer environment. It is important to ensure your staff is trained correctly in procedures and in particular customer service. Customer service can make or break your business.

With this in mind it is important to get the right balance in terms of your store's ability to service the consumer, whilst maintaining cost effective staffing overheads.

It is the responsibility of the franchisee to ENSURE that your franchise operates in compliance with Australian National Workplace Relations Law.

More information on this resource can be found in 16.3.1

Employers must keep all employment records and provide payslips to all employees.

Failure to do this will result in a reverse onus of proof. Where an employee alleges that the employer has breached FWA, if the employer cannot produce the relevant documents and payslips, the employer faces the burden of proving that it did not breach the FWA.

Any breaches can result in civil penalties applied.

Refer to the Fair Work Handbook as a guide.

This is available to be downloaded from the website – Link below:

<https://www.fairwork.gov.au/find-help-for/franchises>

Refer to the *General Retail Industry Award 2010*.

This is available to be downloaded from link below:

https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000004/default.htm

14.1 YOUR ROLE IN THE BUSINESS

When determining staffing levels consider your other responsibilities i.e.: overseeing the entire business.

It is important when running a seven day per week business you allocate one complete day off to recharge and refresh. Working without 'down-time' may initially provide savings in staff overheads, but it is a false economy for those in the business for the long haul.

14.2 STAFFING LEVELS

Adequate staffing needs to be in place to service potential consumers during whatever opening hours are set. You may also need to consider staffing requirements during opening and closing procedures.

Stores in high traffic areas such as mainstream shopping centres will require a higher level of staff to service a higher volume of customers.

To assist in determining staffing levels, track the customer flow to determine the peak times. This can be done by having a simple tally sheet by the cash register.

Divide up the sheet into hourly lots and put a mark each time a customer is served. Ensure you do this for each day of the week as some days may be busier than others. Once you have established the peak time then roster staff accordingly.

You may find you only need staff for particular hours of the day i.e. peak periods. Look at the option of employing casual staff. Employing casual staff will help reduce overheads.

14.3 EMPLOYING STAFF

When employing staff there are a number of options to consider. Statics show that 80% of positions are filled by word of mouth.

DO YOU KNOW ANY CANDIDATES FROM PERSONAL CONTACTS?

Before you go to the expense of placing an advertisement, consider whether or not you may already know of someone suitable who may wish to be considered for the position. Candidates should only be considered if they meet all requirements.

PLACE ADVERTS

You may choose to place an advert in your store or on the cash register. If you are doing this ensure the advert is typed and displayed in a professional manner.

Alternatively, you may place an advert in your local paper.

If you place an advert in the local paper, ensure you are ready to answer phone calls on the day of publication.

Have a pen and pad next to the phone to take people's details. Prepare by having a list of specific questions you want to ask. Where possible qualify people over the phone – this will save time later on.

At the end of the day, view the list of calls and make a short list. Then call these people and arrange a time for an interview.

Allow enough time between interviews to make some notes on the person and decide if they are suitable.

Ensure you are familiar with all forms and Industrial Relations issues which are required to be completed. Your accountant can assist you with this if you are unsure.

As soon as your new employee has returned the required paperwork, all that is left to do is set up a permanent record of all their information and get started on preparing for their first day on the job.

14.4 ONLINE TOOLS

Fair Work Record my Hours app – This app can make it easy for the employees to record and store hours worked. Download from link below:

<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/record-my-hours-app>

Fair Work online pay tools – These tools can help you learn about pay obligations, including minimum wages, pay slip and record-keeping requirements and the rules regarding unpaid work. You can access this information from the link below:

<https://www.fairwork.gov.au/pay>

Fair Work online learning centre – You may be interested in courses to gain more knowledge on workplace related issues. These courses can be accessed from the link below:

<https://www.fairwork.gov.au/how-we-will-help/online-training>

Fair Work Employment Templates – Fair work has resources that you can use to help you in the workplace. These templates can be downloaded from the link below:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides>

Fair Work online updates/newsletters – Subscribe to keep up to date with important workplace issues. Register your details to receive email updates on the link below:

<https://www.fairwork.gov.au/website-information/staying-up-to-date>

14.5 RESOLVING WORKPLACE DISPUTES

Franchisees are required to notify TSG immediately if they are unable to resolve a dispute with an employee.

Steps you can follow to resolve workplace issues are (as referenced from the FWA website):

Step 1: Identify the issue

It's important to work out exactly what the issue might be and to take action as soon as possible so that the problem doesn't escalate.

Step 2: Check the law

An easy way to fix issues at work is to make sure the law is being followed.

Check the laws about:

- pay
- ending employment
- pay slips and record keeping
- holiday pay
- sick and carers leave
- parental leave

You can also use the FWA online Pay Calculator to work out minimum pay rates, penalties and allowances that have to be paid.

Step 3: Resolving the issue in the workplace

Once you have identified the issue and checked the law, a time should be arranged for the employer and employee to discuss the issue. You should prepare for this discussion by knowing the issues you want to talk about. It is also helpful to prepare some suggestions for ways to resolve the issue.

There are a number of ways to resolve a workplace issue, including:

- giving an explanation about workplace entitlements
- payment of entitlements owed
- updating relevant policies and procedures
- providing training.

If you have tried talking and this hasn't helped, you may want to raise your issues in writing.

