GLOBE HOME TIMBER & HARDWARE

GO WHERE THE TRADIES GO

Excellence in Customer Service
Globe Home Timber & Hardware
Far West NSW Business Awards 2019
Far West NSW Business Awards 2017
Far West NSW Business Awards 2016
Far West NSW Business Awards 2015

OVERALL WINNER Outback Spirit Award
Far West NSW Business Awards 2019

Excellence in Presentation & Marketing
Far West NSW Business Awards 2019

BUSINESS AWARDS 2016 REGIONAL WINNER
NSW Business Chamber

Globe Training Document

Last updated 10th November 2021

Notes to trainers

Be considerate.

Give the trainee a time and place and be respectful of their time and schedule by keeping the meeting time you made with them.

Be professional.

You contribute to the 1st impression a trainee has of their new work environment at Globe. We have policies, procedures and structure so your demeanor & approach to the training session should reflect this, giving the trainee the impression that a haphazard approach to work is not acceptable.

Be pro-active - think of training aids & plan ahead.

Examples:

- If you need water for testing, arrange it ahead of time – don't wait until the trainee walks up to you and reminds you about the training session.
- If you need keys for key cutting – email us all ahead of time to see if anyone has keys that need cutting.
- If you are talking about products and cut lengths etc make sure you have a tape measure on you instead of wasting time trying to find one. Give it to the newbie so they can measure width, lengths etc while you're talking as it makes a better impact.
- If you are talking about catalogue items, go to our website and access the catalogue on line so the trainee can see what the customers can see.
- If you are talking about kitchens, go to our website and access our kitchens page so you can see what the customers can see – tools to help plan their kitchens.

Emphasise our policies & procedures

You've been selected for training sessions because you're the subject matter expert – pass on what you know and relate your experience at Globe using real customer scenarios.

Emphasise that procedures are in place because they work and make it the default position for your training i.e.

- 'We have a *policy* governing loading customer vehicles in WH2." 'The *procedure* is….."
- 'Our *policy* relating to establishing accounts for customers is to obtain a trade reference to determine a good payment history." "The *procedure* is……"
- 'Our *policy* allows only certain staff to refund monies to customers." 'The *procedure* is…."
- 'Our *policy* is to cut & sell these items by the ½ or full metre'. 'The *procedure* is……."

"We' instead of 'I'

In July 2014, we introduced the policy of using "we" instead of "I".
Saying "I" divides a team. A better fit for Globe is to use the term "We". Sometimes we need a reminder to share credit with the team when talking with customers by referring to Globe as a whole rather than an individual. Break the habit of saying "I" instead of "we".

During phone calls or when talking with customers & team members remember we are a team.

- It is not your customer. It is our customer.
- It is not your decision it is our decision.
- I am not doing the work. We are doing the work.
- I didn't build this. We built this.
- I don't have this lawnmower in red. We don't have a red lawnmower.
- I didn't fail – We failed (you don't work alone).
- I didn't get great customer feedback – We didn't get great customer feedback (we don't work alone).

There is not one person at Globe who is the 'face' of the business, we are a team. A collective, or team vs an individual shows the strength of many not the perceived weakness of an individual.

There is no way other than OUR way so don't make changes, don't take short cuts, don't forget – do it right!

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Account customers

Account Applications

When customers request an account application form, obtain it from the folder at Retail 04 or the main retail counter. Advise them all the instructions regarding return address and the requirements for trade references are on the form.

Let them know that the Corporate Services Manager processes the form immediately on return to Globe however delays occur when the trade referees can't be contacted.

If approval is given by Fisk & Selina, Leelee will establish an account for them in DART and email the customer with the account details. This email is also sent to all staff, so you are required to read it and familiarise yourself with the new customer code etc.

Account Naming Conventions & Notes

The naming convention in place is the use of the 1st 8 characters of the business trading name. In the case of individuals and sole traders the 1st 8 characters of the surname is used as a code.

We have many account holders with the same surname or similar trading names – double check your selection and read back the details of the account you have selected to the customer.

When charging purchases to accounts, check the notes field to ensure that authorised persons are using the account and the proper order numbers are being used if applicable.

Credit Account Payment Terms

Our account terms are 30 days from EOM. This means by the end of the month the customer needs to have paid for all previous month(s) invoices. Statements are automatically sent via email at EOM or posted to account holders without email accounts.

By default, we send invoices to email addresses unless specifically requested to print to the docket printer or A4 tax invoice.

If a customer account is on ‘stop credit’ and they are attempting to make a purchase at the POS, you will receive a message in DART. Do not have a sensitive conversation with the customer in front of other customers. Instead, call Fisk or Selina and inform them of the customer, the amount of the pending transaction and they will action accordingly. This could include removal of the ‘stop credit’ status, increase of the account or a discussion with the customer re an alternative payment method etc. In the absence of Fisk or Selina contact the CSM for assistance.

Advertising & Marketing

The Globe Marketing plan taps into the HTH Marketing Program which is designed to reach our core customers of tradies and serious DIYers, both on and off the job, and to attract strong customer enquiries and sales.

The HTH program is a schedule of marketing activities and consists of:

1. National Media and Sponsorships
2. Trade Promotions
3. Local Area Marketing
4. National Catalogues (with 5 supported by National TV)
5. Trade Door Flyers (optional)
6. Specialist Catalogues (optional)
7. In-Store Events (optional)
8. Customer Rewards Programs (optional)

Our marketing plan uses the HTH core program (points 1-4) and all other optional marketing activities with the exception of the Trade Flyer. As well as Specialist Catalogues, we also participate in a Customer Reward Program and In-Store Events.

A Globe objective for this financial year is to participate in the HTH Trade Door Flyers promotions using the trade marketing plan that gives us

Media

Our plan incorporates the Home Timber & Hardware marketing program/schedule with our own Globe advertising & marketing activities.

We have implemented various methods of sharing information with our customers and we target markets for products or specials common to their customer recent purchases or in line with their customer type i.e.

- Government organisations, local and interstate trade professionals will receive emails with specials relating to building materials
- Capital city investors will receive emails with renovating product info and specials.

- Customers from remote properties will receive catalogue content (as shown in the attachment) as will DIYers and Government entities.

We cycle current and topical content
- on our website,
- email campaigns with Trade Door Flyers
- through the large black and white advertisement in the BDT – this is used also for weekly specials.
- radio advertising – there are normally 2 ads in rotation at any time.
- via SMS to our DIY Loyalty club membership and credit account customers,
- Telephone on-hold messaging
- Instore radio promotions,
- SENSIS – white & yellow pages in print and online.
- Facebook. We have increased our use of Facebook in our digital marketing campaigns as a forum to promote products and events as well as public holiday closures and exceptional news items – we always keep it 'fresh'.

We also market Globe with cinema advertising which updated annually and a TV advertisement. The TV advertisement is modified twice a year to include detail about the annual Birthday Sale and the Santa Sale at Christmas.

We measure the performance of our marketing which allows us to change, improve and increase activities as the market conditions and business changes. At times we revisit some of our advertising activities and modify the efforts and budgets.

Sales Events

Throughout the year we hold several sales events that include Pension Day, Garage Sale and the 2 major sales of mid-year birthday sale and Christmas Santa Sale. These events foster a community and social aspect to shopping and present the opportunity to clear stock and give customers real bargains.

Each month the Home Timber & Hardware group run a catalogue sale. All catalogues have a start and finish date and campaigns always start on a Wednesday and finish generally 2 weeks later on a Sunday. A pool number "PLxxx" identifies catalogue promotions in the DART system. As soon as the catalogues arrive in-store prior to the sale, you must get a copy and remember all the items in it so as to promote the sale when it begins, giving the customer a choice of the sale item vs what they may have originally asked for – use it to up-sell and always carry a copy of the catalogue during your shift until the catalogue sale ends.

Globe HTH Website

The content on the website is maintained by the CSM and is a reference for staff and customers. There are many points of interest and on the home page, a reader can obtain the weather. This is an easy discussion to have with customers and when you tell them you got the information from our website you can direct them there to search for more content.

Under absolutely no circumstances are you to give a customer another website address – we drive all customers to our own website that has links to promotions, catalogues and online shopping, etc.

Each morning staff are requested to open a browser and look for updated content. The Globe HTH site should be set to the home page on each POS computer.

The site also contains an internal portal accessible only by the Globe team that contains

- the online payment tools,
- access to e-learning,
- message board,
- roster,
- this training manual for future reference,
- downloadable forms such as,
    - customer credit application
    - warranty form
    - Incident Report Form
    - employee leave form
    - employee timesheet
- approved leave schedule, and the
- Globe Employee Handbook.

The message board is to be read throughout the day and new content if posted by the CSM can be seen by refreshing the page pressing F5.

Last updated 7.2.20

Facebook

If you are a Facebook user, we ask you to 'Friend' the Globe HTH site for the purpose of sharing posts. We'd very much appreciate it.

Rewards Program

Globe HTH participates in the HTH Reward Program – DIY Rewards Loyalty Program. It's a point of genuine competitive advantage which sets us apart giving us a store level website for reporting and managing member information. For the customer there are exclusive DIY Rewards offers in all national HTH catalogues and emails are sent on behalf of Globe to the customers in the reward database promoting the sale and informing the customer of their rewards points balance.

The loyalty card system is used at Globe HTH and is used to build a loyal return customer base and not direct financial gain through sales.

The Loyalty Program costs Globe HTH in membership and maintenance fees. We lose financially because points can be accrued on all items in the store including sale items.

We encourage customers to use their points on additional or larger purchases. This relates to our use of the Loyalty cards within this business.

a) Promotion by staff

   i. Encourage customers to become members in order to build a return customer base. Cards are at the counters.
   ii. Explain online registration as detailed on take away brochure. The customer needs to do this in order to redeem points.
   iii. Highlight 12-month expiry. Direct them to www.globehardware.com.au (this will promote our site and they customers are redirected to www.homehardware.com.au to join).
   iv. Encourage membership so they can redeem their points for additional or larger purchases.

b) What to do at the POS

   i. Ask customers at the till if they have a loyalty card to scan to gain points.
   ii. DO NOT ASK CUSTOMERS IF THEY WANT TO USE THEIR POINTS AT THE TIME OF A SALE. (Customers are given adequate notification of their points balance via receipts and emails)

      a. It is too time consuming at the point of sale.
      b. It takes our attention away from what we should be doing – finalising transactions without errors.
      c. Financial reasons exist and daily cash flow is not hindered.

   iii. There is a system restriction in DART that does not allow the accrual of points beyond a \$1500 purchase. At Globe we do not enforce the \$1500 limit and Selina makes changes manually so customers can accrue points. Take all the details and given them to Selina.
   iv. Customers are given the autonomy and can decide on how they use their card.

NOTE Generally if a customer does not have the loyalty card at time of sale then they cannot get points thereafter. Exceptions can be made. Take the details and refer to Selina but do not make any promises.

Loyalty cards cannot be used in conjunction with GE Finance.

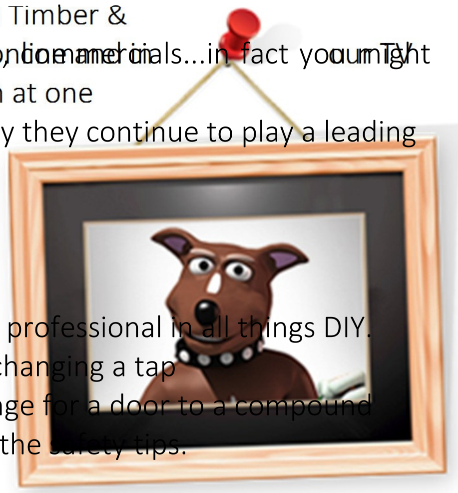
The DIY Loyalty Club run promotions for card members and in store we are able to run our own promotions. We've implemented double points for customers shopping on their birthday. Ask to see proof of ID at the POS and give a copy of the receipt to Selina so the points can manually be added to the accrued total.

Our DIY Loyalty customers are valuable to us and in the month before the 'birthday' month, as part of the marketing of Globe Leelee sends an email to the customers whose birthday is approaching so they are aware of bonus points they can accrue when shopping on their birthday. It's another example of the value-add service we include in our customer service excellence.

