

YOUR STORE MANAGEMENT TEAM

Regional Manager Food Name: _____ _____			Regional Manager Textile Name: _____ _____		
<div style="border: 1px solid black; width: 100%; height: 15px; margin: 5px 0;"></div>					
Food Mgr Name: _____ _____	Textile Mgr Name: _____ _____	H.R. Mgr Name: _____ _____	Security Mgr Name: _____ _____	Dept. Mgr Name: _____ _____	Night Pack Mgr. Name: _____ _____

Key Store Information

Please complete the following:

Store Telephone Number: _____

Store Address: _____

Your Head Office Team

Key Head Office Information

Please complete the following:

Switchboard Telephone Number: _____

Dept Number: _____

Tax Number Management (0058475B)

Tax Number Staff (0058477F)

011019

DUNNES STORES

1.0	Introduction	6
2.0	Dunnes Stores	7
2.1	Your Duties.....	7
2.2	Customer Service.....	7
3.0	What You Need To Know	9
3.1	Probationary Conditions.....	9
3.2	Training.....	9
3.3	Performance Appraisals.....	9
3.4	Pay and Salaries.....	10
3.5	Hours Of Work.....	11
3.6	Timekeeping and Attendance.....	13
3.7	Uniform / Appearance.....	15
3.8	Some General Rules & Regulations	17
3.9	Communications.....	19
3.10	Transfers	20
3.11	Employee Purchases Policy.....	20
3.12	Security.....	23
3.13	Night Security.....	25
4.0	Time Off	25
4.1	Holidays.....	25
4.2	Public Holidays	26
4.3	Absence From Work.....	27



DUNNES STORES

4.4	Compassionate Leave.....	32
4.5	Jury Service.....	33
4.6	Maternity Policy.....	33
5.0	General Policies.....	34
5.1	Equal Opportunities Policy.....	34
5.2	Policy on Dignity and Respect in the Workplace.....	36
5.3	Policy Statement on the use of Email and the Internet..	42
5.4	Data Protection.....	47
5.5	Using the UKG Dimensions App for your Time & Attendance information.....	47
5.6	Using personally owned devices for business use	49
6.0	Code Of Conduct.....	51
6.1	Alcohol / Drugs / Medication.....	53
6.2	Smoking.....	54
6.3	Procedures for the sale and service of Alcohol, Tobacco & Paracetamol.....	54
6.4	Re:Sale of Paracetamol / or items containing Paracetamol...	57
6.5	Working outside of Dunnes Stores.....	57
6.6	Trading / Collection.....	59
6.7	Merchandising and Pricing Procedures (EPOS)	59
7.0	Dealing with Problems.....	60
7.1	Disciplinary Procedures.....	60
7.2	Internal Complaints.....	66

DUNNES STORES

8.0	Additional Benefits	67
8.1	Pension Scheme.....	67
8.2	Health Care Scheme.....	67
9.0	Health and Safety / Food Hygiene	67
9.1	Food Safety & Hygiene.....	68
9.2	Manual Handling.....	69
9.3	Use of Equipment.....	71
9.4	Dealing with Spillage.....	71
9.5	Accident Reporting.....	72
9.6	Emergency Procedures.....	72
96.A	Protected Disclosures Reporting Procedure ...	73
10.0	Leaving The Company	75
11.0	Why We Have Rules	77

It is vital you read this Handbook

Our employee handbook is designed to give you an understanding of Company policies and procedures. It forms part of your terms and conditions of employment. It's important that you read and understand the content and if you have any questions that you raise these with your management at the earliest opportunity.

This handbook outlines Dunnes Stores commitment to you and clarifies our expectations of you. You should use this handbook throughout your career with Dunnes Stores to answer any questions that you may have as it contains useful guidance on the terms and conditions that apply to your day to day work, and should be read in conjunction with and in addition to your employment contract.

We emphasise strongly that you take careful note of all of these procedures as the company places great importance on these.

We ask you also to note that breaches of procedures can lead to the termination of your employment.

While this handbook is primarily intended for Sales Assistants, it will also apply to you if you are employed as staff and management both in Head office and all stores. Please note that where there is an inconsistency between this handbook and your employment contract your employment contract will apply to the extent of the inconsistency.

The company reserves the right to vary the terms and conditions in this handbook without agreement with individual employees.

It is important to note that this handbook is not exhaustive and may not contain all of the terms and conditions of your employment. It is an operating document and may be amended from time to time to reflect business requirements and changes in legislation.

Please retain this handbook for your own information.

DUNNES STORES

1.0 Introduction

Dunnes Stores is firmly established as a high quality retailer trading in Food, Textiles and Homewares. We trust that in your job you will assist in maintaining and developing our reputation in the retail marketplace.

We hope you will enjoy and take pride in being a member of an organisation which is striving to provide excellent working conditions in return for your contribution of skill and effort.

We wish you well in your career in Dunnes Stores.

Please note: This handbook remains the property of Dunnes Stores. It is not to be distributed or altered in any way without the companys consent in writing. It is to be used solely for the purposes of the employment relationship with Dunnes Stores. The company will take whatever actions necessary to protect its intellectual property.