Remember to:

- clearly outline the issue
- if money is owing, specify the amount and what it's for
- refer to previous discussions that you've had
- include supporting information, such as pay slips or print outs of information on this website or from other sources
- give your employer or employee an amount of time to respond
- keep a copy of the letter or email.

Step 4: Ask Fair Work Australia for help

- If you've followed the steps above and you still haven't been able to resolve the issue, Fair Work Australia may be able to help by giving information and advice to help both the employee and employer understand their workplace entitlements.
- To ask for help, make an online enquiry through My account and tell us about your workplace issue.
- If you already have an account with us, go to the enquiries form now.
- Don't have an account with yet? Register for My account, then click on 'My enquiries' to submit your enquiry.

You can also refer to the Fair Work website for further advice and assistance. Link below:

<https://www.fairwork.gov.au/language-help/english/issues-in-the-workplace/resolving-workplace-disputes>

14.6 SAMPLE LETTER OF OFFER OF EMPLOYMENT

This letter is based on **full time** employment and may need to be adjusted in certain areas if you are employing a casual person. A word document can be obtained from head office.

[date]

[insert name]

[insert address]

Dear [insert first name]

Offer of Employment with [insert franchisee entity]

We are pleased to make this offer of employment to you to [join/ continue with] us at [insert franchisee entity] (**Company**).

Together with this letter, please carefully read each of the following accompanying schedules which comprise this offer:

1. Schedule 1 – Your Employment Summary;
2. Schedule 2 – Standard Terms and Conditions;
3. [For new employees only: Schedule 3 – Pre-Employment Health Declaration Form;]
4. [For new employees only: Schedule 4 – Fair Work Information Statement;] and
5. [For new employees only: Tax File Number Declaration – please complete and submit.]

[Continuing employees only: In accepting this offer, the Company will continue to recognise your prior service under your previous contract(s) for the purposes of all your accrued but untaken service-related entitlements for all purposes].

It is very exciting to have you [join/ continue with] us and we look forward to your contribution going forward.

If you agree to the terms as set out in this letter and the following accompanying schedules, please complete the online declaration below in the presence of an adult witness. In the meantime, please contact [insert name] if you have any questions.

Yours sincerely,

[insert Franchisee Manager]

SCHEDULE 1- YOUR EMPLOYMENT SUMMARY

Subject to the Standard Terms and Conditions at Schedule 2, your employment will be in accordance with the following:

Role: [insert role title]

Employment Status: [insert full time/part time/casual]

Reporting Manager: [insert name and role title]

Location: [Insert location]

Commencement: [insert commencement date]

[For new employees only] 6 months

Probation:

Award: The *General Retail Industry Award 2010* (**Award**) currently applies to your employment but is not incorporated into your contract. A copy of the Award can be accessed at www.fwc.gov.au.

Award Classification: [insert classification under Award]

Remuneration: [Insert hourly OR insert annualised amount] [insert per hour/per week/per annum as applicable] plus superannuation. The Award may also provide entitlements to loadings, shift penalties, allowances, penalty rates or overtime as applicable (**Penalties**).

[FOR SALARY EMPLOYEES: If you are paid an annualised salary under the Award, you agree that any amount paid to you in addition to the minimum weekly wages is paid in satisfaction of and in compensation for any entitlement you would otherwise have to the Penalties under the Award.]

Hours of Work: Your ordinary hours of work will be 38 hours per week and averaged in accordance with the Award.

Subject to the requirements of the Award, your roster and actual hours of work will be as set and varied by your Manager.

Given client requirements, we may require you to work reasonable additional hours above your ordinary hours, including on weekends and public holidays without further payment.

[For Part Time Employees only]:

You will work according to the following pattern of work:

[insert] eg Monday 8am- 4pm etc.]

[For Casual Employees only]:

As a casual employee, you will be engaged by the hour with a minimum daily duty of 3 hours as directed daily by your manager. Consistent with your casual status, you acknowledge that you have no expectation of ongoing, regular or systematic engagements.

[Optional:

[Insert as applicable eg Employee Discount etc.]

Other Employment Benefits]

If at any time you believe we are not paying you the correct wage and other entitlements or are otherwise failing to comply with the *Fair Work Act 2009* please discuss the matter with us. If the matter is not satisfactorily resolved please advise TSG head office by calling 1800 777 079 or emailing hr@tsgfranchise.com.au

SCHEDULE 2 - STANDARD TERMS AND CONDITIONS

Employment Duties:	<p>In your employment you will:</p> <ul style="list-style-type: none">• devote your full time and attention to the performance of your role (including disclosing and pursuing all potential business opportunities of interest to us);• act in good faith in, and for, the best interests of the Company;• perform your work to the highest professional and ethical standards (including acting with trust and integrity in all your dealings);• achieve all KPIs and/or objectives set for you by your manager;• avoid conflicts of interest and immediately disclose to us if you suspect that a potential conflict of interest may arise;• familiarise yourself and comply with all Company Policies (which we may in our discretion add to, vary or revoke from time to time) as well as any other lawful and reasonable direction given to you; and• honestly and faithfully answer any question asked of you by the Company about your work or employment at any time.
Reassignment:	<p>You agree that you may be assigned or seconded to other roles (including in relation to any promotions), duties, locations or reporting lines in or outside of the Company subject to business and client needs after consultation with you.</p>
Superannuation:	<p>Superannuation contributions will be made on your behalf to your nominated Fund sufficient to avoid a charge under the <i>Superannuation Administration (Guarantee Charge) Act 1992</i>. If you do not nominate a Fund, the Company will make contributions to a compliant default fund.</p>
Leave Entitlements:	<p>Unless you are a casual employee, you will accrue and may take annual, personal, long service leave and other forms of leave in accordance with the <i>Fair Work Act 2009</i> (Cth) and State legislation (as applicable to you).</p> <p>All leave requests must first be discussed with your manager and approved in advance, with the exceptions of absences that you are not able to anticipate which must be notified and</p>

evidenced in accordance with Policy. A leave application for each occasion of leave must be completed and given to your manager.