Rusty & Sandy

Rusty and Sandy became the representatives for Home Timber & Hardware when the group was formed from the amalgamation of Homestead and Homesaver Hardware groups in March 1993. Home Timber & Hardware immediately saw their undeniable potential as the loveable rogues that they are and they were recruited on the spot to become the face of the brand.

Over the years, Rusty and Sandy have had an array of merchandise produced in their honour with hundreds of thousands of them being sold and given away by Home Timber & Hardware stores over the years. You'll see them in our catalogues, on TV commercials...in fact you might even catch life-size versions of the of our store openings or eventsm at one
The dogs are universally loved by adults and kids alike and that's why they continue to play a leading role in the Home brand today.



THE TRADIE DOG

He´s a trade dog who grew up in the country. He's the consummate professional in all things DIY. There is not a tool or technique with which he is not familiar. If it´s changing a tap washer or knocking up a new pergola he's got it covered. From a hinge for a door to a compound mitre saw, Rusty knows the proper way to use it, maintain it and all the safety tips.

He´s in his element shooting the breeze with the staff at his local Home Timber & Hardware store who, like Rusty, love to talk timber and tools. Like a good friend, there's nothing Rusty likes more than passing on that info to anyone who needs a hand, including his best mate Sandy.

THE ´DO IT YOURSELF´ DOG

He´s your suburban dog, who is a self-confessed DIY tragic. Once motorbike, thanks to years of giving it a go and endless advice fr Home Timber & Hardware store, he can now hold his own and t

While Sandy would sometimes much prefer to get Rusty to do a jobs, when he's not always that flush with funds or there is that that just can´t wait, he'll gladly put on his
workpants and tool belt and visit his local Home store for some

Click'n'Collect

Mid 2018 Click n Collect was launched by the corporate office. Customers can shop for selected products on the homehardware.com.au website as well as catalogue items. They have various payment methods available to them.

The purchases and payments are managed by the corporate office. Paul King is the designated ClicknCollect 'hero'. He compiles the orders once received and action if needed. Once the items arrive in store whoever is unpacking stock checks the ordered items that arrived labelled for Click'n'Collect and contact the customer for pickup.

NOTE	On Paul's RDO, Dean will provide backup and process the CNC orders. If neither Paul or Dean are here Brenton will nominate someone to check for CNC orders.

If you encounter a customer picking up a CNC order, you must check off the list attached to the invoice on the item. ID and payment checks are required.

Customers may present a digital driver's licence on their phone as ID. Because it can't be photocopied, ask them to refresh the screen and write down the date and time that appears on the pickup checklist.

There are approximately 20 CNC orders per month.

Last updated August, 2020

Baler – Mil-tek Hydraulic Baler Operation

The Mil-tek H600 is one of the most effective industrial hydraulic balers on the market making bales of up to 500kg that fit perfectly on a standard pallet. The baler is designed to make extremely dense, recycle-ready bales of either cardboard or plastic that can be then sent directly to mills for final recycling. The extra-long piston stroke and larger door-opening allow for loading of large volumes of material including whole cardboard boxes, PET plastic or packaging foam. Bales from the Mil-tek H600 hydraulic baler can be tied using regular 19mm banding or steel wire.

At Globe, we have one hydraulic baler for cardboard and one for recycling plastic. How it works

1. Minimise

   Fill the chamber with cardboard or plastic and close the door. Once the door is securely closed, the machine is activated and the minimizing has begun.

2. Bale

   H600 bales are tied using Mil-tek steel wire bands. These self-fastening bands ensure the bale remains tightly sealed.

3. Bale Out

   The button on the side panel activates the bale-out mechanism. Bales are designed to fit neatly on a standard pallet.

Recycling Cardboard

The Australian Council of Recycling (ACOR) has defined recyclable cardboard as:

Used, corrugated cardboard boxes having liners of either test liner, or kraft. May include folding cartons, and similar boxboard products.

Newspapers, magazines, office & stationery papers, waxed boxes, telephone books. Prohibited materials are: metal, wood, string, glass, needles, syringes, textiles, synthetics, waxed cartons.

All paper is expected to be air-dry and have a moisture content not exceeding 10%.

When filling the chamber with cardboard:

- Cardboard boxes need to be completely flattened including the corners. When filling the chamber there is one correct way only;
- In a clockwise manner, place the cardboard at 12 o'clock, 3 o'clock, 6 o'clock & 9 o'clock. Never place cardboard directly in the centre of the chamber.

New August, 2020

Recycling Plastic

The pallet shrink-wrap plastic (Glad Wrap thickness) is the only substance we can recycle in this baler. The door to the chamber needs to remain shut because when opened the plastic expands. EXCEPTION: Thick plastic that covers the pallets is too thick and cannot be recycled.

When the chamber is full and ready to be baled, the screen will indicate this. The following must be adhered to:

NO
Cement bag plastic
Writing on plastic
Stickers on plastic

Customer Service – Telephone

Customer service excellence is as important over the telephone as it is assisting a customer in store. We're also contacted by many external parties and at all times should present in a professional manner.

Telephone Answering Script

Answer the phone with an appropriate greeting that identifies to the caller who they are speaking to.

Good morning / good afternoon / hello, Globe Home Timber & Hardware this is Dean.

It's important to put the words 'this is' between the business name and your name. By doing this your name will be heard rather than sounding like it is all part of the store name.

There is no need to say 'This is Ethan Williams speaking' we all know that you are speaking.

Don't treat the phone as an interruption. Remember that phone enquiries are customers.

Answer Priority

This is the order of priority as to which team members should answer the phone if they have been assigned a portable handset

1st to answer	without a customer in the store
2nd to answer	in aisle with a customer
3rd to answer	at the POS with customer

The phone needs to be answered within 3 rings otherwise the call is diverted to Fisk's mobile which is to be avoided.

If you are in the middle of a sale excuse yourself and ask your customer if you can quickly answer the call. Put the decision in the customer's hands. If the customer doesn't mind, answer the phone and ask the customer on the other end of the line if you can call them back in 5-10 minutes because you were helping a customer in the store at the moment.

Ask the telephone customer their name and use it while speaking with them so they feel important and not neglected because you've asked if you can call them back in 5-10 minutes as you are already with a customer.

Handy Hints

- ✓ Your smile can be 'seen', 'felt', and 'heard' on the telephone.
- ✓ Answer the phone with enthusiasm and energy.
- ✓ Take all the relevant information from the customer if they have a product request. Their time is valuable so keep them from waiting while you do research. Tell them when you will call them back with an answer or to update them and follow through.

- ✓ Give your full attention to your customer on the phone. Do not try to continue what you were doing whilst you are talking to your customer i.e. talking to a customer on the phone & serving a customer at POS. Neither will appreciate the lack and attention and you will potentially offend 2 customers at the same time.

- ✓ 'How' you say something on the phone is as important as 'what' you say – monitor your tone.

Telephone Customer Service Don'ts

Do not use unhelpful phrases like:

- ☒ I'm sorry, I don't know.
- ☒ I have no idea when she'll be back.
- ☒ All I can do is…
- ☒ I can't tell you unfortunately

If you don't know the answer to caller questions, politely tell the caller that you will need to find out the answer and call them back. Make sure that you do.

Attended Transfers

If you need to transfer the call to another extension in the store, get the relevant information re the caller so you can make an attended transfer. Follow the instructions at the retail counters to transfer using the portable phones, wait until the recipient answers and give them the information about the caller.

Portable phones are used for the convenience of roaming – it is essential that you don't bring a portable phone to the recipient of a call as it's a waste of time and takes you away from the floor - transfer the caller from your position in the store.

Don't put through calls to Fisk & Selina from suppliers or reps without first talking with them as many are cold callers. Fisk & Selina can return a call at their convenience if you take a message with all the relevant information.

Customer Service Excellence

We have a customer service excellence program teaching best practice customer service principles, developing communication and sales techniques. The Globe customer service excellence program for continuous improvement was implemented in 2014.

Our KPIs included measuring customer service actions and tasks offering incentives & rewards for staff. In 2018 we began using the IHG e-Learning platform which offers GREAT – a customer service module. It's not as comprehensive as the Globe training but complements what we do in store.

Customer Types

We have various customers that visit the store and their level of assistance with purchases and the products purchased could differ according to their 'type'. These are the current customer types we've identified;

- Government
- Organisations and schools
- Local and interstate trade professionals
- Capital city investors
- Customers from remote properties
- DIYers
- Home makers.

Get to know your customer types and their different expectations of customer service. For example, you will engage a regular trade customer in a different way to an older shopper who may not know exactly what they need and questions about what they want to repair etc will help you help them.

Customer Service Fundamentals

- Always acknowledge customers. Say hello and welcome as well as goodbye & invite them back. Both are important. For example – saying goodbye and good luck with their project will give you the opportunity to invite them back for more items. I.e. “Have a good weekend, good luck with the deck – we’ll see you if you run out of….”
- Be pro-active. Give a basket or trolley to a customer instead of asking them and then going to get it.
- Loading purchases
- Active listening, using the correct body language – nod in understanding, face the customer and focus on them not what is going on around you. Actively listening and repeating what the customer is saying so you gain and understanding of their needs. The customer gains confidence that you know what they want.
- Engage customers in different ways based on their ‘type’.
- Be polite, courteous and use manners. Use their name if you know it and introduce yourself.
- Be pro-active. Give a basket or trolley to a customer instead of asking them and then going to get it.
- Pick up items to take to the car instead of asking first.
- Follow up on customer orders, queries.
- Escort customers to aisles instead of pointing.
- Approach customers with a positive attitude including the correct body language. Don’t chew gum, eat or drink when assisting a customer.
- Always check the store and car park prior to going on a break – postpone the break if busy.
- Don’t hang behind the POS counters – you can’t be available to a customer if you are not on the floor.

Awareness

You must be aware of customers in the warehouse and premises at large. Customers come into this retail business to make a purchase and we need to ensure each visit ends with a sale and an add-on or up-sell. In order to do this, we need to know what customers are in store and where they are.

In roaming the store, you will come across customers that you can assist. All customers in the drill bits and discs section need to be accompanied by a staff member as this is a high-risk area for theft and customers need to be monitored. You can be unassuming and still monitor customers in this area if you wait and watch at the Retail 3 counter.

How we talk with each other and interact with each other is conveyed and transparent to customers. Even though we may not be able to see a customer in the next aisle we can't afford to have a personal conversation that can be overhead especially if it's an inappropriate conversation for a workplace.

If you are putting away stock, you must make eye contact and acknowledge customers that walk past you – it's unacceptable to ignore a customer in any situation.

Difficult Customers

Team up with another staff member to serve a difficult customer to give them a great shopping experience. Learn how to identify;

- Time wasters
- 'List' shoppers
- Those with direct complaints re product or people

How the use of 'we' instead of 'I' lends strength to our dealings with customers – i.e. team effort opposed to a singular effort.

Last updated August, 2020

Danks extranet

Product Searches

When: To check stock availability and to see if something is stocked in the warehouse.

How: Opening internet explorer to the Globe homepage. There will be a tab up the top to take you to Danks Intranet (extranet). There will be a tab on the side that says select my product, then click on product explorer which will open a new page.

Codes: Once on this page, you can type in Danks codes or brief description to bring up a list of items to scroll through and select the item you're after. Click on the item and it will give a description of the item, supplier, stock availability and when more is expected as well as pricing.

Customer Orders

The Extranet can be used to do customer orders. When rushed you can use the Extranet to find the product the customer wants. (Do this search after you have deemed the item does not exist in our warehouse and should be placed on order).

Print this page with the product on it, and use to hand write the customers details and put straight into the order tray. This will bypass the need to use DART and not hold up other customers.

When able, transfer the customer order details form the product printout to a customer order in DART then place this on the board. Customer orders are completed by Dean.

Double Check

Do not assume that once you've located the paperwork and/or stock that it is correct. Double check each element of the order on the paper with the customer before the customer loads the items.

S	check stock/item is the correct item

P	compare the details on the paperwork with the customer details and the ordered item

C	ask the customer to check the item – is it what they ordered? Also, is it their item? Did the arrival of this item fit with their order date or does the same item belong to another customer who ordered it first?