The handbook is amended from time to time.

2.0 Dunnes Stores

2.1 Your Duties

You are employed as a Sales Assistant with Dunnes Stores, If you are employed in some other capacity and not as a Sales Assistant your title will be set out in your Contract of Employment. Your duties will include the following: (for avoidance of doubt, this list also applies to employees who are employed in capacities other than Sales Assistant)

- Customer Service
- Use of cash register
- Knowledge of merchandise
- Merchandising
- Variation Control
- Regular stock-taking
- Good housekeeping
- Maintenance of store hygiene and safety
- Office and clerical duties
- Other duties as directed by Management

You will note that the first duty is customer service. You represent the company each day at work and you have an important role to play in customer care.

2.2 Flexibility within your store

To ensure full development of your skills and efficiency within our store all employees are transferable to all areas of the store, including Food, Textiles or any other areas of the business on or off the Sales Floor as specified by the Company. This flexibility is one of the most important aspects of your employment with Dunnes Stores. You will be required to handle all of our products and services during your employment.

2.3 Customer Service

"Better Customer Service must be our priority, from Chairman to Buyer to Store Manager to Sales Assistant"

This is the Company's Customer Care Mission Statement according to our founder, Mr. Ben Dunne Snr.

It remains our strong commitment to our customers to this day and you have a significant role to play in ensuring that our customers are satisfied with our products and service.

DUNNES STORES

Remember - you are the public face of Dunnes Stores. You are doing the work which is most important in any retail business - serving the needs of our customers

Customers are our business and should always be treated as a GUEST

Greet: Always say hello

Us: You and I are responsible for making customers feel welcome

Eye Contact: Acknowledge their presence by making eye contact

Smile: Remember it only takes 14 muscles to smile but it takes 72 to frown

Thank: Never forget to thank the customer

Here are a few pointers for day to day dealing with customers:

1. Should a customer ask where to find an item always bring the customer to the item
2. The customer's request must be your main priority. Do not behave in a way that indicates to the customer that they are an interruption to your work - remember they are the purpose of your work.
3. If you are unable to assist a customer because you do not know the answer to the customer's enquiry you should ask a more experienced member of the team or a manager to assist the customer. Never guess an answer and never say *"No, if it is not out on the shelf, we don't have it"*. Always double check in the stockroom and with the relevant Departmental Manager.
4. If a customer comes to you with a complaint you should listen, apologise and if unable to solve always seek advice and assistance from a member of Management.
5. You must follow the Sales Procedure regarding registers and any other policies in full.

Be on the lookout for ways to assist the customer.

Always be polite and helpful.

3.0 What you need to know

3.1 Probationary Conditions

Your employment is subject to references that are satisfactory to the Company. There is a six-month probationary period commencing on the date of a standard employment contract. (For fixed term and temporary contracts - please refer to the contract letter). If an unsatisfactory reference is received by the Company from a previous employer, or if your performance or conduct during your probationary period is not satisfactory or due to business requirements the Company may terminate your employment without notice or with one weeks notice and without recourse to the company's disciplinary procedure. You will be subject to assessments from time to time during your probationary period.

3.2 Training

When you join, your initial training will be induction training and training in basic skills, on the sales floor. Each new employee will be assisted in their training and assigned to work with more experienced employees. During your career you will be required to undergo training / retraining from time to time at your managers discretion. You should ensure that you are actively involved in your own training.

3.3 Performance Appraisals

Throughout your career you will be informed of your progress through both informal and formal appraisal systems.

DUNNES STORES

3.4 Pay and Salaries

Your hourly rate of pay will be confirmed with you before joining the Company. Your wages will be paid into your bank account nominated by you on a weekly basis every Friday and are paid a week in arrears. On starting your employment you will be asked to give your bank details to the HR department. You will receive a pay slip each Friday itemising your gross wage and any deductions such as tax and PRSI. For the purposes of the National Minimum Wage Act 2000 your pay reference period is a week. This pay reference may change in the future and you will be notified of any such change. You may request a statement of your average hourly rate of pay for any pay reference period other than your current pay reference period falling within the twelve month period immediately preceding the request. Management are paid monthly. This pay period may change and you will be notified of any change.

All new employees must register with Revenue online in order to receive a Tax Certificate. For those of you who have worked before you will also need to provide the HR Department with a P.45 from your previous employer.

The hours you work are recorded using a computerised Handscan System. Your Manager will explain how to use this system. The method of recording Hours may be subject to change during your employment.

All staff are required to submit photographic identification. Non EU employees must have a valid work permit.

All security employees must have a current valid PSA licence. Other licences/permits where legally required must be provided. All employees who require a work permit and or a PSA licence must have a current valid permit or licence.

You cannot work without a licence and may be subject to disciplinary action up to and including termination should the company be unable to roster you for work. An employee who cannot present the appropriate work permit or licence on request may have their employment terminated.

If you are under 18 you are required to submit your birth certificate to the HR Department for the purposes of compliance with the Protection of Young Persons (Employment) Act 1996. All employees must submit Identification, ie: Passport, Drivers Licence or Birth Certificate.