Termination:

Subject to earlier termination during the probationary period or for serious misconduct, either you or the Company may terminate your employment for any reason by giving the minimum notice specified in the relevant industrial instrument or the *Fair Work Act 2009* (Cth) (whichever applies at the relevant time). Casual employees are not entitled to notice under the *Fair Work Act 2009* (Cth).

Upon termination you will return all Company property and Confidential Information immediately.

Confidentiality:

You must not either during your employment or thereafter, without the Company's prior written consent or as otherwise required by law disclose directly or indirectly to any person or entity, transmit, copy, remove or attempt to use any part of the Company's Confidential Information.

Confidential Information means all client, prospective client and Company, business, confidential or sensitive information disclosed to or learned by you in connection with your duties, including but not limited to information from our client databases, our business or marketing plans, employee information, price lists, rates schedules, terms of business, market research, presentations, capability statements, product specification, financial and accounting information, contractor and supplier information, business policy and know-how, service and product concept plans, designs or any other information disclosed to you in a manner which a reasonable person would consider to be confidential.

Intellectual Property:

All intellectual property rights arising in connection with your employment or with the use of our property or Confidential Information is the Company's property. You irrevocably consent to any act or omission which might otherwise infringe your moral rights.

Licences and Permits: You are required to maintain all necessary accreditations, licences, permits and qualifications (including site access and client approvals) which are required by you to lawfully perform your role (**Permits**). If at any time you suspect that you may imminently lose a Permit, you must notify your manager immediately. You acknowledge that maintenance of such Permits is a fundamental requirement of your role and failure to do so may result in termination of your employment on that basis.

Medical/fitness for duty: You agree that prior to the commencement of your employment you will disclose to us any pre-existing injuries or diseases within the meaning of workers' compensation legislation that applies in the State in which you work, that may affect your ability to perform this employment, which includes completing the Pre-Employment Health Declaration Form to the Company at Schedule 3. If you make any false or misleading disclosure, please note that you will not be entitled for any workers' compensation in respect of any recurrence, aggravation, acceleration, exacerbation and deterioration of any pre-existing injury or disease resulting from the employment.

You irrevocably consent to participate in all fitness for work medical assessments and/or drug and alcohol testing, including testing for cause if required by the Company, for fitness for duty or safety purposes and for the results of that and other personal, sensitive or health information to be shared inside the Company or with the Company's advisors subject to those people also undertaking as to its confidentiality.

Surveillance: The Company may undertake surveillance by CCTV, electronic, tracking and optical means. Such monitoring is ongoing and continuous and can occur remotely. You irrevocably consent to its use.

[Optional – Insert if particular security checks are required] Your employment is conditional upon the Company receiving a National Police Record or other security check on you from the **[insert state]** Police (or other relevant law enforcement agency) that is satisfactory to the Company.

Security checks

You consent to provide this National Police Record or other security check to the Company for the purposes of the Company determining your fitness to perform the role being offered to you and for the information contained within the National Police Record or other security check to be shared inside the Company or with the Company's advisors, subject to those people also undertaking as to its confidentiality.

In the event that these checks are not received by the Company prior to your commencement, and the Company subsequently receives a report that it considers to be unsatisfactory, the Company may terminate your employment with notice or pay in lieu of notice.

Company Equipment:

To perform your role, you may from time to time be provided with Company equipment such as a vehicle, computer or other keys/security cards etc. Use of Company equipment will be in accordance with Company Policy.

Policies:

The Company maintains a number of policies and procedures which we may in our discretion add to, vary or revoke from time to time. Our policies and procedures are not incorporated into your contract of employment and do not confer any contractual entitlements on you of any kind, however you are required to regularly familiarise yourself with and comply with them.

Entire Agreement

Save for any terms otherwise also normally implied by operation of law that are not contrary to the express terms of this letter for the benefit of the Company, this offer constitutes the entire agreement between us. You acknowledge that no other agreement, representation, discussion or communication is relied upon in the making of this agreement other than those as set out in this offer.

Jurisdiction

This agreement is governed by the laws of the State in which you work.

SCHEDULE 3 - PRE-EMPLOYMENT HEALTH DECLARATION FORM

Employment with [insert company] (Company) is conditional on the preferred applicant completing this *Pre-employment health declaration form* and returning it to the Company.

Name:	Date:
Position:	Reports To:
Address:	Email:
Telephone:	

You are required to disclose to the Company any pre-existing injuries or disease that you have suffered of which you are aware and could reasonably be expected to foresee could be affected by the nature of the proposed employment you are applying for.

We advise that a failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the applicable workers' compensation legislation should you suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injuries or disease arising out of or in the course of or due to the nature of employment with the Company. The Company will rely upon failure to disclose in accordance with the provisions of the applicable workers' compensation legislation as grounds for denying compensation.