Deliveries / paperwork

Recording Instructions for Delivery

1. At the point of sale ask the customer if they haven't already requested it, if they want their purchases delivered.
2. If yes, enter the delivery charge first into the sales transaction, then record all the details:
    a. Name
    b. Address – LANE vs STREET etc. Use correct spelling.
    c. Time & date required. *Be mindful of promising certain times of delivery as you will need to clarify with Trade Team Leader / delivery board first.*

d. Drop off location and special instructions.

e. Ask if someone will be there at the time of the delivery that can assist with unloading.

f. Repeat all details to the customer to confirm all the delivery details recorded by the sales staff in relation to name, address, time and drop off location are correct.

3. Highlight or record the items on the tax invoice that have been taken by the customer – this will ensure goods on the invoice are not delivered in error.

4. Immediately put it on the delivery board to avoid forgetting, and to ensure that Trade Team Leader and driver are able to organize deliveries in accordance with the 'Deliveries – customer contact' procedure in the Trade Operations Manual.

5. Follow up completed deliveries for your customers and address any issues to ensure the customer is kept up to date

Ordinary Deliveries

It is the Delivery Driver's responsibility to maintain contact with customers and keep them updated should delays occur (assuming we have the customer order in store).

1. The deliveries are assessed in the morning by the Delivery Driver and are co-ordinated throughout the day by the Trade Centre Team Leader.

2. Access documentation and check all the delivery details in relation to name, address, time, drop off location. When staff are taking delivery instructions they are to ask if someone will be there at the time of the delivery that can assist with unloading.

3. After the schedule has been agreed by Team Leader and Delivery Driver, if there are queries relating to the delivery or a delay and the time will not match the timeframe requested by the customer, the driver is to call the customer and give them an estimated time to expect delivery. During the call the Driver is to confirm all the delivery details recorded by the sales staff in relation to name, address, time and drop off location are correct.

4. On arrival, the Driver is to inform the customer at the premises he has arrived with a delivery, confirm the drop off location and obtain signatures if required e.g. Perilya.

5. If the customer has ordered items and the payment method has been GE Money, Alex needs to take the relevant paperwork with him to obtain the customer signature. If the customer is not home, the goods are returned to the store.

NOTES: If a customer was expecting a delivery and they have not arrived in store, the staff who dealt with the special order need to keep the customer updated. On stock arrival days, staff need to pro-actively check to see if their items for their customer orders have arrived and update customers accordingly.

Any staff recording details for a delivery need to do this in DART so that it prints on the invoice.

Delivery for Latitude Finance Orders

1. When the order arrives into store;
   a. *Print GE Money finance documents*. Determine when the delivery will occur. ON THE DAY OF DELIVERY
      i. Submit E-Sales voucher online in the GE Portal
      ii. Give Alex the 2 x voucher printouts for the customer to sign
   b. *Delivery*. Alex is not to leave the goods at the delivery address without contacting the customer at the delivery address. The customer must sign GE purchase documents. If the GE purchase documents/vouchers are not taken to the customer to sign at the time of delivery, do not leave the products. Return to Globe to get the documentation.

Designated Store Area

Each Retail/Trade Sales Assistant is designated part of the main warehouse to keep maintained with attention to:

- Optimising stock – capping, facing up
- Empty peg reports
- Ensuring correct prices are displayed
- Ensuring the aisles / area is neat and tidy
- Theft checks

The designation of aisles to staff is documented and located on the Globe portal.

Capping

This is the task of going through the capping shelf (absolute top shelf) and checking previous overstocks from loads to see if they can go on. The reason for this is so that the shelves/hooks can continue to be kept full when stock is available, to maintain stock levels with assisting the order and also to keep capping levels tidy and safe and organised.

Product Pricing

No products should go out onto the floor for sale unless there is a price tag or signage to accompany the product immediately when put on display or on shelves. We want our customers to see a price instead of getting the help of sales staff to double check the existence of a price tag and then look in the system. This is inconvenient for the customer and takes up valuable time of the sales staff and risks the loss of a sale.

Empty Peg Reports

Completing empty peg reports is important for the purpose of ensuring stock levels are correct so that the automated ordering system can work to its full potential. Empty peg reports are a checklist each staff member completes by investigating spots in the shelf / hooks that have no stock.

The reports are completed every week prior to Thursday stock days by staff members in their designated areas. Time permitted they can also be done after stock has been filled.

Digital Wallets

We accept several payment methods and our value-add services include making available smart ways to pay, or digital wallets. There are various products on the market for consumers, however we have introduced 4 to date. The instructions for conducting transactions using these payment methods is in another document on the portal. This document can be used at any time to refresh your memory when a customer chooses to use Humm (Little Things, Big Things), Zip (Zip Pay, Zip Money), Afterpay or Latitude Finance.

The following are additional steps to completing any digital wallet transactions

1. After you scan products in a sales transaction screen in DART
   a. PQP – check product | check quantity | check price (per normal procedure)
   b. Write down the total amount (it makes it easier to refer to when entering data into the merchant portal for the Zip, Afterpay or Humm procedure.
2. At the end of the DART transaction (once Zip, Afterpay or Humm procedure is complete)
   a. print dart invoice
   b. need to compare total on printed invoice to Zip, Afterpay or Humm screen
   c. circle and initial total on invoice
   d. check the payment tender method is correct
   e. circle and initial payment tender method
   f. give the invoice to the customer

Introduction to Globe HTH

History

Globe Timber Mills & Joinery Pty Ltd had its beginnings in 1893 and has been our family business for approx. 40+ years. We have traded as Globe Home Timber & Hardware (Globe HTH) since June 2011 taking pride in continuously improving the shopping experience with a focus on customer service excellence and an expanding range of products & services.

The business is now owned and operated by the 2nd generation family members and with that, has had a change in location to the current premises at 108 Galena St from the original site where the Broken Hill Shopping Village is situated at 7-11 Gossan St, Broken Hill. A plaque has been placed on a rock on the perimeter of the car park signifying the site of the original Globe Timber Mill & Joinery Pty Ltd.

The current location is a historical site and previously functioned as a power plant. In order to prepare the property for its current use the giant sheds had to be repurposed – the cool rooms removed, sheds renovated and racking and storage installed.

Home Hardware Brand

Home Timber & Hardware Group consists of the Home Timber & Hardware, Thrifty Link and Plants Plus stores. Globe HTH is an independently own store versus being owned by the HTH Group.

The HTH Group was recently bought by the owners of Mitre 10. At this point the stores continue in the 'business as usual' way and operate as separate entities.

Danks

You will hear the term 'Danks' on a daily basis. It's a legacy term and it's derived from the surname of John Danks, the founder of the wholesale distribution network through which HTH purchase the majority of its stock.

What the Future Holds

In 24 August 2016 an agreement was reached for Metcash Limited (Mitre 10) to acquire 100% of the Home Timber & Hardware Group (HTH) business from Woolworths Limited.
The sale was completed early October 2016.

The acquisition does not change the ownership arrangements of our 350 independently owned and operated Home Timber & Hardware and Thrifty-Link stores who licence our brand and are serviced via our wholesale distribution network.

At Globe we will continue to assess all aspects of the business. The owners, Fisk & Selina operate within the business each day maintaining relationships with and accessibility to all of our customers.

We continually carry out work to improve the fixtures, fittings and premises resulting in better service and an enhanced shopping experience for shoppers.

We continue to maintain a customer focus and work to a continuous improvement plan for customer service excellence which involves ongoing training for the team.

Our constant consideration is given to the following:

- Aim to exceed the minimum expectations of the customer
- Having the right product range for right now
- Have a store layout that suits the product range, remaining fresh & relevant
- Customer-led product decisions
- Utilise space well

These are some of the reasons we have been awarded:

- RDA Far West Excellence in Presentation & Marketing 2019
- RDA Outback Spirit Award 2019 (Overall best business)
- RDA Far West Excellence in Customer Service Award winners 2019
- RDA Far West Excellence in Customer Service Award winners 2017
- RDA Far West Excellence in Customer Service Award winners 2016
- RDA Far West Excellence in Customer Service Award winners 2015
- NSW Business Chamber Orana Region winners Excellence in Small Business 2016.
- HTH SA/NT Store of the Year (over 1000m2) 2015
- HTH SA/NT Store of the Year (over 1000m2) 2014
- HTH SA/NT Trade Store of the Year 2013

Current pending nominations for awards (as at 22.9.20)

Awards Australia
NSW/ACT Regional & Community Achievement Awards Semi Finalists

Individual Awards

Richard Norris for Hardware Industry Young Person of the Year 2016 Sam Standley – Mitre10 Paul

Murphy Mighty Helpful Award 2018 NSW Business Chamber State Awards 2016

Excellence in Small Business

Last updated September, 2020

Key cutting

'How to'

1. Before using the key cutting machine for the first time read SOP – 1023 Key Cutting Machine, this is located on the wall above the key cutting machine.
2. Identify the correct key blank; attention to detail is important as this is where the majority of key cutting errors are made. This can be done using a number of techniques;
    a. Check the key code and try and match with keys on board
    b. Lay the key blank over the original key and check to see if the grooves line up.
    c. Put keys side by side and check to see if the profiles line up.
    d. Check the keys are the same length; they can be cut back if too long.
3. Put the original key in the clamp on the left, ensuring the bottom of the key is flat against the clamp. Tighten clamp.
4. Put the key blank in the clamp on the right, ensuring the bottom of the key is flat against the clamp. Tighten clamp.
5. Flip the tabs up on the guide to check the shoulders on the keys line up and that they are sitting at the same height.
6. Adjust keys as necessary to ensure they are lined up correctly.
7. Turn the key machine on, the power button is located on the right side of the machine.
8. Put safety glasses on.
9. Push down on handle between key clamps, putting your finger on the red button.
10. Slowly push the mechanism forward until key shoulder comes into contact with cutting guide.
11. Putting your left hand on the other handle, slowly work your way along the key from left to right.
12. Run the key through a second time, checking you didn't miss anything on the first pass.
13. Remove the freshly cut key and take off any swarf using the wire brush. This is turned on using the pulse button on the machine.
14. Remove the original key and check both keys, filing any burrs as required.
15. Clean key cutting machine per the standard operating procedure (on wall) and in accordance with the Globe work health and safety policy.

Lawn

10 Most Asked Questions About Lawns

1. Lawn identification

Kikuyu - Warm season grass, hard wearing and fast growing, most popular because it spreads so well it is self-repairing, excellent around kids or pets, stays greener in winter than other lawns, tolerates part shade and dry spells but needs watering on the hottest days.

Couch - Warm season grass, very fine-looking blades and rich green colour relatively high maintenance and not as shade tolerant as other lawns, quite drought tolerant, can become dormant in cool and cold weather and can brown off, aggressive running grass that causes a dense mat of hard-wearing lawn.

Buffalo - Warm season grass, running grass that forms a dense and textured lawn, hard-wearing but slow growing, new varieties can have softer leaves and improved shade tolerance, self-repairing resists wear and tear, does require quite frequent cutting.

Fescue/Rye Grass - Cool season grass, usually seen in lawn seed mixtures, deep roots help withstand heat and dry weather, tall fescue is shade, drought and frost tolerant, limited self-repair, cool season grass is great for shade.

2. Lawn Selection

All lawn seed types can be used in full sun.
Up to 80% shade
    Yates Lawnsmart All Seasons
    Munns Emerald Kikuyu
Pets & Children
    Yates Lawnsmart Kikuyu
    Yates Lawnsmart Couch
    Munns Emerald Kikuyu
Drought Tolerance
    Yates Lawnsmart Kikuyu
    Yates Lawnsmart Couch

3. Types of Lawn Weeds

Most weeds take advantage of lawns during late winter to early spring usually appearing before lawns leave hibernation after the cool seasons.
Bindi - set prickles late during growth, if you’re seeing prickles, it’s pretty much too late, as

it needs to be treated as early as possible (early spring)

Clover - naturally dies off during hotter seasons leaving dead dry patches, very thick patches leave holes in the lawn when they die off.

Other weeds include, cudweed, plantain, oxalis, thistle, dandelion and capeweed. These are all broadleaf weeds.

4. Weed control

Best option for general weed maintenance is the Weed'n'Feed hose on applicator, really simple for large areas for the most common broadleaf weeds, in addition they feed the lawn as well, with boosted nitrogen for greener lawns and added wetting agent.
If the customer knows their lawn is Buffalo it is highly recommended for them to use Buffalo Pro as standard Weed'n'Feed has chemicals that can damage Buffalo lawns. If the customer doesn't know if their lawn is Buffalo it is best to assume it is –" If you don't know, go Buffalo Pro". Both Weed'n'Feed and Buffalo Pro come in granular form as well and is good for patches or where hose access isn't possible.

