

# Operation of Staff Personal Trading Accounts

## Guidelines & Procedure

### Eligible staff

1. An account can be opened for staff once they have completed a staff account form which will be provided when they have completed their probationary period.
2. The account may only be used to purchase goods for employees' own personal use or for their immediate family and may not be used to purchase goods on behalf of another employee.

### Operation of Accounts

**To safeguard the integrity of all staff, the following rules must apply in all circumstances:**

1. Staff may not take and/or book out goods to their personal account themselves.
2. All goods must be booked out and fully paid for either on an Invoice for Collected goods or a Deposit Order for Delivered goods. If goods are returned for any valid reason, a credit refund must be raised.
3. All Collections and/or Deliveries on staff accounts can be processed by any iQ trained member of staff.
4. The prices on a staff members account should always be adhered to. If a price requires changing, then this will need to be approved by the Branch Manager or Assistant Branch Manager.
5. Specials should be priced at "Cost Plus 10%" for the most part. Any deviation from this system will need to be approved by the Branch Manager or Assistant Branch Manager.
6. Prices from a staff account should not be copied onto any other trading account, or any Cash sale.
7. Returns and their corresponding Refunds must only be processed by approved branch staff members; usually the Branch Manager, Assistant Branch Manager and/or Branch Supervisors depending on the depot configuration.
8. Unlike other Cash customers, Staff members are not bound by the "£400 maximum over the phone" rule. Instead Branch Managers and Assistant Branch Managers are advised to use their judgment on an order-by-order basis.
9. No materials are to be released to a member of staff on a Quotation, Picking List or any other similar documentation before payment has been received and processed on iQ.

***N.B. Failure to observe these guidelines could be regarded as a disciplinary matter.***