3.5 Hours of work

In order to maintain a higher standard of customer service your hours of work will change from time to time throughout your employment and you must be flexible in your hours. Your roster will be posted each week on the notice board and it is your responsibility to take note of your hours of work. Your hours will be subject to change according to the store needs and at any time during the course of your employment as dictated by the business. You will be paid for hours actually rostered and worked.

All employees must work flexible hours and days including late nights, Saturdays, Sundays and Public holidays as part of your working week.

Your contract will outline what is reasonably expected to be your typical working hours. If you have any queries with regard to your roster please raise these with your Line Manager or Human Resource Manager.

You may be required at the discretion of management to work up to one hour beyond the finishing time given to you and it is part of your terms, that you work this when required.

DUNNES STORES

Meal Breaks

You will receive meal breaks and rest periods in line with the Organisation of Working Time Act. Your line manager will give you your break times. Breaks cannot be taken at the end of the working shift.

If you have any concerns regarding breaks you should raise these with your manager. (if you are purchasing items to consume on your breaks you must follow the "employee purchasing procedure" page19).

Overtime

Any overtime must be authorised in advance by a manager or it will not be paid. All overtime is at the discretion of management. For hourly paid employees overtime is paid at a rate of time and one half and overtime only accrues for hours worked after the weekly threshold for the store has been reached.

Stocktake

Stocktaking is extremely important to the business of the Company. Stocktaking is carried out, depending on the store, several times a year. A large part of the stocktaking exercise may have to be done outside customer hours. To carry out stocktaking efficiently and to minimise the time taken to carry out the stocktake you and all employees (including management, part-time, temporary or staff not normally rostered for that day) are required to partake in stocktaking and to do whatever is necessary to complete the exercise. Everyone's flexibility and co-operation is essential. Consequently, no one is allowed to take time off during a stocktake. You will be given as much notice as possible of a stocktake and all leave for that day could be cancelled (even if it has been already sanctioned / agreed). The method / process of stocktake will change at managers discretion.

3.6 Timekeeping and Attendance

Punctuality

In order to operate our store and our Head office, and to maintain a high standard of customer service and business efficiency it is important that you attend for work on time. Your overall time-keeping will be monitored as part of your overall performance. If you are consistently late this matter will be dealt with in accordance with the company's disciplinary procedure and may lead to disciplinary action up to and including your dismissal.

Monitoring Timekeeping and Attendance

- You will be given an employee number for handscanning/ swipe card that is unique to you. You must be at your place of work/ desk at your rostered start time (after you have been to your locker)
- You must handscan / swipe card only when you are ready to step on to the Sales Floor (or at your desk) to commence working (or to your place of work if other than the Sales Floor) after you have gone to the locker room.
- You must handscan / swipe card before and after each break and lunchbreak
- You must handscan / swipe card when you have finished for the day
- Your handscan / swipe card will record your working hours on a weekly basis and for hourly paid employees your wages will be calculated from the information received on the time/ attendance system.

DUNNES STORES

Dunnes Stores is the Data Controller for information received via the handscan system. The handscan system stores the measurement of each employees hand but does not replicate a fingerprint or handprint. The purpose for which the information is processed is for payroll, time and attendance and security. The information is only used by Dunnes Stores. Employees are entitled to request, through their Store Manager, access to the information stored and request rectification of the information in the event of error. If an employee has any concerns as regards the use of the handscan system, they are to contact the Store Manager, and those concerns will be considered.

If you are going to be late you must inform your Store Manager or your HR Manager as soon as possible and report to them when you arrive at work.

If you forget to handscan you should immediately contact a member of the HR Department or inform your Manager. Failing to handscan in or out may constitute misconduct and will be dealt with in accordance with the Company's disciplinary procedure and may lead to disciplinary action up to and including your dismissal.

Any abuse, unauthorised use or misuse of the time and attendance system will be dealt with in accordance with the disciplinary procedure and may result in disciplinary action up to and including your dismissal.

3.7 Uniform / Appearance

You are the face of Dunnes Stores and represent the company to our customers. Whether you are a Sales assistant, Manager or Head office personnel you should ensure that your appearance is up to the high standards required on a daily basis and that you comply fully with appearance requirements and instructions as issued to you by management.

Please adhere to the following when presenting for work :

1. Your name badge must be worn at all times. You are not permitted to wear any flags, emblems, symbols, badges pins etc.
2. No headwear is allowed except where required for hygiene/ safety reasons for example bakery/deli, hard hat area and other business requirements.
3. Different requirements will be specified depending on the tasks on either a permanent or temporary basis and you must adhere to any requirements.
4. Your footwear must be black in colour, low heeled and with closed in toes and heels.; flip-flops , open toe shoes, sling backs, boots (except conservative short boots under trousers) no platforms, runners or fashionable shoes are allowed. Only dark or neutral coloured socks are allowed.
5. No alterations to the style of the uniform are allowed.