5. Timing

All the liquid forms of weed killer contain herbicides that act on the hormones within the weed, twisting and distorting them, taking up to 3 weeks. If the customer is saying they have applied a liquid herbicide last week and they are still seeing weeds, that is perfectly find they just need to wait longer, reassure them it can take up to 3 weeks and there is no need to re-apply. Granular weed killer functions on a salt burn effect, seeing results very quickly, leave on for several days then water off, great for impatient customers.

Liquid / concentrate / hose on - easy to use, but slower to kill weeds
Granular - more labour intensive, quicker results.

6. Lawn Maintenance

Lawns lose a lot of nutrients during summer and when cutting, so making sure to properly feed the lawn is essential.

Golf Course Green has a mix of nutrients including nitrogen to promote green growth, contains organic matter to nurture the soil itself, improving the lawn also contains a natural wetting agent.

Yates Soil Wetter gets the water deep into the soil in hotter areas or areas with limited rains which is very important as some soils become repellent to water, pooling water on the top rather than soaking in where the roots need it the most. This promotes deeper roots strengthening the lawn for summer.

7. Buffalo Lawn Maintenance

Buffalo Lawn Fertiliser is a concentrated and nitrogen rich fertiliser with a balance of slow and fast release nutrients that can feed a Buffalo lawn for up to 4 months.

Watering the lawn deeply once or twice a week trains the lawn for grow deeper roots, this is preferable to light daily watering as the lawn won't grow deeper.

When mowing it is recommended to remove about 1/3 of the grass height, avoid scalping the lawn as this can be very damaging. Use Buffalo Pro for all Buffalo weeds. Buffalo grass is currently only available as rolls of turf as there is no Buffalo seed yet.

8. Lawn From Seed

Zero Weed Killer – to start fresh there mustn't be any existing lawn or weeds in the area, Zero is a non-Selective weed killer that can be used to remove anything leaving a clean slate.

Raking – essential for creating a soft bed for the seedlings to establish, hard and compact soil is unfit for seedlings, top dress can be used for uneven soil.

Seeding – pick your choice of seed and sow. A great option is to mix Superstart Turf Starter & Fertiliser and Kikuyu together as this bulks out the amount you can sow and also has organic matter to improve the soil as well as nutrients to nurture the young grass.

Cross Raking – just to cover the new seed with a lot of soil.

Watering – in the early days it is best to water thoroughly daily for up to 14 days to establish, over time reduce frequency and opt for deeper watering less frequently.

9. Lawn Insects

Curl grubs – dead and dying patches are the main symptom. They look similar to witchetty grubs but much smaller, they are the larvae of Black Beetle and Scarab Beetle. They lay eggs on the surface and when hatched burrow and eat the roots, sometimes the damage can even make it possible to peel up the lawn like carpet. Birds pecking at the lawn can mean the lawn has Curl Grub underneath.

Yates Grub Kills & Protect is not harmful to earthworms – 6 months protection also controls Army Worms (lawn caterpillars).

10. Lawn Repair

Yates Lawn Seed Repair – seed and slow-release fertiliser and wetting agent for repairing the patches formed from pets or previous weed/insect damage, requires more watering in the applied areas.
For repairing bare patches, remove weeds by hand if possible then rake the area then fluff up the soil. Keep the area clear from pets and children and moist while the bare patches are repairing so they establish faster.

Loyalty Program

The loyalty card system is used at Globe HTH to build a loyal return customer base and not a direct financial gain through sales.

The Loyalty Program costs Globe HTH in membership and maintenance fees. We lose financially because points can be accrued on all items in the store including sale items. *This is why we encourage customers to use their points on additional or larger purchases.*

Offers competitive advantage and enables profitable business growth.
This is the new policy as it relates to our use of the Loyalty cards within this business.

a) Promotion by staff

i. Encourage customers to become members in order to build a return customer base. Cards are at the counters.
ii. Explain online registration as detailed on take away brochure. The customer needs to do this in order to redeem points.
iii. Highlight 12-month expiry. Direct them to www.globehardware.com.au (this will promote our site and they customers are redirected to www.homehardware.com.au to join.
iv. Encourage membership so they can redeem their points for additional or larger purchases.
v. Offers:
   a. Spend $X and get Y (bonus items, bonus points)
   b. Bonus points on selected items
   c. Double points on some catalogue items

b) What to do at the POS

i. Ask customers at the till if they have a loyalty card to scan to gain points.
ii. DO NOT ASK CUSTOMERS IF THEY WANT TO USE THEIR POINTS AT THE TIME OF A SALE. *(Customers are given adequate notification of their points balance via receipts and emails)*

   a. It is too time consuming at the point of sale.
   b. It takes our attention away from what we should be doing – finalising transactions without errors.
   c. Financial reasons exist and daily cash flow is not hindered.

iii. There is a system restriction in DART that does not allow the accrual of points beyond a $1500 purchase. At Globe we do not enforce the $1500 limit and Selina makes changes manually so customers can accrue points. Take all the details and given them to Selina.

iv. *Customers are given the autonomy and can decide on how they use their card.*

NOTE Generally if a customer does not have the loyalty card at time of sale then they cannot get points thereafter. Exceptions can be made. Take the details and refer to Selina but do not make any promises.

Merchandising

Templates for Signage

We have several standards templates that must be used for signage to ensure we remain true to our Globe branding and consistent with the look throughout the store.

Yellow clearance signs. These must have the Globe logo printed on them – they are available in single A4 size, 4 to A4 or 9 to A4. Only the A4 size has the reference to the Globe website specials.

They must not be handwritten – if you see a handwritten sign, give it to Leelee for replacement. Find others of a similar size for replacement to make up an A4 sheet.

Ticketing

Tickets or signs must be ready prior to the stock going onto shelves or being placed on the floor. Stock cannot be on the floor without prices as it

1. Causes customer frustration – they have to ask for a price (alternately they may not ask and we lose a sale)
2. Wastes valuable staff time scanning the item – in order to do this the staff member may need to wait for a POS PC and/or may already be serving a customer.
3. Places unnecessary burden on the retail staff in under resourced due to absence or break times.
4. Tickets cannot be hand-written.

Signage

All staff are required to pay attention to signage and follow through with the basic actions regarding the sale of the last floor items, placing signs where they need to be, re-attaching sales signs to existing stock (when a customer has brought an item to the counter). Unless we do this, we experience a negative impact resulting in loss of sales, profit, incorrect stock on hand, stock management and stock ordering. These are all the signage conditions & actions to be taken: All signage templates are an expense to Globe and should not be wasted.

1. Outdoor catalogue signage. If a sign is attached to the last item on the floor, it is your responsibility to notify Brenton – Team Leader Retail/Merchandising so that he can instruct you or arrange for stock to be brought into the main warehouse from WH2.

2. When you are working throughout the store you must always check to see that items have the correct signage. For example, if stock has the normal label on it but should have outdoor signage on it instead with a reduced price this results in lost sales. You need to develop an awareness and pick up on changes regarding price changes from day to day so that you notice errors or destroyed/fallen signs. If you see a sign that has become unattractive or is poorly written – record the details and give to Brenton or Leelee who will do a new sign.

3. When assisting a customer taking stock from the floor – do not take the item with the sign on it. There are too many occasions the sale price is removed with the stock that has been sold and the other stock remains with the normal/higher price attached = lost sales. The sales signs have been found at the retail counters, under keyboards etc.

4. If you sell the last of sale stock, you need to ask whether it should be re-ordered or taken off the sale worksheet so not sold for less than purchased.

5. After you sell the last of an item with signage, refer to DART.

    - Check to see how many we should have available. If 0, check in-store just in case there are items that haven't been entered into DART or entered as a duplicate.
    - When you are absolutely sure there is none left, write on the back of signage "SOH= 0 Dart= 0" and put into the Customer Order tray at Retail 02.
    - If DART indicates there is still stock available, locate it and attach signage to it.
    - If you can't locate the stock write "SOH= 0 Dart= X (x= number of items in stock) put into CO tray and let Fisk/Selina know that you cannot find them.

Last updated 7.2.20
Last updated 22.9.20

Orders - customers

Catalogue vs Normal Stock

A customer may order a product at any time and we need to determine whether it is catalogue stock PLxxxx or normal stock from the warehouse or a direct supplier as this determines how we order the item and the cost to the consumer

1. Catalogue does not have all items that are on sale in the store in it. The catalogue sale items (pool items) are ordered months in advance by Fisk and Selina with the view to receiving it in time for the catalogue campaign start date.

2. Sale items displayed in the POS transaction screen in DART are highlighted as 'blue'.

3. Catalogue items are sourced from 2 areas – Danks (warehouse) & direct suppliers (non-warehouse stock – we pay the supplier directly, not via chargeback arrangement with Danks.

4. All catalogues have a start and finish date. Campaigns always start on a Wednesday and finish generally 2 weeks later on a Sunday. A pool number "PLxxx" identifies catalogue promotions in the DART system.

5. Catalogue items can be a special buy and also a limited buy. When processing a customer order YOU MUST check the Danks intranet product explorer for availability of the item before promising the customer that we can order for them.

6. DART prices will vary from internet prices so always use the DART data.

7. The item selection and prices for the catalogue are collated in a file that is uploaded to our system. However, this can have incorrect or missing items including price discrepancies. Always compare catalogue price, code, description and tag to DART in case there are any issues and aid in a correct sale.

8. Some items are available in various colours however we can't choose when ordering for a customer. Some items are similar but only is on sale. For example, Solagard 10L white base only, not strong, mid etc.

9. Direct orders arrive at different times throughout the week compared to the weekly warehouse delivery.

10. Allow 1 – 2 weeks for delivery from the order date of a direct purchase (this is not always the day the customer ordered it).

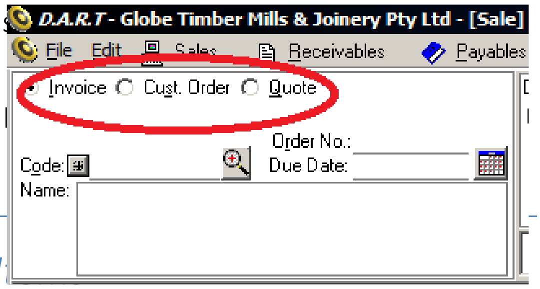
Deposit Requirements

1 DEPOSIT REQUIRED 20% For ALL DANKS orders over $100

2 DEPOSIT REQUIRED 20% For ALL CHARGEBACK / DIRECT orders – this applies to any amount. Please make it clear to customers that deposit is non-refundable if they decide to cancel the order or not take the goods.

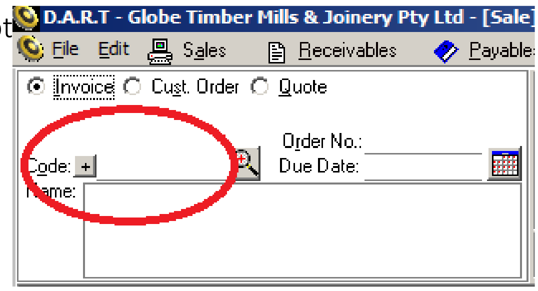
3 NO DEPOSIT REQUIRED For DANKS orders under $100

1. When a customer places an order over $100 you mu daily to analyse the customer orders and payments).
2. Request a minimum of 20% deposit. If the customer “auto calc” box.



Arrival of Ordered I

1. When the ordered products arrive, process the full payment, enter the order number and populate the transaction.
2. Convert the order to an invoice by selecting the opt
3. Change the top code to ‘CASH’.
4. Complete the sale as normal.
5. Scan the loyalty card.
6. Select ‘yes’ to remove CODEP.



Collating customer orders

1. Check the aisles and shelves in case the item ordered by the customer has been put away with other stock.
2. If the item has not been received, check to see if the customer has been charged for it.
3. If the item has not been received and not charged, investigate further.
   a. Is it on back order and what is the ETA?
   b. Do we need to re-order the item?
   c. Inform the customer

   This needs to be completed prior to the next order due date.