PLEASE NOTE THAT SUCH PRE-EXISTING INJURIES OR DISEASE INCLUDE MENTAL AND/OR PSYCHOLOGICAL INJURIES OR DISEASE.

☐ I have read the job description regarding my prospective employment with the Company and warrant that I **DO** / **DO NOT** (please select the option which applies to you) have any pre-existing injuries or disease as set out above and understand the implications of not disclosing any such pre-existing injuries or disease.

If you **DO** have any pre-existing injuries or disease, please disclose in the space provided such pre-existing injuries or disease that you have suffered which could be affected by the nature of your proposed employment with the Company, after having read and understood the job description provided to you.

This declaration also assists the Company to obtain information to enable it to meet its obligation under the applicable equal opportunity legislation to make reasonable adjustments for an employee or prospective employee in order to perform the genuine and reasonable requirements of the employment.

Privacy Notice: The collection and processing of this information is in accordance with applicable workers' compensation legislation and equal opportunity legislation.

The completed declaration form will be retained on your personnel file. Where employment is not taken up, for whatever reason, all documents relating to your application will be retained for 6 months.

The Company may disclose some of your personal information, as applicable, to an independent medical examiner should the Company require an assessment of your suitability for employment and fitness for duty. Your health declaration may be also disclosed to the Company's workers' compensation insurer should you submit a workers' compensation claim.

SCHEDULE 4 – FAIR WORK INFORMATION STATEMENT



Fair Work
OMBUDSMAN

Fair Work Information Statement

From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the **Fair Work Infoline** on **13 13 94** or visit **www.fairwork.gov.au**.

► The National Employment Standards

The *Fair Work Act 2009* provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

There are 10 minimum workplace entitlements in the NES:

1. A maximum standard working week of 38 hours for full-time employees, plus 'reasonable' additional hours.
2. A right to request flexible working arrangements.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer's leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer's leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
9. Notice of termination and redundancy pay.
10. The right for new employees to receive the Fair Work Information Statement.

A complete copy of the NES can be accessed at **www.fairwork.gov.au**. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer's leave, parental leave, and your right to request flexible working arrangements.

► Right to request flexible working arrangements

Requests for flexible working arrangements form part of the NES. You may request a change in your working arrangements, including changes in hours, patterns or location of work from your employer if you require flexibility because you:

- are the parent, or have responsibility for the care, of a child who is of school age or younger
- are a carer (within the meaning of the *Carer Recognition Act 2010*)
- have a disability
- are 55 or older
- are experiencing violence from a member of your family or

- provide care or support to a member of your immediate family or household, who requires care or support because they are experiencing violence from their family.

If you are a parent of a child or have responsibility for the care of a child and are returning to work after taking parental or adoption leave you may request to return to work on a part-time basis to help you care for the child.

► Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that may cover employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

If you are a manager or a high income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than the high income threshold, currently set at \$142,000 per annum and indexed annually, a modern award will not apply, but the NES will.

► Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by the Fair Work Commission, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by the Fair Work Commission.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. For information about making, varying, or terminating enterprise agreements visit the Fair Work Commission website, **www.fwc.gov.au**.

► Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of certain terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

► Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or the Fair Work Commission (applications relating to general protections where you have been dismissed must be lodged with the Fair Work Commission within 21 days).

► Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is 'harsh, unjust or unreasonable'. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to the Fair Work Commission for assistance. It is important to note that applications must be lodged within 21 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit www.fairwork.gov.au.

► Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from the Fair Work Commission and, generally, must provide 24 hours' notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder's organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents, however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

► The Fair Work Ombudsman and the Fair Work Commission

The **Fair Work Ombudsman** is an independent statutory agency created under the *Fair Work Act 2009*, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the **Fair Work Infoline** on **13 13 94** or visit www.fairwork.gov.au.

The **Fair Work Commission** is the national workplace relations tribunal established under the *Fair Work Act 2009*. The Fair Work Commission is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters. If you require further information, you can visit the **Fair Work Commission** website, www.fwc.gov.au.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

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Acceptance of offer: -

I **[insert employee name]**:

- warrant that I am legally entitled to work in Australia and that all the recruitment information that I have given is correct; and
- accept employment on the terms and conditions set out in this letter:

Signed: _____ Date: _____

14.7 UNIFORMS POLICY

All Franchisees and staff are to wear the approved TSG uniforms or a black or white shirt / blouse with approved TSG logo.

It is preferable that black shoes are worn. Thongs or similar type of footwear are not to be worn. All footwear are to be closed in shoes.

This will provide consumers with a professional impression of staff in a TSG outlet.

14.8 TRAINING

Training should be undertaken:-

- When a new employee commences.
- As a refresher during the time the employee is employed.
- When new procedures are adopted.
- When new technology is introduced.

Staff should be trained in the following areas:

- Cash handling and management procedures.
- Opening and closing procedures (including security).
- Customer management including screening baggage.
- Security practices and procedures.
- Identifying, reporting and recording suspect activity.
- Identifying, reporting and recording general offences.
- What to do in the event of an Armed Robbery.

15 ADMINISTRATION

Administration is a part of every business and is often put to one side to deal with at a later date. An up to date administration system will assist you in evaluating your business today and making decisions and planning for the future.