DUNNES STORES

6. Your hair should be either short and neat or tied back. It should be a conservative colour and style. For the avoidance of doubt no unnatural hair colours (for example, but not exhaustive blue, pink, purple orange) either as streaks, part colour or overall colour. Only business appropriate hairstyles - no extreme hairstyles . Contemporary hairstyles if not conservative will not be allowed. These are not in keeping with the company image we wish to portray to our customers. Employees working in the Fresh Food Department or other food hygiene areas will be required to wear hairnets or other hygiene devices.
7. Jewellery should be conservative and kept to a minimum. No large earrings or large looped earrings or multi- earrings, rings or bracelets allowed. Necklaces should be conservative.
8. Employees working in the Fresh Food Department or other food hygiene areas are not permitted to wear jewellery.
9. Facial piercings are not permitted for example nose rings, eye rings, nose studs and so on.
10. Makeup should be natural and conservative
11. Nail Polish if worn, should be a neutral or light colour no multicoloured, designed or high fashion nails permitted.
12. All employees must be well groomed.
13. Cuts and burns must be covered with appropriate coloured waterproof dressing and should be clean in appearance.

If you have any queries regarding any matter of appearance please raise these with your line manager or Human Resource Manager. Your Store Managers (or Head of Department in the case of Head office) decision on what is appropriate business appearance regarding any matters of appearance is final and you must adhere to any decisions in this regard.

Delicatessen / Fresh Food / Restaurant Areas

- The standard uniform that applies to the above areas must be worn as requested by the Company. Hairnets, protective clothing and other hygiene devices together with the correct delicatessen uniform must be worn at all times.

In addition the following are not permitted in the fresh food areas:

- Rings and all jewellery (except plain wedding bands)
- Nail varnish
- Strong perfume or after shave
- Heavy make up

3.8 Some General Rules and Regulations

- Eating and drinking is not allowed anywhere other than in the tea room. Absolutely no eating or drinking of company stock, from or in any area of the store, unless you have paid for these items through the correct Employee purchasing procedure, (ensuring you are on break or finished your shift), have hand scanned out, retained your receipt and are either off the premises or in the tea room. There will be spot-checks carried out in the tearoom so ensure that you keep your signed receipt.
- Chewing gum on the premises is strictly forbidden.
- In line with legislation smoking is not permitted anywhere in the building or on company property.
- You are not permitted to take any smoking break or any breaks other than your rostered breaks. In certain Stores there may be a designated point away from the building or stock yard, as designated by management and this facility may be withdrawn by the manager at the managers discretion.
- You are not allowed to make or receive personal telephone calls during your hours of work except in the case of an emergency and only with management permission.

DUNNES STORES

- You are not permitted to carry / use your mobile phone during work hours, irrespective of whether it is turned on or off. Taking of or posing for photographs / videos using mobile phones, cameras, camcorders or any other recording, filming or picture capture device of Dunnes Stores property, its customers or its employees or clients or agents is not permitted at any time.
- Personal mobile phones may only be used during official breaks and never on Sales Floor.
- You are not permitted to serve friends and relations. (Particularly, you are not allowed to act as a register operator for or accept payment from friends or relations). Kindly request your friends or relations to attend at another register or seek assistance from your Store Manager.

Car Parking

The company car park is a facility for use by our customers. Car parking in the customer car park or on company property is not an entitlement. Should you park in the car park you will be subject to the same regulations / fees as any customer. Upon instruction to vacate your car from the car park or company property at any time you must do so.

Lost Property

Lost property is any money, or personal belongings found in the vicinity of the store or in the staff areas. Any lost property found by yourself, or handed to you by a customer must be handed in at the Customer Services desk/ kiosk immediately. Ensure that it is recorded in the Lost Property Book.

If a customer leaves your register without taking his / her change or items which are paid for, you must then treat the change / goods as lost property, and hand it in to the customer services desk / kiosk and ensure it is recorded in the Lost Property book.

You cannot take lost property for your own use or gain under any circumstances. You are not permitted to accept tips or donations from customers. Breach of this procedure will leave you liable to disciplinary action up to and including dismissal.

Lockers

Where a locker is available to you, you must follow the procedure as outlined by your manager and you must keep your personal belongings in this locker. You may be given a key and if lost you will be required to pay for a replacement. Where you use your own key you must give a copy of this key to your manager. It is your responsibility to ensure that any money or valuables are locked up and that you keep the key safe. You should avoid having large amounts of money or valuables at work. If this is unavoidable on a particular occasion, you must inform your manager who will arrange for safekeeping. The company will not accept responsibility for loss and or damage to any personal property under any circumstances. If you lose your locker key, please contact the HR Manager who will organise a replacement key and you will have to pay for this key.

Failure to follow these procedures will be dealt with in accordance with the disciplinary procedure and may lead to disciplinary action up to and including dismissal.

3.9 Communications

Good communication between staff and management at all levels is necessary within the Company. Communication is usually informal in nature and takes place on the sales floor./ department. However, formal communication meetings are held on a monthly basis to discuss the Company and Store Policy and you will get the opportunity to come along from time to time and contribute any ideas and / or raise any issues, that you may have.