Receiving Deliveries

1. Throughout the week, Monday to Saturday; there will be trucks from different carriers that will deliver pallets and/or boxes of stock.
2. Pallets are to be unloaded in the next yard away from the shop front. Outside of WH2.
3. Boxes, bundles, parcels can be received in/delivered to the 'receiving room' were you'll be working. Making sure any and every box, bundle, parcel is brought INTO the 'receiving room' by the carrier not left in driveway or walk way.
4. On arrival of any goods received a signature is required accepting delivery ONLY AFTER THE GOODS HAVE BEEN SIGHTED.
5. Sighting goods received; This means –
   a. Check the 'receiving' address is ours and the 'delivered/sent' from address all corresponds with goods verses paper work. Do this on all boxes/pallets as well as on the C/N (con note) paper work associated with delivery.
   b. Check quantity being received is the same quantity on the C/N
   c. Check the description is relevant to what is being received as this is how we get charge $ freight. eg: Boxes, Bundle, Chep Pallet, Wide Pallet, Rolls of ….and so forth.

Parked Transactions

A parked transaction is a sale that an operator has started in DART by scanning products but is unfinished. The operator can then *park* (save) the transaction and come back to it later.

The transaction is parked in DART and every day the parked transactions need to be cleared.

1. If you are on an early shift and leave prior to the close of business, you are required to check any parked transactions you may have.
2. At the close of business, prior to running Z totals staff need to check if there are any parked transactions.
3. If parked transactions exist, confirm with relevant operators if the transaction is current or old.
4. DO NOT delete parked transactions until it is confirmed the transaction is no longer required and is obsolete.

Pickup- customer

There are 2 areas where pickup stock will be located. The stock has been nominated for pickup by a customer once their special order has arrived.

Location of Stock

Catalogue and retail stock is kept in the Goods Receiving room once identified with the paperwork attached. Pool or building materials stock is kept in WH2 or near Retail 04.

Paperwork

All customer orders are processed through DART.

Orders are placed by our account customers and cash customers (non-account customers).

Once the ordered item arrives the customer is called and this is noted on the A4 tax invoice with the time and day of pickup per the customer. The item is then stored in the proper place.

The account customer will have their customer order in DART converted to an invoice and a copy attached to the item for collection.

Items that are being stored in more than one place should all have A4 invoices on each stating where the items are located. An additional copy is placed on the pickup board for easy staff access and enable staff to easily locate the item, advising the customer the best location to load up.

To determine where the item is efficiently, standard questions are asked when the customer arrives in store to pick up their order. NOTE: The customer may be premature in picking up their order and so you must not assume that their item is in store because they are asking for it.

1. Customer name
2. Did they receive a call?
3. What is the item?
4. When the customer ordered the item.

Pool products & water testing

There is a document saved to the Design PC desktop about water testing. Things to remember

- Wheel testers – we do not charge for these, however if customers are getting their water tested more than once every 3 weeks, we will be looking to charge them $3
- The bottles we will hand out (will need to have Globe stickers) one per customer
- On the bottles also have a sticker that we mark off with every test and when they get to free they get a free clarifier.

Hazardous Chemicals

These products cannot be put together, they dangerously react.

When storing or when customers are purchasing together, THEY NEED TO BE SEPARATED.

Point of Sale

The point of sale or POS is the group of tasks that are carried out at the register when a customer purchases their items.

The system used is DART (Danks Advanced Retail Technology).

Cash Handling

The following are acceptable methods of payments from customers

- EFTPOS telephone sales – We don't automatically take card payments over the phone and need prior approval to do this. Brenton is the first point of contact for this and he will determine if he needs further approval from Fisk, Selina or Leelee. Prior to talking to Brenton, you need to note 4 pieces of info
    - name
    - contact number
    - amount of transaction
    - why they want to pay over the phone with a card. Tell the customer you will call them back as you are going to get approval.
- EFTPOS at POS

    - Debit card
    - Credit card
    - AMEX
- Cash
- Digital wallet methods
    - Zip Pay
    - Afterpay
    - Latitude Finance (refer Brenton, Sam, Leelee)
- EFT – electronic funds transfer
    - Hold goods until the payment has been receipted. Copy of invoice to go to accounts and wait for approval of collection once money is receipted.
- Redemption
    - DIY Loyalty card
    - Gift card
    - Footy Club Vouchers
- Cheque
    - Account holders can pay by cheque
        - Enter the payment amount that matches the amount on the cheque
        - Ensure cheque is made out to Globe Timber Mill or Globe Home Timber & Hardware
    - Cash shoppers
        - NO CHEQUES accepted unless you get approval from Fisk or Selina
        - Ensure the cheque amount matches the purchase price
        - Ensure cheque is made out to Globe Timber Mill or Globe Home Timber & Hardware

Footy Voucher Redemption

The BH North & South Football Clubs are provided with vouchers for player awards each footy season. This is how to process the redemption of the vouchers – note, only vouchers issued to the club by us can be redeemed at POS.

1. When the $30 voucher is redeemed, ensure it is an original 'Bulldogs' voucher with a league stamp on it.
2. Retail staff scan the product being purchased as normal and select from the payment methods 'Footy Voucher Redemption'. Use this payment method only to the value of $30 and process the remaining amount owing select cash, EFTPOS etc for the balance of the amount.
3. Retail staff to place the voucher in the till.
4. At the end of day when the Z total receipt prints out, someone must check the Footy Voucher total that appears in the Payment Types Balances as matching the voucher totals in the till tray – initial as verified.
5. Selina will put the vouchers in the Leelee's tray.

Gift Card Redemption

1. Gift cards cannot be:
    a. redeemed for cash i.e. a customer can't give you the card in exchange for the cash amount on it.
    b. used to pay off accounts.
    c. purchased on an account.
2. When a gift card does not work at POS, staff call the gift card help desk (Wright Express) and they organize for a direct deposit to the bank. Contact details/ phone number is found on back of card.
3. You must record the following information on the sale docket and put it in the till so it can be sighted by Selina and given to Leelee
4. Amount of gift card redemption
    a. If not the full amount of the sale, indicate the other payment method used
    b. Total amount of the sale
    c. Date of transaction
    d. Reference number
5. The transaction in relation to the gift card that doesn't go through must be put through POS as cash for the amount required.
6. On completion of this sale, reprint a tax invoice and write details on it (see step 3). Put copy in till for EOD to be given to Selina which will be forwarded to the CSM. The Ztotal at EOD on that till only will be reduced by the value of the gift card redemption that could not be scanned.
7. On handing the till to Fisk & Selina you need to tell them about the difference in cash.

8. If a customer needs to know the balance of a card or there is a problem with a gift card, go to the Globe Portal and click on the Gift Card icon that will take you to the Gift Card website. DIY Loyalty Card

Account holders are not permitted to use a loyalty card. Loyalty cards are a cash only sale in DART.

Loyalty cards are ONLY scanned at the END of a sale therefore in the case of a customer order only scan the Loyalty card at the end process of the second recall of the CODEP (customer order deposit) finalisation.

There are 2 parts to a customer order.

1. An order requires 20% or higher deposit if customer so wishes (follow the customer order guidelines in this manual). Do not scan the Loyalty card when taking a deposit.
2. When a customer collects the goods and pays the remaining amount scan Loyalty card and the points WILL accrue points for the total of the sale.

Normal sale - What to do at the POS

v. Ask customers at the till if they have a loyalty card to scan to gain points.

vi. DO NOT ASK CUSTOMERS IF THEY WANT TO USE THEIR POINTS AT THE TIME OF A SALE. *(Customers are given adequate notification of their points balance via receipts and emails)*

   a. It is too time consuming at the point of sale.
   b. It takes our attention away from what we should be doing – finalising transactions without errors.
   c. Financial reasons exist and daily cash flow is not hindered.

vii. There is a system restriction in DART that does not allow the accrual of points beyond a $1500 purchase. At Globe we do not enforce the $1500 limit and Selina makes changes manually so customers can accrue points. Take all the details and given them to Selina.

viii. Customers are given the autonomy and can decide on how they use their card.

NOTE Generally if a customer does not have the loyalty card at time of sale then they cannot get points thereafter. Exceptions can be made. Take the details and refer to Selina or Leelee but do not make any promises.

We need to add double points manually when a customer shops on their birthday and presents their loyalty card – give Selina or Leelee a copy of the tax invoice with the loyalty card number on it.

Procedure with Notes

Eliminate confusion and develop a habit by following this procedure when taking cash for a payment. Troubleshooting mistakes with change etc is easier.

1. Place and secure the note under corner under keyboard so it is visible to customer and yourself and safe from wind etc. Tell the customer you are putting their note(s) there while you get the change.
2. Key the received amount in to POS so that the screen will display the correct amount of change. It prints this on the tax invoice.
3. Give the change to the customer with the receipt.
4. Now take the cash note from under the keyboard and place it inside the till and close the draw.

This is a scenario where handling cash this way would help in a dispute over change:

Customer opens his/her wallet and sees more than one note and may get confused about what they gave you, a $50 or $20 note. This will cause upset and demand of more money back in change.

This is not an easy fix and the customer details will have to be taken for the end of day and wait for till to be counted to see if it is out in any way (up$ or down$) for a resolution to be found.

Enter the correct amount of cash received in DART. This is like having a safety net if you forget the key step of putting the notes under the keyboard while you get the change.

Opening the Till

Under no circumstance should a till be opened using a “work around” method.

Opening the till in any other way is fraudulent and will be viewed as such. Internal controls exist for a reason and any variation of these regardless of the intent will not be accepted.

If you need to open a till, please see Selina or Fisk as first reference, stating why and collect the keys.

If Fisk and Selina are not in the store see Brenton.

Counting the Till – End of Day

One person is to be responsible for the counting of a till (this person to log on in DART). Others can help count but the person responsible is to finalise and recount if needed. This person is also responsible for bringing the till to the office and at that time will explain any discrepancies to Fisk and/or Selina.

Entry of Items in the Sales Transaction Screen

This is the strict order of entry in the sales transaction screen:

1. Non product entries first i.e. delivery, labour charge, assembly as these are often forgotten when doing a sale that requires much attention and information. Find these non-product related items by typing the description as follows:
    - DELIVERY
    - ASSEMBLY
    - WORKLAB
    - WSCUT – This is a $25 fee used when a door is cut back.
    - DREDG – This is a $45 fee used when a door needs to be rebuilt (Cut back and re glued)
    -

    Always confirm your sale before processing.

2. WH2 items. These items will need to be keyed and can't be scanned. Pay attention and show the customer first the product to make sure it really is what is required and that we have stock on hand to sell. That means if a customer requests cut timber, PVC or other items located in WH2, don't put them in the sale transaction screen until you have physically sighted the stock in WH2.
3. Always read back the sale on the screen to the customer reassuring them you have selected the correct product and quantity.
4. Scan other items and pack as you go – left to right.
5. In some instances when scanning products a bar code may not work and an additional window will pop up. At this point seek help.
6. Lastly, check the other side of the counter for items on the floor – at times they have been missed and the customer has picked them up and taken them which has resulted in a theft or lost sale.

Items to Cut by ½ Metre & Metre

At times customers will have items cut by the metre and then continue to shop, sometimes resulting in non-payment of these items. To alleviate customers not paying for items they've had cut by the metre

- Once cut - chain, cable, shade cloth, turf, tubing etc. start a transaction in DART and park the transaction.

- Provide the parked transaction docket to the customer.
- Retrieve the parked transaction when the customer has finished shopping and finish the sale.

Product – Quantity - Price

PQP is another "fail safe" procedure put in place so that you get in the habit of sales to eliminate the possibility of errors, creating a streamlined process at the POS.

Product Check the product descriptions match the physical items you have scanned. Use the description to check with the customer that the item they have selected is correct i.e. **grey** gap filler vs **white** gap filler.

Keep in mind also that the DART inventory may have incorrect details and the scanned product may not match the description in the transaction.

You also need to repeat the items to the customer as you scan.

Quantity Do not overwrite the quantity for multiple items of the same type. SCAN EVERY ITEM INDIVIDUALLY. Price Check the total of the transactions matches the physical items you have scanned – check the vicinity on the other side of the counter for items at the customer's feet and make sure all items on the counter have been scanned.

Be methodical with scanning and pack or bag the items as you go.

Customer Detail

Details are to taken first when actioning a sale. Obtain as much information as you can. Be clear and brief with what is needed in relation to the type of sale you are doing.