Keeping reliable records can assist you and the TSG Support staff in fine tuning your store operations and identifying areas of concern that may require attention.

In addition, you are required to keep certain information for your accountant and the Taxation Office for tax purposes.

15.1 DAILY/WEEKLY/MONTHLY PROCEDURES

15.1.1 General

- Where possible, complete any preparations before opening the store i.e.: place any orders, clean store, pay bills.
- Your filing cabinet should contain supplier manuals, any relevant forms and invoices ('to be paid' and 'paid').
 - It should also contain a system for payment of invoices.
 - Files need to be archived on an annual basis to ensure your filing does not become clogged.
- Ensure all invoices are paid within the agreed terms. You are obligated by law to do this so you are not trading insolvent.

Remember files need to be stored for five years.

15.1.2 Daily procedures

- Bank previous days/nights takings.
- Check and enter any invoices received into your filing system.

15.1.3 Weekly

- Plan Local Store Marketing Activity.
- Pay staff wages (this may be fortnightly).
- Check for any invoices which need to be paid.

15.1.4 Monthly

- Pay staff superannuation.
- Pay Australian Taxation Office for PAYE Group Tax.

15.2 FEES

- Annual licence fees are due & payable by 30 June each year as per the TSG licence agreement. Any variation in this policy must be in writing and signed by both TSG and outlet.
- The TSG pos support fee is due and payable by 31 October each year.
- Any unpaid fees will be deducted from rebates and late fees may apply, unless an agreement is reached with TSG and confirmed in writing prior to the due date i.e. Annual fee, pos fee, etc.
- Nominated credit card payments accepted. Please check with TSG head office if you are unsure. TSG may add a surcharge for use of Diners or American Express credit cards.

15.3 STORES/ FRANCHISEE BUDGETS

You are in business to make money and your financial control will be a large part of determining the success of your business, for this reason a budget is essential. It is important that you monitor all areas of expenditure of your business at all times as sales alone may not give you the profitability you desire. Set a budget that is realistic and has achievable goals so you are able to stick to them. Budgets should be set at the beginning of a financial year and reviewed formally every six months with minor reviews every three months. Six months is a suitable period without being too long and having your budget become out dated. It is also not too short a period where it may only cover a too specific time frame.

Budgeting is an essential part of planning your business.

15.4 FINANCIAL REPORTS

As a TSG retailer we strongly recommend that you or your nominated accountant prepare monthly Profit and Loss reports and Balance Sheet.

From these reports you will be able to establish your profitability and working capital position. As a business owner, these reports are imperative. TSG head office can refer you to approved accountants to assist if you require.

15.5 FLOAT

A constant float of change must be maintained to ensure your customers are always receiving excellence with service. They appreciate good cash handling procedures and do not appreciate receiving a pocket full of coins.

A recommended float break-up is as follows:

NOTES:

\$20	Note x 10	=	\$200
\$10	Note x 10	=	\$100
\$5	Note x 10	=	\$50

\$50 and \$100 notes should not be kept in the till

COINS:

\$2	Coin x 50	=	\$100
\$1	Coin x 100	=	\$100
.50c	Coin x 100	=	\$50
.20c	Coin x 200	=	\$40
.10c	Coin x 200	=	\$20
.5c	Coin x 200	=	\$10

Allow for more on weekends and public holidays.

15.5.1 Petty cash system

The petty cash system is designed to manage and control small cash purchases. This system will allow for small purchases to be made without using the money from the cash register.

You will need to invest in a lockable petty cash box and vouchers. The petty cash box should be kept in the office administration area and only accessed by yourself or store managers.

A petty cash system is operated as such:

- Draw a cheque for \$100 (or adjust to your store's needs) as a petty cash float.
- A convenient break of the \$100 is:

NOTES:

1 x \$20	= \$20
4 x \$10	= \$40
5 x \$5	= \$25
10 x \$1	= \$10
Small coins	= \$5

- As a purchase is made, fill out a petty cash voucher with the appropriate details. Ensure that you staple the receipt to the back of the voucher.
- Establish a minimum petty cash level and reimburse when appropriate.
- Cash the cheque into appropriate denominations for your petty cash float.

15.6 GLOSSARY

GST

GST and Franchising – Franchisee's Guide has reference.

Franchisee with a turnover in excess of \$75,000 per annum will be required to register for GST. As part of this process, you will be issued with an Australian Business Number (ABN). The ABN will eventually become the only number required by you for all of your business dealings with the Government. It is the number that you will need to quote when invoicing and accounting for GST. You can register for an ABN with the Australian Taxation Office.

More information can be obtained directly from the Australia Taxation Office:

Website: www.ato.com.au

Phone: 13 28 66 (Business Tax Enquiries)

BUSINESS ACTIVITY STATEMENT

You will need to lodge a Business Activity Statement on either a quarterly or monthly basis, depending on the size of your turnover. The Business Activity Statement is essentially a summary of the taxpayer's GST liabilities and credits. It also records payments of tax that are required to be made under the new Pay As You Go (PAYG) system.

More information relating to this can be obtained from the Australian Tax Office or your Accountant.

PAY AS YOU GO

You will need to pay PAYG instalments based on your instalment income, which is essentially your gross business and investment income before deduction. A percentage of your instalment income is paid based on the taxpayer's rate, which is calculated by the Australian Taxation Office.

More information relating to this can be obtained from the Australian Tax Office or your Accountant.