DUNNES STORES

3.10 Transfers

If you wish to be considered for a transfer to another store, you must submit a request to your store manager. All transfers are at management discretion and will be dealt with in accordance with business needs.

3.11 Employee Purchases Policy and Value Club

We value you as a customer. When you wish to shop - before, during and after your shift - you must adhere to the following procedure. This procedure is important and you should carefully note, understand and practice at all times.

1. Purchases by employees will be permitted only when the employee has handscanned out.
2. When you intend to purchase any items, they must be paid for immediately. All items must be brought to the nearest checkout and paid for at the time of selection. Your purchases must not be removed from the Sales Floor until you have gone through a checkout and paid for these items.
3. You may purchase items (except Alcohol) on break, lunch, and before and after your shift, but you must be handscanned out in order to make purchases. (Alcohol must only be purchased after your shift end) .
4. You are not permitted to transact your own purchases under any circumstances except at a self-scan till (this includes serving yourself and weighing the produce in the fresh food areas (with the exception of items in the self service SALAD BAR where items can be selected.)
5. You must get your receipt signed at the time of purchases and you must **RETAIN** this receipt and offer your purchased goods and receipt for inspection on leaving the store. In the case of food purchased on break and lunch to bring to the tea room you must retain a signed receipt when leaving the sales floor and retained for inspection in the staff areas.

In the case of purchases made in CAFÉ/ RESTAURANT you must pay in full **BEFORE** you bring food to the seated area and retain your receipt.

6. Goods brought into the store for exchange or refund must be declared to a member of management on entering the building and you must also produce the receipt for these purchases. Under no circumstances can you conduct a refund or exchange for yourself. You must present these goods at the customers services till when you wish to have an exchange or refund and as above retain your signed receipt for inspection.
7. You must not remove goods from the Sales Floor prior to paying for same.
8. No lou's or credit is permitted for any employee purchases.
9. Discount for employees or customers is not permitted outside the terms and conditions of the VALUE CLUB / Privilege Card Discount Scheme.
10. If, in the department that you work , you have authorisation to reduce, for customers, items for sale (in accordance with "reduce to clear" policy,) please note that you cannot purchase items that you yourself have "reduced to clear" without management approval in advance and this managers signature on receipt and you cannot transact these items yourself.
11. VALUECLUB - Employees can use their Dunnes Stores Valueclub card when making purchases as a customer. You must follow the rules of this scheme when using your card and you should refer to the document given to you with the card.
12. Customers Valueclub points - it is important to note that points not taken up by the customers cannot be accepted by you or transferred to your card under any circumstances. You cannot ask the customer for these points nor take points from the customer. Value club points are for the customers only and for your purchases when YOU are the customer. Valueclub points not taken up by the customer remain the property of the company and you are prohibited from taking them under any circumstances.
13. Staff eating in the Timepiece and tea room must keep their receipt with them at all times.
14. All personal money must be kept in the staff locker room outside of break times.

Failure to comply with the above policy may constitute gross misconduct and in accordance with company disciplinary procedure may lead to dismissal.

DUNNES STORES

Gifts Policy

You cannot accept , under any circumstances from a company, organization, individual, supplier or potential supplier for their own benefit or the benefit of any of your family whilst on or off the premises. Gifts, entertainments, favours or invitations: cash or gift vouchers; a loan other than a loan from a qualified financial institution on generally available terms or in special employee negotiated arrangements; holidays, travel and / or accommodation (personal or business) paid for or contributed to by suppliers or potential suppliers; personal discount on goods or services or any other item or service which could be construed as a gift.

You or your family may not give under any circumstances to a company, organization, individual (related or unrelated) supplier or potential supplier at any time of the year gifts, entertainment, favours or invitations, cash, gift vouchers or products, a loan, holidays, travel and / or accommodation (person or business) paid for or contributed to Dunnes Stores Discount on goods or services.

3.12 Access and Security (Employees and Visitors)

All employees must enter and exit the store through entrances / Exits designated by the Store manager - you will be informed of these when you arrive at your store - please take note of the details and also note that they may vary depending on opening hours - for example one entrance may be used when the store is trading and another used when the store is closed.

All employees and independent contractors must offer for inspection all parcels, packages or handbags while leaving or entering the premises. The Company reserves the right to search all employees and independent contractors on the premises or while leaving or entering the premises and to inspect any parcel, package, locker, handbag or motor vehicle. At intervals, random checks may be made and it is emphasised that selector for search does not imply suspicion. You cannot store bags / parcels, packages, handbags or any personal items in the Goods Inwards areas or anywhere on the Sales Floor or offices, but only in the staff areas.

Permission to enter any area either inside or outside the store to which the public would not normally be permitted must be obtained from the Manager. At any times when you are not working for example when you are on your day off, you must obtain permission from management to enter the staff areas.

Employees, Contractors and Suppliers should not enter via the Goods Inwards under any circumstances.