The details are not to be hand written after the sale is complete. This can cause issues when trying to recall the invoice for any number of reason and the only copy was one and hand written. If it gets lost then we are at a loss.

Colour Significance of Inventory Items in DART

On the POS screen when scanning items, some lines may appear in two other colours. Red

Stop sale, don't go any further. Call Selina or Fisk as there is something wrong with this item in the DART inventory. Do not finish this sale unless you have received authorisation from Fisk or Selina.

Blue

This indicates the item is on sale. It's also a talking point that can be used to continue to engage the customer at the POS and an easy visual sign when selling items in a catalogue as all these items are blue.

Conducting a Sale at POS

Things to remember

1. Don't remain silent.
   - Greet the customer, tell them their items are a good choice, or will do the job etc.
   - Tell them you will pack as you go.
   - Say the item out loud when you are scanning.
   - Always smile – even if feeling overwhelmed or under pressure
   - Always offer a Loyalty Card if a customer says they don't have one.
   - Talk about the current promotion.
   - Refer to a catalogue – there could be items that relate to their current purchase.
   - THANK THEM FOR COMING AND SAY 'We'll see you next time".
2. Always use your own login. If screen is already active on approach, log out and proceed to login in your user only.
3. If the customer has an account, read the instructions to determine if a PO (purchase order) is needed.
4. Ask for loyalty card to scan enabling customer to accrue points. We do not add after sale is complete.
5. Do not type/search for items. Give the scanner to a team member to go to an aisle to scan a product, or do this yourself if there are few customers

Use of the MISC code

For chargeback catalogue lines that are put out on the floor / shelves before Brea has time to set up in DART we can sell as MISC but every detail must be taken to identify the stock and a copy of the invoice taken to Brea so she can adjust the stock.

With any miscellaneous sale record as much detail to help for future item look up, warranty details, code numbers for ordering.

If you are unsure whether to book something out using the MISC code please Retail Team Leader or the Goods Receiving Team Leader. Booking out as miscellaneous has numerous negative consequences:

- The stock on hand (SOH) information is incorrect. DART indicates stock on hand this is not in the store – it's misleading information for customers and wastes staff time wasting looking for product in store.
- Gross profit on the item is incorrect.
- Min/max ordering becomes inaccurate.
- Theft / stock is written off unnecessarily.

It may be an easy fix at the time but does create work later down the track.

Emailing Invoices

If an account customer wants invoices emailed, give the email address to Leelee and she'll enter and tick a box that enable invoices to be emailed. Once this is done – go into the account transactions, select the tax invoice, choose print and select the email option.

Sale – Customer Order Deposit (CODEP)

In the DART Sales | Transaction screen when you click on the 'Cust. Order' radial button the screen will change to a 'red' screen.

NOTE A quote transaction will change to a 'green' screen and a sale (invoice) screen will change to 'blue'

Customer orders require a deposit. Follow the guidelines in this document.

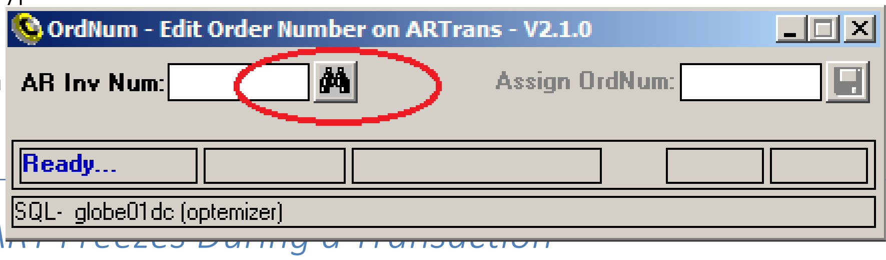
When the items are recorded, take the deposit and print a receipt for the customer. An A4 copy of the customer order will print which is to be placed on the order board.

Adding Purchase Order Numbers to Account Purchases

1. If a customer invoice in DART has been generated without a purchase number, add the purchase number by first finding the invoice number;
    a. Accessing the 'Receivables' menu
    b. Go to 'Accounts'
    c. Type in the customer code and click on the transactions tab at the bottom.
    d. Find the relevant transaction and note the invoice number.
    e. Add (or change) the purchase order number.
2. Go to the 'Receivables' menu and select 'Add order number' from the menu options.

3. In this popup window, type in the invoice number and click on the binoculars icon as shown.

4. Enter the purchase order number and then



DART Freezes During a Transaction

1. Check EFTPOS receipt shows as approved.
2. Print screen or write down items on DART screen.
3. Take this to either Selina/Leelee or Fisk to process on “back office” terminals selecting EFTPOS as payment method.
4. Print invoice for customer.
5. Restart DART on POS.

Workshop Labour Charge

1. In the Sales, Transactions, Sales screen, enter code : WORKLAB – Workshop labour charge.
2. When entering, add brief description in line below charge.
3. Joinery work is billed in the number of minutes the job has taken and is counted in 6-minute increments. E.g. If job has taken 2 minutes then the sales staff must enter 6 minutes as a minimum charge and so on. 13 minutes = 18 minutes. The work is charged at $1.10 per minute.
4. Door cutting is charged using the following cutting codes:.

   a. WSCUT – This is a $25 fee used when a door is cut back.

   b. DREDG – This is a $45 fee used when a door needs to be rebuilt (Cut back and re glued)

Makita Range

1. Location & range.
2. Price point – we do not sell Makita products for profit and they are set up in DART to not be discounted.
3. When entering a Makita product in the DART transaction screen you will see a pop-up box where you need to enter the serial number on the box of the tool.
4. This serial number will appear on the receipt or tax invoice and must be maintained by the customer for warranty purposes.

Customer Quotes

Customer quotes are completed when we're asked to source products we don't stock in store and are not available through the HTH warehouse. In this situation notify the customer that you will need to do some research and that you will contact them later with pricing and availability. This is where the Customer Quotes form should be used. It is important that during this stage you get as much information about the product as possible, because the more information you have the easier it will be to locate the item. For example;

- Supplier
- Brand
- Product code
- Barcode
- Colour
- Quantity
- Size

Give this information to Dean who will then source the product based on your information and consult with the customer further and advise ETAs etc.

Completion of Form

For your information only – Dean is responsible for completing this form for a customer order.

The Customer Quotes form simplifies the process and should always be used when completing a quote on an item that we do not regularly stock.

With this form its simple if you just start at the top, firstly filling in the date, customers contact details and any information you have on the item. The next field you should fill in is the supplier. Finding the supplier can be tricky, but there are a number of ways you can go about it;

- Find a similar product we have in store and find out if they also supply the item you are looking for.
- Using “advanced Search” search the extranet for the item or for the category of item.
- Google the item and try and find a supplier we deal with.
- Once you have identified the product and supplier, call the supplier and while on the phone ask the relevant questions to fill in all the blank fields on the customer quote form.

Once you have all the relevant information take it Fisk, Selina or Christian to help with the margin and freight calculations.

When you have your final price and it has been approved with signature, call the customer.

Delivery Timeframes for Customer Orders

Giving the customer an accurate delivery timeframe is very important. A common mistake is telling the customer a direct item will be in on Friday with the Danks delivery. In this instance direct items can arrive via freight any time of the week.

There are many factors involved with delivery times with regard to direct items. These can include;

Stock availability

Stock location

Minimum order quantities

Designated shipping days e.g. plasterboard can only be picked up by freight company on Tuesdays and Thursdays.

Before giving a customer a delivery date, you need to first discuss it with the supplier and either Fisk, Selina or Dean.

Direct vs Chargeback

Our stock or special orders come from three sources.

1. Warehouse (Danks warehouse stocked items).
2. Chargeback suppliers (stock sent by suppliers that invoice Danks and we subsequently pay Danks).
3. Direct suppliers (stock sent by suppliers who we pay directly).

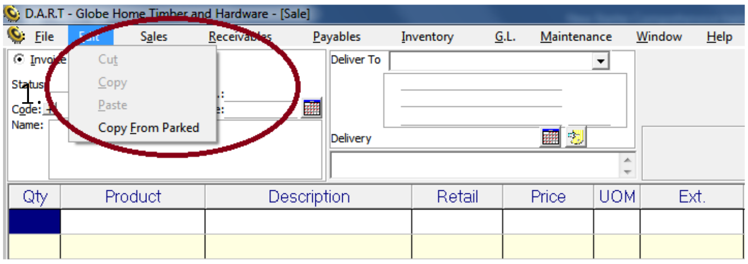
With regard to ordering stock or special items for customers, each supplier have variations to the way they supply, freight and charge for the items.

Follow the quote form closely and if you ask the relevant questions with regard to minimum orders, freight costs, delivery times etc. then the information we give the customer will be correct.

Copy Invoice to Quote - DART

If you accidentally scan up a quote or a customer order as an invoice, below is a simple way to transfer it back to either a quote or a customer order. This saves re scanning the entire order.

1. Park your invoice.
2. Click on the "Quote" or "Customer Order" tab
3. In the top left-hand screen click "Edit" scroll down to copy from parked.



4. Select your parked transaction (Remember to look in the "Parked Sales" tab).
5. Fill in the appropriate details; Name, Contact Details
6. Finish the quote as usual
7. Remember to go back and deleted the unwanted parked transaction

Refunds / warranty procedure for Goods Receiving

The procedure by followed to test and issue a refund or replacement under warranty by the Goods Receiving staff.

Procedure for Authorised Staff Only

Ask the customer for their receipt. If they do not have a receipt refer to Fisk or Selina for assistance.

Electrical/Petrol/Larger Items

1. Check the purchase date if it is a warranty return to determine it is still with in warranty period.
2. Fill in the Globe Warranty Return form with all information necessary.
3. Take the item for a 24hr inspection period. We set this period for the purpose of allowing sufficient time to test and replicate the fault.
4. Advise our staff member responsible for processing credits the item is awaiting inspection.
5. When the inspection is completed the 'credits' staff member contacts the customer with information on refund or exchange.

Smaller items

If the fault is in the product and is noticeable the best practice is to confirm with the 'credits' staff member before refunding or exchanging the item.

Fill in the Globe Warranty Return form with all information. All items are to be put on the shelf

marked 'New Credits'.

Documentation

When the Globe Warranty Return form is completed with all the relevant information, attach a copy of the invoice or write the invoice number on the warranty form – this is essential.

This paperwork needs to be attached to the item being returned to us and stored to be processed with the supplier.

Policy

Our current policy includes;

1. Electrical/Petrol/Larger Items are taken from the customer for a 24-hour inspection.

2. No receipt no return
3. Globe in-house testing of faulty item.
4. We follow individual supplier return/warranty policies.

Returns / refunds / warranty

Only experienced team member on the authorized list below are permitted to assist a customer with a return/refund/warranty. Politely advise the customer you will get assistance.

The staff members authorised to consult with a customer and use DART to process a return, refund are:

Brenton, Sam, Leelee, Dean, Alan, Ben, Fisk (last resort) Selina (last resort)

These staff will join you at the counter and talk with the customer. If it is a simple return request, they will log out and then re-login to DART with their login to do the DART transaction. They will then logout allowing you to continue with other sales.

Sand vouchers

Customers purchase play sand from Globe because they are entitled to the purchase as part of the 'Lead Program" in Broken Hill.

They will present sand vouchers given to them by Far West Local Health and request to purchase 5 bags of sand.

The purchase is charge to the Far West Local Health service. The code in DART is FARHEALT.

Complete the transaction in DART and staple the sand voucher to a copy of the tax invoice. This goes into Selina at the end of the day with the till takings.

When recording the transaction in DART use the purchase order number supplied that is applicable to the current financial year – compulsory.

Security

Cameras

CCTV cameras are positioned inside and outside the main warehouse. CCTV footage is reviewed regularly by Fisk & Selina for the purpose of identifying thieves among customers and staff.

A camera is positioned at the entrance gate and was installed to monitor customers that load their vehicles and drive away without having paid at the register.

To minimise the occurrence of this, we have in place a procedure that customers cannot load their vehicles. However, if this has happened a staff member has to sight what has been loaded accounting for all stock that is being purchased in that transaction.