INCOME TAX RETURN

You will need to lodge an annual income tax return at the end of the income year. Any PAYG instalments paid during the year will be credited to the taxpayer's assessment.

PAYG WITHHOLDING

You will need to deduct tax from wages and salaries paid to employees and send the deducted amount to the Australia Taxation Office. This process is called withholding and is done under the PAYG withholding system, which has replaced the former pay as you earn (PAYE) system.

FRINGE BENEFITS TAX

You will need to pay Fringe Benefits Tax (FBT) where fringe benefits are provided to employees and their associates. A fringe benefit can take many forms including:

- A car provided to an employee for private purposes.
- A loan provided to any employee at a discounted rate of interest.
- Payment of an employee's private health insurance costs.

If you provide fringe benefits you should register with the Australia Taxation Office. You will be required to lodge FBT returns on an annual basis. The FBT year runs from 1 April to 31 March.

SUPERANNUATION

You should be aware of your obligations under the Superannuation Guarantee legislation. The legislation requires employers to provide a minimum level of superannuation support for their employees.

BUSINESS RECORDS

You are obligated to retain records that record and explain transactions. The explanation should include the types of documents that are relevant for calculating your income and expenditure. As a general rule, records or documents relating to the preparation of a taxpayer's income tax return must be retained for a period of at least five years.

15.7 INSURANCE

It is important that you arrange insurance cover to adequately protect your business, its assets, its people, and its income.

As a guide the following business insurances should be in place (the amounts may vary depending on your stores size and sales volume)

- Accidental Damage
- Annual gross income
- Burglary
- Claims preparation costs
- Damage to safe
- Directors and employees personal effects
- Electric/Electronic breakdown (TSG POS)
- Increased costs of working
- Material Damage (Stock and contents)
- Money in private residence
- Money in locked safe
- Money in transit
- Money on premises during business hours
- Money on premises outside business hours
- Plate glass
- Public and Product liability
- Removal of debris
- Rewriting of records
- Supplier's/customer's premises
- Theft of property in open air

You should also check the provisions of your store lease to see if you are obligated to take out any insurance under that document. In addition to the above insurances you may wish to have additional insurances such as Personal Accident and Sickness.

You are free to choose which insurance company you use to take out this insurance, provided they are reputable. TSG has a preferred supplier deal with Knights Guard that is extremely competitive in the market. Contact TSG Head Office for details.

15.8 SALE OF TSG OUTLET – YOUR OBLIGATIONS

In accordance with your TSG agreement, if you intend selling your outlet you will need to obtain our consent to the transfer of your TSG Licence to the proposed purchaser.

Please note it is a breach of our Agreement with you if TSG is not advised of a proposed sale of a TSG outlet and the TSG Licence is not transferred to the purchaser.

IF YOU INTEND TO SELL YOUR OUTLET, THE SALE PROCEDURE TO FOLLOW IS:

- | | |
|---------------|---|
| Step 1 | Advise the TSG Head Office and your Franchise Manager of proposed sale at least two month prior to the sale date by completing the attached fax form in APPENDIX C. |
| Step 2 | Potential new TSG owner to meet with your TSG Franchise Manager to be accredited. |
| Step 3 | Your TSG Franchise Manager will complete appropriate Accreditation paper work with the proposed new owner (our Franchise manager will also assist you with the business sale by selling the benefits of your outlet and the group). |
| Step 4 | The new owner will be provided appropriate training once they take over. Training can be provided in the TSG Head Office (Melbourne) for new stores. For store changeovers, full training on the approved TSG POS system is the responsibility of the outgoing Franchisee. If it is not provided, the cost of the professional training will be deducted from any payments due or billed direct to the outgoing franchisee. |
| Step 5 | Any TSG Licence fee adjustment applicable between the new owner and you is to be adjusted by your solicitor as a financial adjustment during settlement. |

Please note our agreement with you will be enforced in a Court of Law if you do not comply with these requirements.

Please note, it is a breach of TSG policy if the TSG Head Office has not been advised of a proposed sale of a TSG outlet as the TSG Licence is not transferable to the purchaser unless approved.

- TSG require a minimum of 4 weeks' notice of any change of ownership or new outlet, this is a Franchising Code of Conduct requirement relating to the Franchise Agreement timeline and must be adhered to.
- As the Tobacco company's require notice 10 days prior to the end of the month to make administration changes to: accounts, rebate payments, invoicing, promotional allocations etc. All changeover paperwork must be completed, including payment and returned to the TSG Head Office as early as possible.
- TSG strongly recommend that you change ownership at the start / end of the month. Outlets that choose to change ownership mid-month must take responsibility to sort out

the outstanding Tobacco company rebates. TSG will not be responsible for splitting any rebate payments.

15.8.1 New owners credit applications

Those forms are available from the TSG Head Office.

New credit applications take considerable time to be approved (up to 1 month).

Completed credit applications should be sent direct to TSG head office for processing. It is advisable to keep copies for future reference.