DUNNES STORES

The company reserves the right to search all employees and independent contractors on the premises or while leaving or entering the premises and to inspect any parcel, package, locker, handbag or motor vehicle. At intervals, random checks may be made and it is emphasised that selection for search does not imply suspicion. You cannot store bags, parcels, packages, handbags or any personal items in the Goods Inwards area or anywhere on the Sales Floor or offices, but only in the staff areas.

You must declare items for refund or exchange to a manager upon arrival at your store and produce the appropriate receipt.

You are strictly forbidden to have any money on your person during your work hours.

All employees are responsible for the security of Company property, therefore every employee is expected to immediately report suspected shop theft and employee fraud to Management. Unless you are employed in a security capacity you must not apprehend anyone yourself, but call a member of security or management.

It is your duty to assist the company in any security matters as ultimately cash and stock losses affect our business and our jobs.

Please note that all Stores use CCTV throughout the store and relevant areas to identify cash and stock loss, from whatever source, and to assist in the protection of cash and stock. It is also used for health and safety reasons.

Images recorded on our CCTV systems may also be used for the purpose of investigating suspicious activity, including any issues that give rise to, or arise during the course of disciplinary or grievance procedures and / or investigations into potentially criminal matters by an Garda Síochána.

3.13 Night Security

If you are employed on night security it is your responsibility to ensure the safety of the companys property from fire, burglary or any other emergency. As you are responsible for the security of the premises while you are on duty you must not leave your post, outside of your normal rest breaks, except in an emergency. If this occurs, you must inform a colleague prior to leaving your post.

Failure to adhere to these rules may lead to disciplinary action up to and including dismissal.

Visitor Access:

All visitors must sign the in/ out book at the main Customers Service desk. If you see a visitor without a visitor badge please politely inform them to get one at the Customer Service desk.

CCTV - please note that all stores use CCTV throughout the store and relevant areas to identify cash and stock . It is also used for health and safety reasons.

4.0 Time Off

4.1 Holidays

Your holiday entitlements are as follows:

4 working weeks and one day (for those on a five day week this is 21 days, others on a pro-rata basis based on days and hours worked) the 21st day is in lieu of Good Friday. Holidays are calculated as per The Organisation of Working Time Act 1997.

There is a procedure for confirming holiday dates. You will be asked to provide requested dates within a time period. If you do not, the company will proceed to allocate dates to you. The company will then confirm by way of notice on noticeboard (check for final date) and you will see whether the dates have been agreed or not.

DUNNES STORES

Under no circumstances should an employee book holidays that have not been pre confirmed by your Senior Manager or the Human Resources department as you will not be allowed to take them and you may lose your job if you proceed to take them unconfirmed. Holidays are allocated on the basis of length of service / seniority of position (mgt), where possible, and may not be taken during busy trading periods or stocktakes. Your Manager will be able to give you more detail. The company reserves the right to change the leave year where necessary with no loss of entitlement to the employee. Holidays from the previous year may not be carried over to the following year and any unused holiday entitlement will be forfeited. The company reserves the right to question any absence prior to or immediately following a holiday period and may not pay for this sick leave, where appropriate. The company also reserves the right to request travel arrangements and documents relating to such absence.

4.2 Public Holidays

Staff who qualify for the Public Holiday entitlement will receive one of the following:

1. A paid day off within a month, or
2. An extra days pay at the basic rate.

There are 9 Public Holidays which are as follows:

- New Year's Day 1st January
- St. Patrick's Day 17th March
- Easter Monday
- 1st Monday in May
- 1st Monday in June
- 1st Monday in August
- Last Monday in October
- Christmas Day 25th December
- St. Stephens Day 26th December

It is part of your contract terms that you work on Public Holidays i.e. on any of the 9 Public Holidays as dated above, when rostered to do so.

4.3 Absence From Work

You are expected to present at your place of work in accordance with your roster. The following policy outlines the company sick pay scheme and the procedures to adhere to when absent from work on sick leave for whatever reason, whether this absence is paid or unpaid.

When you have completed 13 weeks service you will become eligible for the company sick pay scheme. All notification rules and procedures (i.e. making contact with your store and so on) apply from day 1 of your employment, whether absence is paid or un-paid.

In order to qualify for paid sick leave, under the company sick pay scheme you must provide a medical certificate from a qualified medical practitioner in English/Irish for every period of absence including single days.

Upon receipt of valid medical certificate(s) by the company (in accordance with the procedures outlined below) you will be eligible (following 13 weeks service) for paid sick leave in 2024 up to 6 days, up to 8 sick days in 2025 and up to 11 sick days in 2026.

Once you have completed 2 years' service (or as per your contract terms if they vary), you will be eligible to receive a cumulative maximum of 12 days paid sick leave in each calendar year.

- The sick leave year is January to December. Sick days above are per calendar year.
- The amount of sick pay you are paid is minus your social welfare entitlement and you claim social welfare directly from the Social Welfare Department. Currently Social Welfare is deductible from day 4 this may change according to social welfare rules. Each day of paid sick leave will be at a rate of 100% of your unworked medically certified rostered hours for that day, before deductions.

DUNNES STORES

- The company sick pay scheme is inclusive of statutory sick pay.
- Paid sick leave is not included for the purposes of calculating overtime.
- The company sick pay scheme does not apply during any notice period.