Theft Checks

Each morning you will be required to carry out a theft check of your designated shop area. This involves walking the aisles or floor area and checking under the shelving or larger items for open packets. This is easily done with the orange broom with the wide mop head. Looking among the shelves also may yield empty packets discarded by customers that have put the contents in pockets.

The theft check has to be done daily without fail and if a team member is unable to do their area due to absence then the area is picked up by others ensuring the check is completed.

Drill Bits & Power Tools Accessories

A customer cannot be left unattended in this area. If you see a customer, assist them immediately and if they don't require assistance, remain in the area to monitor or tidy the stock. These are high value items that can easily be stolen (and are).

Theft bonus

If you are instrumental in catching a thief Fisk & Selina will award a $100 theft bonus.
If you suspect that a customer is stealing, tell the closest staff member to you and ask them to continue to watch while you call Fisk or Selina to give them the information. If they are not in store, get Brenton and approach the customer with caution.

Our CCTV cameras are useful in identifying and tracking the theft.

Trade end / weekends / drill bits

Staff need to constantly vigilant and aware of customers in the store. On weekends customers can easily walk out the Retail 04 end roller doors with anything if the register is not attended or there are no staff at that end of the warehouse.

It's important for a Retail / Trade Sales Assistant to roam the warehouse on weekends, primarily for the purpose of providing great customer service in a timely manner but also to mitigate against potential theft.

On all trading days staff are required to be especially vigilant of the area in which the drill accessories are located. Theft of items is high in this area and every customer needs to have a staff member in attendance while looking at items to purchase.

Selling Techniques

During your time at Globe you will learn about various products in the departments where there are opportunities to make add-on sales and upsell products to customers.

This content highlights some of the priority areas where it is necessary to suggest add-on items to a sale.

Definitions of Add-on & Upselling

Add-On

This typically calls for the salesperson to offer the customer related products. For example, suggest a customer buy a fuel can with a petrol mower, or drill bits or other accessories with the purchase of a power tool. To assist with add-on sales there are checklists in some of the departments with suggestions for add-on products.

Upselling

This sales method encourages customers to buy a more expensive product than they had in mind such as instead of a power tool skin, you can suggest a combo pack that includes batteries or a larger can of paint than what the customer had in mind.

BBQ Add-ons

It is important when selling BBQ's to sell add on items and suggest the customer buys:

Gas bottles

Gas

BBQ utensils, trays, accessories

BBQ covers etc

BBQ cleaner

We have some tear off pads that list these types of items, please hand this to each BBQ sale customer and ask if you can help them with any of these items.

Shift time keeping

Commencement Time

Arrive 5 mins prior to your shift start time in order to put your lunch away, have a coffee, go to the rest room. The shift start time is when you start working on the floor.

If you are starting on the first shift of the day you are required to arrive 10 minutes early to assist with the store opening tasks so we can begin to trade at 8.00am.

The shift commencement time on Sundays is 9.20am.

Time sheets

Complete daily. Do not record your finish time at the start of the day. Record your actual start time and finish times on your times sheets. Do not simply copy the roster.

Do not record the time waiting in your car prior to gates opening

On the Wednesday evening prior to the payroll processing on the Thursday, complete the timesheet for the Thursday and Friday up to an including the end of the payroll period. Your will copy the roster for these two days. IF your actual start and finish times differ for these 2 days then you must immediately make a note to record an adjustment on your next time sheet. This would also apply if you take personal leave and you had recorded shift start and finish times per your roster.

Ensure all details on the time sheet are complete and neat. Give the signed time sheet to the Retail/Trade Team Leader for approval.

If you have not completed your timesheet by Wednesday night you must do so by no later than 9.30am Thursday of the payroll period.

Shifts not recorded will be included as an adjustment in the following pay period.

Break times

2 x 10min breaks and 1 x ½ hr break are taken by the Retail Team members. The breaks are to be clearly recorded on the timesheets.

NOTE: Those staff who have a late lunch are at times approved for 2 x 10 min breaks in the morning.

There will still be no 10 min breaks between 12 – 2.30. These must be taken twice daily and there are no exceptions to this.

Planned leave approvals – personal leave, annual leave, LWOP

Applications for long term planned leave must be forwarded to your *direct supervisor* with a minimum of 4 weeks' notice.

If you are part of the Retail / Trade Sales Team you will report to the Team Leader and will give your forms to this person.

This means if you apply for leave to be taken in February, forms need to be forwarded for approval no later than 31 December.

For leave in

March forward form for approval no later than 31 January

April forward form for approval no later 28 February And so on...

There may be some exceptions – please discuss these circumstances with your direct supervisor. This applies to permanent and casual staff.

Store walk through- products

Plumbing etc

PVC bends, brass fittings, black gardening PVC fittings etc.

All these are connectable products and can be joined together as they are not in packaging and only barcoded.

Customers may join parts together to work out what is needed to solve their issue.

At the POS you need to pull apart the items before scanning to correctly process and charge out the sale.

This is why it pays to take the time to get to know all the products and how they are presented/packaged on the shelf for sale.

There are also products sold as a unit/one but can be separated for example turn buckles, warm clamps, brass fittings, rubber seals with clamps etc.

Customers may pull apart this one item and cause confusion at the POS or may just steal it.

Sold by the metre

There are a range of products in the shop we stock that are sold by the metre and therefore require cutting. Only two cuts are allowed depending on the product.

By the METRE or HALF metre

Metre

The products that are pre tagged with a metre mark or just don't sell in half metre, or not efficient in half i.e. the chain. Note, we lose a link for every cut - a way to reduce that is to only sell in a metre lengths = less cuts.

- Clear tubing
- Chain
- Electrical cable
- Antenna cable
- Gardening/watering system cable
- PVC storm water pipe
- Turf/synthetic grass

Half metre

Unmarked but readily sold items such as flyscreen which is used for a multitude of purposes therefore needed in many different sizes. So half metre is a better selling point than full metre.

- Rope
- Matting
- Table cloth
- Glass cover pvc
- Flyscreen
- Shade cloth

When cutting products, you need to be precise so the customer gets what they need. Never cut and leave a small length on the shelf as it may not sell.

Be smart, don't cut and measure the remaining of a roll at a decent/sellable length and properly label for selling then get a new roll down to cut from.

DO NOT OVER CUT AND UNDERCHARGE.

Last updated 11.2.20

Team Communication Methods

Retail staff email account

1. Email usage.
    a. Email will be used for communication purposes. In particular for;
        i. Distribution of new policy & procedure documents
        ii. Updates on advertising changes
        iii. General notifications
        iv. Store wide changes
        v. Product / New Stock Info.
    b. Emails should be opened in the morning read and actioned and then reviewed throughout the day. The Team Leader's requirement is for staff to read the emails a minimum of 3 times throughout the day – start of shift, lunch time and mid-afternoon.
    c. Emails will be kept filed in appropriate folders to the left of screen.
    d. If staff have been absent from work, they should review all emails sent during this period upon their return.
    e. Email should only be used for work – no private emails.

2. The email account is accessed on the paint laptop. All staff members have access to the laptop, laptop gets turned on and unlocked as part of morning opening procedure and locked at night. Note whilst using the laptop to be wary of customers lining up at the POS.

3. If there is an email that has a request for individuals to reply to it – read and thoroughly understand and action the content (if required) then reply as requested. When you do this, put your name at the bottom of the email which will identify you (given the email name is shared as POS4).

4. Please be aware that we can and do receive many emails that when opened could potentially download viruses to our PCs and network. While we have excellent virus, spam, phishing security on our network, NEVER OPEN emails from external senders on the Paint laptop with addresses that look similar to this - messaging-service@post.xero.com or that cannot be identified. If you accidentally open an email DO NOT click on any links within the message – they could be green buttons that say 'open invoice' or just be a hyperlink that looks like this. All other email users on the Globe domain, please also exercise caution.

   If you are not sure, ask Leelee.

Last updated August, 2020

Globe Team Portal

An electronic message board is located on the Globe website in the Globe Restricted area. These messages contain information & announcements from Fisk, Selina & Leelee. The portal is in place to complement the existing emails, not replace them and as such needs to be read no later than 10am daily. Ideally it should also be read a 2nd time in the afternoon.

Timber cutting

When cutting timber, it is important to have the correct size offcut. If the offcut is too small is becomes difficult to sell.

If the timber or other products come in standard lengths and are scanned for sale at a certain length – cut it to size for the customer if required and give the offcut to them – they paid for it.

Length cutting quidelines

Structural pine	-	1.8m
LVL	-	2.4m
LOSP Fascia &	-	2.4m
LOSP posts	-	2.4m
Clean pine (furniture grade)	-	1.2m
Meranti	-	1.2m with the exception
Meranti 140x30	-	2.4m lengths can be cut to 1.2m Meranti 140x42 laminated
	-	3m lengths can be cut to 1.5m Ezi Trim - DO NOT CUT
Decking	-	1.8m
Sleepers	-	DO NOT CUT
Round Posts	-	DO NOT CUT

Last updated 11.6.20

Labelling & storing timber

All offcuts must be labelled on the end with an accurate measurement.

Put all offcuts back in the timber racks either with the uncut lengths or in the case of structural pine in the rack with other offcuts.

Do not leave on bench or put on stools.

Trade & building products

The trade and building product storage is currently split between the main warehouse and WH2. Bulky products are also located within the compound.

Timber

Most Popular Structural Timber Sizes Stocked in WH2

Untreated Pine 70 x 35 MGP10 H2 Treated Pine 70 x 35 MGP10 Untreated Pine 70 x 45 MGP10 H2 Treated Pine 70 x 45 MGP10 H3 (CCA) Treated Pine 70 x 45 F7

Untreated 90 x 35 Pine MGP10 H2 Treated 90 x 35 Pine MGP10 Untreated 90 x 45 Pine MGP10 H2 Treated 90 x Pine 45 MGP10 H3 (CCA) Treated Pine 90 x 45 F7

Less Common Structural Timber Sizes Stocked in WH2

H2 Treated 140 x 45 Pine MGP10 H3 (CCA/LOSP) Treated Pine 140 x 45 F7 H2 Treated 190 x 45 Pine MGP10

H3 (CCA/LOSP) Treated Pine 190 x 45 F7 H3 (CCA/LOSP) Treated Pine 240 x 45 F7

FJ LOSP Primed Design Pine

LOSP H3 Primed FJ Pine 88 x 88 LOSP Pine H3 Primed FJ 112 x 112 LOSP Pine H3 Primed FJ 138 x 42 LOSP Pine H3 Primed FJ 185 x 30 LOSP Pine H3 Primed FJ 18mm Quad

LOSP Pine H3 Primed FJ Grooved Facia 185 x 30

LOSP Pine H3 Primed FJ 230 x 30 LOSP Pine H3 Primed FJ 280 x 30

LVL Timber Sizes

LVL 150 x
35 H2

LVL 200 x
45 H2

LVL 240 x 45 H2

LVL 260 x 42 H2

Non Structural Pine KD

Pine (Clear Choice) 42 x19 Pine (Clear Choice) 70 x19 Pine (Clear Choice) 90 x19 Pine (Clear Choice) 140 x19

Pine (Clear Choice) 190 x19 Pine (Clear Choice) 290 x19 Pine Matchboard 140 x 12

Decking Timber

Hardwood Decking 70 x 19 (Red Belau)
Hardwood Decking 90 x 19 (Northern Box/Kekatong) ReliaBoard Composite Decking 138 x 23 (Cedar/Redwood)

Ezi Trim FJ Chinese Fur Primed 5.4m Lengths Only

Ezi Trim 66 x 18 Half Splayed AS5 Ezi Trim 90 x 18 Half Splayed AS5 Ezi Trim 138 x 18 Half Splayed AS5 Ezi Trim 66 x 18 NSW Colonial AS2 Ezi Trim 90 x 18 NSW Colonial AS2 Ezi Trim 138 x 18 NSW Colonial AS2 Ezi Trim 66 x 18 Pencil Round AS7 Ezi Trim 90 x 18 Pencil Round AS7 Ezi Trim 66 x 18 Bevel AS3

Concrete mesh

- F82 F72 F62 in stock
- Size relates to main wire thickness (f82 is 8.2mm thick
- Sheet size is 6000mm x 2400mm
- Used to strengthen concrete

Deformed bar

- N12 in stock
- 12mm diameter 6000mm long
- Also called y bar
- Used to pin concrete slabs together