16 CONTACT INFORMATION

16.1 TSG HEAD OFFICE DETAILS

TSG
Factory 19
25 Cook Road
Mitcham VIC 3134

Free Call: 1800 777 079
Phone: 03 8873 7900
Email: enquire@tobaccosg.com
Website: www.tobaccosg.com/ www.tsgfranchise.com.au

16.2 SUPPLIERS

Supplier Name	BRITISH AMERICAN TOBACCO AUSTRALIA
Address	Locked Bag 6000, Potts Point NSW 1335
Phone	(02) 9370 1500 1800 231 915 (orders)
Fax	(02) 9370 1188
Trade Marketing Rep	
Web	www.bata.com.au / www.quatro.com.au

Supplier Name	PHILIP MORRIS LIMITED
Address	Level 6, 30 Convention Centre Place South Wharf VIC 3006
Phone	(03) 8531 1000
Fax	(03) 8531 1914
Sales Representative	
Web	www.philipmorris.com

Supplier Name	IMPERIAL TOBACCO AUSTRALIA
Address	Level 4, 4-8 Inglewood Place Norwest Business Park Norwest NSW 2153
Phone	(02) 9881 0888
Fax	(02) 9881 0878
Contact	
Web	www.imperial-tobacco.com

Supplier Name	RICHLAND EXPRESS
Address	PO Box 8250 Blacktown NSW 2148
Phone	(02) 9896 2888
Fax	(02) 9896 7788
Contact	
Web	www.richlandexpress.com.au

Supplier Name	SCANDINAVIAN TOBACCO GROUP
Address	Level 1, 35 Dalmore Drive, Caribbean Park, Scoresby, VIC 3171
Phone	(03) 8736 0700
Fax	(03) 8736 0777
Contact	
Web	www.st-group.net.au

16.3 LOCAL BUSINESSES

Name	Police
Address	
Phone	
Fax	
Contact	
Web	

Name	Fire
Address	
Phone	
Fax	
Contact	
Web	

Name	Ambulance
Address	
Phone	
Fax	
Contact	
Web	

Name	Doctor
Address	
Phone	
Fax	
Contact	
Web	

Name	Hospital
Address	
Phone	
Fax	
Contact	
Web	

Name	Bank
Address	
Phone	
Fax	
Contact	
Web	

Name	Insurance Company
Address	
Phone	
Fax	
Contact	
Web	

Name	Security
Address	
Phone	
Fax	
Contact	
Web	

Name	
Address	
Phone	
Fax	
Contact	
Web	

Name	
Address	
Phone	
Fax	
Contact	
Web	

16.4 INDUSTRY CONTACTS

Australian Competition and Consumer Commission	www.accc.gov.au
Australian Taxation Office	www.ato.gov.au
Australian Wage Net	www.wagenet.gov.au
Australian Workplace	www.workplace.gov.au
Dept. of Employment, Workplace Relations & Small Business	www.dewrsb.gov.au
Australian National Workplace Relations	www.employment.gov.au
Fairwork Ombudsman	www.fairwork.gov.au
QLD Health Departments	www.health.qld.gov.au
NSW Health Department	www.health.nsw.gov.au
NT Health Department	www.nt.gov.au/health
SA Health Department	www.dhs.sa.gov.au
TAS Health Department	www.dhhs.tas.gov.au
VIC Health Department	www.dhs.vic.gov.au www2.health.vic.gov.au
WA Health Department	www.health.wa.gov.au
NSW Retail Tobacconist Association	02 9901 4641
Small Business Assistance	www.business.gov.au

APPENDIX A

IMAGE EVALUATION FORM						
TSG:						
	Strong	Mod. Strong	Moderate	Mod. Weak	Weak	
Well presented						Bare
Light						Dark
Product Quality High						Product Quality Poor
Open/airy						Enclosed
Tasteful						Gaudy
Relaxing						Stressed
Clean						Dirty
Staff friendly & helpful						Staff not helpful & uninviting
YOUR INDIVIDUAL STORE:						
	Strong	Mod. Strong	Moderate	Mod. Weak	Weak	
Well presented						Bare
Light						Dark
Product Quality High						Product Quality Poor
Open/airy						Enclosed
Tasteful						Gaudy
Relaxing						Stressed
Clean						Dirty
Staff friendly & helpful						Staff not helpful & uninviting

GLOSSARY	
Well Presented	Displays and product not cluttered and easy for customers to view.
Light	Shop has enough light for customers to view the product and its features easily.
Product Quality	Quality of the product must be high.
Open/airy	Shop is open and not cluttered so that customers are able to browse easily.
Tasteful	Various products maybe humorous but not untasteful or insulting.
Relaxing	Shop has a relaxed atmosphere where customers feel they can browse at their own pace.
Clean	Shop is dirt and dust free.
Staff friendly & helpful	Staff are friendly and help customers when appropriate

APPENDIX B

BRAND AND BLUEPRINT

All new outlets must ensure that the approved signage and TSG Branding Blueprint theme is in place prior to commencement of trading under the TSG Trade Mark.

Existing stores are currently in the process of being upgraded to the new TSG Blueprint theme.

In addition:

- TSG signage inside and outside must be legislative compliant and in place prior to commencing trading as a TSG outlet.
- All signage must be maintained in good order at all times.

The TSG brand offers 360° brand messaging to the consumer:

- The promise of discount pricing
- Quality and range in our product range
- Positioning as the preferred tobacco purchase experience

The TSG message comes through in a number of ways:

- Confident, recognisable interior and exterior store environments
- Optimising brand ranges and ensuring 100% compliance across all franchisees
- Local area marketing and a contemporary website

Our image

“Image” is the way in which our customers and the community perceive us. Customers create the perception of the company’s image based on their knowledge and benefits of the company, as well as their experience with the company. A strong and clear image can increase the customer’s confidence in our company and therefore our “image” is vital to our success. TSG strives to create an image of quality and value.