Notifying you manager when absent

The company has important procedures regarding the requirements for notification when you are reporting that you will be absent from work. You must contact the store (or head office as applicable) as early as possible but at least a minimum of one hour before your scheduled starting time on the first day of absence.

You must telephone the store/head office personally. In exceptional circumstances, where this is not possible, you must provide the company with a valid reason for same and you must ensure that you contact a senior manager personally at the earliest opportunity. If you work in a store, you must directly communicate your absence to one of the following: HHR manager, Senior Store Manager (Food or Textiles) or Assistant Store Manager (Food or Textiles). If you work in Head office you must contact your senior manager, in the event that this manager is not contactable then you should contact the H.R. Department.

You must inform management of the reason for your absence and your likely time and day of returning to work. If, in your first phone call you do not know when you are likely to return you must phone the manager later that day to inform the manager when you are returning to work unless you are returning to work at the next rostered shift. You are required to keep management informed of the likely duration of your absence and if circumstances change you must telephone to advise of this change and again state when you are likely to return.

If you become unwell while you are working and are going home sick you must inform your manager before leaving the store.

Ongoing communications

For each week of your absence, if absence is ongoing, you must telephone at the start of each week and you must supply a weekly medical certificate. You must telephone directly to either the HR Manager, Store Manager or Assistant Manager. If in Head office you must telephone your senior manager in the first instance or HR Department.

It is your responsibility to make regular and direct contact with management. Please note that "texting" or "messaging" your absence to the store or head office via mobile phone or email is not acceptable and will not be acknowledged as complying with the requirement to make contact.

DUNNES STORES

Medical certs can be hand delivered or sent by post. If you are handing in a cert it must be given to a member of management and not left at customer service, cash office or HR office. If posting your medical certificates we recommend using registered post / recorded delivery, addressed to the Store Manager as it is your responsibility to ensure the company receive your medical certificates on time.

A medical certificate must state the nature of the absence, the duration and must be signed by the doctor and have the surgery stamp of certification. Medical certificates must be provided in English/Irish. An employee who is absent, will be required to attend meetings during the course of their absence for the purposes of discussing when they will be returning to work and any related matters. It is part of your terms and conditions that you attend at all of the meetings as required.

When returning from any absence you must report directly to your Store Managers / HR Manager to complete a back to Work interview. You may be required at managements discretion to supply a "fit for work" certificate following illness or injury. You may also be required to furnish the company with further clarification in writing from your medical practitioner. If absent and not at your home address it is your responsibility to provide the current address to the company for the purposes of any communications. The company will write to your home address in the event we are not notified of a new address or temporary address and will proceed with any processes through the address that we have on file. It is important to update the company with a current address as failure to adhere to matters outlined in such correspondence could lead to termination of your employment.

Independent Assessment

You may be required by the company to attend for an examination with the occupational health physician or other appropriate medical practitioner at any time during the course of your employment and you agree that any report following such examination will be given by the occupational health physician directly to the company. You also consent to the independent assessor making contact with your medical team.

The company will decide when this is required at its discretion.

The doctor's costs will be met by the company. However if the date outlined is not suitable you must give the company at least 48 hours' notice of this in order to change the appointment and failure to do so could leave you liable to the cost of the deferral. You must make any arrangements through the company and not the independent medical advisor.

It is important to follow the above notifications and rules.

Where employees are in breach of the scheme, or where the company has reason to believe that an employee is not truthful in matters relating to absence, or where there are patterns of absence the following sanctions may apply:

- removal of the sick pay scheme for a specified duration
- disciplinary action up to and including dismissal.

Long Term Absence

Employees who are absent on long term absence illness may have their employment terminated. You will have the right to appeal any dismissal through the appeals process.

Changes to the sick pay scheme:

The sick pay scheme as amended from time to time will be notified to you.

DUNNES STORES

4.4 Compassionate leave

All employees regardless of length of service, will be granted compassionate leave. This leave is for immediate attendance to arrangements such as funeral arrangements. If an employee is on holidays at this time then compassionate leave will run concurrently and there is no additional time at a later stage. Compassionate leave is three days consecutive and these days are paid basic pay for hours rostered to work within the three consecutive days leave. IT is granted in the event of the death of a close relative i.e. parent (including adoptive parent) child, (including adoptive child) spouse or long term partner, brother or sister. One days compassionate leave , and paid basic pay for those hours rostered on that day , will be granted in the event of the death of an aunt, uncle, grandparent, grandchild, nephew, niece, mother-in-law, or father in law.

Should an employee request a period in excess of the maximum of 3 days this will only be considered in exceptional circumstances and must be agreed in advance with the manager. You may be required to give supporting documentation upon request.

Requesting Time Off

If you wish to request time off you must give a minimum of six weeks notice for consideration of this request by management. This will only be granted in exceptional circumstances. Managements decision will be final. "Swapping hours" is prohibited. Management only may authorise any changes of rosters. (You are not permitted to copy or photograph the

roster as this contains information about other employees)

If you have any queries with regard to your roster please raise these with your Human Resource Manager.