Trench Mesh

- Tm11 in stock
- 3 bar 200mm wide 6000mm long
- Used in concrete footings

Insulation

- Glass wool product
- R1.5 R2.0 R3.5 in stock
- Either 430mm wide or 580mm wide
- Thickness varies r1.5 70mm, r2.0 90mm, r3.5 150mm
- R1.5 and r2.0 are normally used in walls r3.5 in ceilings
- Blanket rolls for roofing 55mm thick r1.3
- Coverage is content plus allowing for standard timber studs

Plasterboard

- 10mm thick
- Various sheet sizes from 2400 – 4800mm in length and 1200 or 1350 in width
- Water resistant in stock (limited sizes, standard is majority)
- Normal plasterboard white in colour
- Water resistant is blue
- Products for jointing
- Basecote 45 / 60 / 90 number denote working / drying times
- Topcote
- Total joint (mixture of base and topcote)
- Cornice cove 55 or 90 in stock
- 3000mm to 4800mm length
- Use cornice cement (45 / 60) denotes working and setting time
- Perf external angles for corners

- Backing angle for internal

Hardiflex (prima flex)
- 4.5 thick (in stock)
- Sheet sizing from 1800 to 3000 long and 900 or 1200 wide
- Used under eves and internal, external lining
- bevel edge uses a joining strip or can be butt joined

Villaboard (prima aqua)
- 6mm thick
- Sheet sizing from 1800 to 3600 long and 900,1200 and 1350 wide
- Used mainly in bathrooms to tile over
- Recommended for wet areas, can be painted over
- Has a recessed edge for jointing on two long sides

Blueboard
- 8.5 mm thick
- Sheet sizing either 1200 x 2400 or 1200 x 3000 in stock
- Used as a exterior cladding under render or painted over
- Has a recessed edge for jointing on two long sides and 1 short side
- Uses specific joint product (Dunlop joint and patch) and blue board tape

Corrugated iron
- .42 base metal thickness (.35 and .48 available on order)
- 760mm coverage
- Colorbond colors available
- Will not match other suppliers coro fully
- Can be ordered to length up to 12000mm
- Stock sheets sold by the sheet

115 D gutter
- Brackets, pops, ends in stock
- Lengths 3600, 4800, 6000 in stock
- Colorbond available by order rolled to length up to 12000mm
- Min offcut length 2400mm

350 Roll Top Ridge Cap
- Lengths 3600, 4800, 6000mm
- Colorbond available by order and rolled to length up to 12000mm
- Min offcut length 2400mm Flashing

- Sizes 50x50, 75x75, 100x100, 150x150
- 2400mm in length
- Custom flashing available upon request
- Colorbond colors available

Steel

- Sold by length
- Various sizes available

C-section

- 75mm, 100mm, 150mm and 200mm in stock
- 1.5mm thick (200mm 2.0mm)
- Stock length 6100mm sold as lengths

Rondo

- Part of a larger system
- Some clips and joiners located 7l6
- Furring channel not to be confused with ceiling batten and vice versa

Kane fill

- Bitumen impredenated fiber board
- 100mm and 200mm by 2400mm in stock
- Used as a expansion joint in concrete path ways/ external concreting

Backchannel

- 25mm, 35mm and 55mm available
- 7500mm lengths, sold as length
- Foam to suit located at retail 4 end

Doors

All the doors we stock are split up in to two main categories, interior and exterior.

Exterior Doors

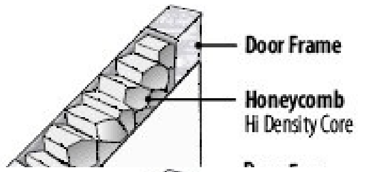
Exterior doors are doors that suitable to be used on an exterior wall of the building. These are either D/C finish (green) which is a tempered hardboard finish (masonite), or SPM finish which is a timber veneer over a door skin.

Interior Doors

Interior doors are doors suitable to be used on the interior of a building. These are primarily PCMDF finish (white) which is a primed MDF finish.

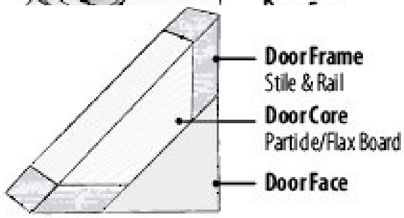
Doors can further be categorised into hollow core, Solicore and Solidcore. <u>Hollow Core H1</u>

Hollow core doors have an interior honeycomb of cardboard with a solid timber frame



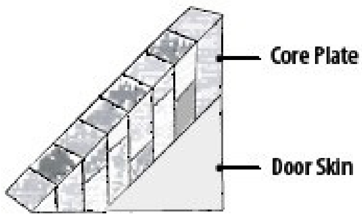
<u>Solicore SC</u>

Solicore doors have a core of either moisture resistant MDF or moisture resistant particleboard with a solid timber frame.



<u>Solidcore STPC</u>

Solidcore doors have solid pine running through the entire door.



Location of cutting tools

The following cutting tools can be found in the following locations;

Compound one – Radial arm saw WH2 – Radial arm saw

WH2 – Steel drop saw WH2 – Timber hand saw Trade – Timber hand saw Trade – Steel hacksaw

No cutting tools are to be used in or taken from Tom's shed without prior permission.

Training

Ongoing workplace training is a compulsory part of your role. This is in the form of online learning or a course at an authorized training organization etc. and at this point includes

IHG e-learning

There are over 300 courses available to us via this online portal. It is a Mitre10 training tool and has been adopted by the HTH group. Leelee is the administrator and will give new staff their login credentials, enroll them in courses to catch up with the other team members and include in the future rollout of additional courses. With each rollout, approximately 12 courses will be assigned to all staff with a deadline for completion. You must meet this deadline. Training is to be completed during your shift and you need to organize time with the Retail Team Leader to work in the Design area on the PC in order to do this. If you want to, you can complete the courses in your own time at home.

This online learning is accessible via the Globe Team Portal.

We are not authorized to access the portal outside Globe so in order to complete training outside work hours, type this into an internet browser URL followed by login credentials.

https://learning.mitre10.com.au/learn

External training courses

Periodically, we will enroll staff in a course to obtain Forklift Licence – this training is conducted off site at Robinson College.

Last updated August 2020

Unpacking stock

Trolleys

Customer trolleys are used on stock days to fill stock and take to the aisles to stock shelves. 2 or 3 trolleys must always be left for customer use. Stock is stacked neatly and safely into the trolleys and in aisle groups as best as possible. There will be a designated person to do this.

Do not leave in aisles blocking customer access. If you are not using the trolley, return it to the Trade end until you can resume unpacking stock.

Empty boxes

Return boxes to driveway at Retail 04 end of WH1 once emptied.

Check boxes before you flat pack them for small items that have not been unpacked.

There will either be a bigger box to stack flat packed boxes inside off or take straight to the cardboard compactor outside the roller door at the Retail 04 end.

Last updated August, 2020

Damaged goods & contents

Damaged goods or contents will need to be taken to the Goods Receiving room and marked with time and date found and whether it was found instore or come part of the stock so that a credit can be processed. There is a spot in the white racking area for new credits to be placed.

Wattyl / Sherman Williams ITC account

Paint sales

Globe is a Sherman Williams / Wattyl ITC Store (Trade). I.e. a Reseller of products to retail customers and Agent of Wattyl for sale of products to Commercial account customers.

Sales are made either to;

a. retail customer sold via DART at price determined by Globe or to

b. Commercial Trade customer via ITC web system at price determined by Wattyl. These sales are entered at time of sale and transmitted to Wattyl daily. The commercial customer pays Wattyl direct. When the sale is entered into the ITC system, the delivery docket is printed and we get the Trade customer to sign as proof of receipt. These are kept at retail counter and transferred to office at end of month.

Occasional ITC purchase by cash customer

Occasionally non-ITC customers will purchase from Wattyl / Valspar via us using the ITC account, using cash (or other payment method) at the POS

1. At the POS;
   (i) The sale is put through DART as a cash sale and a tax invoice is printed.
   (ii) The sale is also processed online using the Wattyl ITC account. A Wattyl tax invoice is printed and attached to the Globe tax invoice.
   (iii) A note is written out for end of day till reconciliation difference
2. The rest of this sale is processed by CSM on receipt of the paperwork.

Processing ITC credits

When paint sales are processed via ITC, the paperwork is processed by Sam at this point in time, the following way:

1. All Wattyl Dockets ITC Commission copies that print at time of purchase are to be signed by customer and put in ‘CREDITS’ tray at the main retail counter.
2. Wattyl invoices, credit notes and statements will now be sent to the Retail Laptop. The email address is POS04@globehardware.com.au.
3. Credits will be titled *Tax Invoice – ITC Credit*.

4. Print the credits, write in red, brackets either side of the Total inc tax amount, eg (55.20) and our and place in 'CREDITS' tray.
5. Invoices will be titled *Tax Invoice – Invoice.*
6. Print and place in 'COMPLETED' tray.
7. Print any other statements or miscellaneous documents and put in 'COMPLETED' tray.
8. Once a week match the ITC Dockets with the emailed credit notes. Match the paperwork according to the DD docket number. Staple the ITC docket to the back of Wattyl credit invoice. File in 'COMPLETED' tray. Follow up any dockets not received via email from Valspar and have them resent. Check the credit amount is the same as our system. If the amount is less record it on the Wattyl sheet found in the Wattyl Credit Draw. If you find there are a lot you can check with the Rep and try to get the pricing back in line.
9. Take the 'COMPLETED' tray contents to Goods Receiving and file in nominated tray.

Work Health & Safety

Globe HTH Stataement of Policy

Refer document requiring signature – General Statement of Policy.

At Globe we implement the SOPs provided by Corporate, procedures & policies per the Hardware Association manual and SafeWork Australia.

Observe Replace/Fix

Each staff member has a responsibility for maintain their own safe workspace and that of their team members, customers and 3rd parties that visit the premises. To enable this, each staff member, regardless of their role must pickup, move or secure items to ensure walkways are kept clear and unobstructed and products are not protruding from shelves.

The ladder section needs constant monitoring because the items are moved around by customers and need to be put away.

The outdoor living area is another area where furniture is moved around and needs to be replaced neatly allowing customers to walk freely.

The ropes, chains and tubing are 3 items that must not be allowed to dangle from their reels posing a risk.

The shade cloth, synthetic grass and plastic require great care when cutting. Customers are not permitted to assist given the risk of injury.

WH2 Access

Forklifts and vehicles are in constant use in WH2 - customers are not permitted to enter the warehouse without the company of a staff member. If the customer does not have appropriate foot-wear they must not enter at all.

All customers are asked to step back from the timber cutting equipment. No customer is permitted to watch because they are too close to the equipment and do not have the appropriate safety items – goggles etc.

Incidents

Where a customer is injured on the premises, contact Fisk as he is the work place 1st Aid Officer. If Fisk is not on the premises, do not render first aid other than to offer band aids. Offer to call an ambulance for the injured customer. If we help and we are not the designated First Aid Officer then we can be held liable for our actions.

The first aid kit is located in a cupboard in the break room.

Incident Forms

Incident forms are available for completion by staff who have witnessed a customer incident or been involved in a person or property incident. The incident does not have to result in an injury in order to complete the form. Examples where a form needs completion is customer injury on the premises, vehicle accident, truck damage, stock damage, staff injury etc.

Fire Safety

Locate the exit plans throughout the property and become familiar with the paths for exit should a fire break out. Take note of the exit doors illuminated by green sign.

The fire wardens are Fisk, Selina, & Leelee. They have whistles and will direct everyone to the assembly point in an orderly manner.

Monday – Friday Leelee has the responsibility of retrieving the roster from the break room in order to check that all rostered staff are accounted for.

Take note of the assembly point near the front gate indicated by green and white signage.

Ensure the fire hose at the main retail counter is not obstructed at any time and report any exit signs that are not working.

COVID 19

Globe is a COVID safe environment. As such all counters must be wiped down quickly, as soon as you have finished the transaction with the customer.

It is a good idea to do it with the customer at the counter as they are preparing to leave so they can observe our measures of keeping the environment safe.

Baskets and trolleys can be offered to customers – clean they handles as you are handing over to a customer.
Observe social distancing and request customers line up on the markers on the floors and observe the quarantine areas around the counters marked by the black tape.