Maintaining TSG’s high standards of “image” and value, is dependent upon a number of critical factors

- How the store is presented i.e. store layout, the colour and the music.
- Excellent customer service
- Product quality.
- Personal cleanliness.
- Store cleanliness.
- Safety.

- Marketing and Advertising.
- Training.
- Communications with our customer and community
- Always maintaining a positive and happy attitude.

APPENDIX C
Proposed Sale of Outlet Fax

FAX

TO:	TSG Franchise Management	FROM:	
COMPANY:		DATE:	
FAX NUMBER:	03 8698 9655	TOTAL PAGES INC. COVER:	
PHONE:		PHONE:	
RE:	Proposed sale of my outlet		

☒ *Urgent* ☐ *For Review* ☐ *Please Reply*

The following are details relating to the proposed sale of my outlet:

My outlet name and state:	_____
Date of proposed sale:	_____
Name of proposed new owners:	_____
Comments:	_____ _____

I have read and understood the TSG sale of TSG Outlet procedure in this manual.

Name: _____

Signature: _____

APPENDIX D

- Incident report form
- Customer complaint form
- Employee accident report form
- Staff Application form

INCIDENT FORM			
STORE'S DETAILS			
Store Name		Store Code	
EMPLOYEE'S DETAILS			
Employee name			
Address			
Suburb		Postcode	
Date of birth		Commencement date with TSG	
INCIDENT DETAILS			
Date of incident		Time of incident	
Description of Incident:			
Cause of Incident:			
Nature of injury (if any):			
Medical Treatment/Doctor required? Yes <input type="checkbox"/> No <input type="checkbox"/>			
If yes, then also complete an TSG Employee Accident Report for employee incidents			
Police involved? Yes <input type="checkbox"/> No <input type="checkbox"/>			
WITNESS'S DETAILS			
Witness name			
Mobile		Landline	
Address			
Suburb		Postcode	
Signed		Dated	
EMPLOYEE'S CONFIRMATION			

Employees Name			
Signed		Dated	
EMPLOYER NOTIFIED CONFIRMATION			
Employer Name			
Signed		Dated	
CUSTOMER COMPLAINT FORM			
STORE'S DETAILS			
Store Name:		Store Code:	
CUSTOMER'S DETAILS			
Customer's Name:			
Address:			
Suburb:		Postcode:	
Landline		Mobile:	
COMPLAINT DETAILS			
Date of complaint		Time of complaint:	
Description of complaint:			
Cause of complaint:			
Action taken to date:			
Action required:			
Result:			
EMPLOYEE'S CONFIRMATION			

Employee Name			
Signed		Dated	
EMPLOYER'S NOTIFIED CONFIRMATION			
Employer Name			
Signed		Dated	
EMPLOYEE ACCIDENT FORM			
STORE'S DETAILS			
Store Name:		Store Code:	
EMPLOYEE'S DETAILS			
Employee Name:			
Address:			
Suburb:		Postcode:	
Date of birth:			
Commencement date with TSG:			
ACCIDENT DETAILS			
Date of accident		Time of accident:	
Description of Accident:			
Cause of Accident:			
Nature of Injury:			
Medical Treatment/Doctor required? Yes <input type="checkbox"/> No <input type="checkbox"/>			
If yes give details:			

Workers Compensation Claim? Yes <input type="checkbox"/> No <input type="checkbox"/>			
If yes, claim details:			
WITNESS' DETAILS (if applicable)			
Witness Name			
Home phone		Mobile	
Address			
Suburb		Postcode	
Signed		Dated	
EMPLOYEE'S CONFIRMATION			
Employee Name			
Signed		Dated	
EMPLOYER NOTIFIED CONFIRMATION			
Employer Name			
Signed		Dated	

Please write below if you require more space for details.

NEW EMPLOYEE DETAILS

Please complete using block capital letters

PERSONAL DETAILS

Title:

First Name:

Surname:

Address:

Suburb:

Postcode:

Mobile:

Landline:

Email:

Male/Female:

Date of Birth:

Marital Status:

Children's ages:

Drivers Licence:

Yes ☐

No ☐

Do you have a car?

Yes ☐

No ☐

BANK DETAILS

Note: if the following details are incorrect, your pay may not reach your nominated bank account on the due date

Name of Bank:

Suburb:

Account Name:

BSB:

-

Account No:

SUPERANNUATION

If you would like to nominate a superannuation fund, please provide the below details

Fund Name:

Fund Address:

Phone:

Fax:

Member Number:

NEXT OF KIN

In the event of an accident, please nominate someone we can contact

Title:		First name:		Surname:	
Address:					
Suburb:			Postcode:		
Landline:			Mobile:		
Relationship to you:					

EMPLOYER TO COMPLETE

Start Date:	
Employment Type:	Fulltime <input type="checkbox"/> / Part-time <input type="checkbox"/> / Casual <input type="checkbox"/>
Award Rate:	
Salary/Federal/State?	
Hourly Rate:	\$
Salary Package:	\$
Tax Declaration received?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Super Application received?	Yes <input type="checkbox"/> No <input type="checkbox"/>

SIGNATURE

Employee Signature:		Date:	
Employer Signature:		Date:	