4.5 Jury Service

You are entitled to paid time off for jury service. However, you must produce such notification as required by the company and advise the company immediately on being selected for Jury Service. You must return to work immediately in the event that you are not required for, or are discharged from jury service.

4.6 Maternity Policy

N.B. *This policy may change on occasion. Please refer to the H.R. Department for the latest information.*

Ante Natal Care

Please contact your Human Resource Manager / Store Manager with regard to regulations regarding Ante Natal care. You are required to agree the specific time off.

Notifying Absence for Ante Natal care

You should advise your HR / Store Manager that you will be absent as far in advance of your appointment as possible, but at least two weeks prior to the appointment date. You must produce on request an appointment card or other appropriate document indicating the date and time of the appointment and confirming the pregnancy or specifying the expected week of confinement.

Basic Maternity leave

The Maternity Protection Act, entitles all female employees up to 26 weeks basic maternity leave.

Payment

The Company will not pay the employee during either her basic or additional maternity leave but she may be entitled to receive state maternity allowance for the period of her basic maternity leave. While the employee is not entitled to any remuneration during any period of maternity leave, the period of her maternity leave will be treated in all other respects as if she had not been absent from work.

DUNNES STORES

Notice Requirements

You are required to give at least 4 weeks notice before you intend to start maternity leave. Notice must be given in writing and addressed to your HR / Store Manager. The notice must state:

- When you intend to start maternity Leave and your date of return
- Whether you intend to take additional extended maternity leave and your date of return
- You must enclose a note from your doctor or midwife confirming the pregnancy and specifying the expected week of confinement.

Returning to Work

You must give at least 4 weeks written notice of the date you return from basic maternity leave and in case of additional leave you must notify the Company of your intentions to return at least 4 weeks before your basic maternity leave ends, and again at least 4 weeks before your additional leave ends.

5.0 General Policies

5.1 Equal Opportunities Policy

Objective

Dunnes Stores is committed to equality of opportunity for existing and potential employees, by promoting a work environment free from discrimination in the following areas: gender, marital status, family status, race, religious belief, sexual orientation, disability, age and membership of the travelling community.

Policy

To ensure promotion of the principles of equality of opportunity in employment, the company will:

- Ensure that all recruitment, training and promotion of staff is based on merit, qualifications, abilities and requisite competencies for the position.
- Ensure all employment related decisions will not be influenced or affected by an employee's race, nationality, religion, sex, marital status, family status, sexual orientation, disability, age or membership of the travelling community.
- Ensure the Company operates recruitment, employment, training and promotion practices and policies that are free of barriers, both systemic and deliberate, that directly or indirectly discriminate against people.
- Ensure to promote a good and harmonious working environment in which no employee feels under threat or intimidated because they fall within one of the categories set out above and in which all employees are treated with dignity.
- Dunnes Stores will not tolerate harassment in the workplace and operates a policy aimed at both preventing and dealing with harassment and sexual harassment.
- It is the responsibility of every Manager in the company to support and communicate the Equal Opportunities Policy. All employees in turn must accept their personal responsibility to comply with this policy. This includes maintaining acceptable standards of behaviour at all times towards all colleagues and customers alike.

Any breach of this policy may be viewed as gross misconduct and will be dealt with in accordance with the disciplinary procedure and may lead to a disciplinary action up to and including dismissal.

DUNNES STORES

5.2 Policy on Dignity and Respect in the Workplace

It is the policy of Dunnes Stores to provide a good working environment where freedom from harassment / sexual harassment or bullying is a condition of work to which every employee is entitled. Breach of this policy shall be dealt with in accordance with the disciplinary procedure of Dunnes Stores and may result in disciplinary action up to and including dismissal. This policy is supported throughout all levels of management within Dunnes Stores.

Application

This policy applies to all employees whether in the work place or at associated events in the course of employment such as meetings, conferences, work related social events, whether on the premises or off site.

This policy also applies to bullying, harassment and/or sexual harassment not only by fellow employees but also by others such as client's, customers and business contacts.

Definition of Bullying:

Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and / or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.

A non exhaustive list of bullying behaviour is set out below.

- Verbal abuse, insults
- Physical abuse
- Intrusion - pestering, spying or stalking
- Menacing behaviour
- Intimidation
- Aggression
- Undermining behaviour
- Humiliation
- Blame for things beyond a persons control

Definition of Harassment / Sexual Harassment: Harassment

Harassment is any form of unwanted conduct related to the grounds of gender, marital status, family status, sexual orientation, religion, age disability, race/colour/nationality/ethnic/national origins or membership of the traveler community which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. The unwanted conduct may consist of acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

Sexual Harassment

Sexual Harassment is any form of unwanted verbal or physical conduct of a sexual nature which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. The unwanted conduct may consist of acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other materials.

Complaints Procedure

There is both an informal and formal procedure to deal with a complaint of bullying, harassment and/or sexual harassment. These procedures are set out below:

DUNNES STORES

Informal Procedure

While in no way diminishing the issue or the effects on individuals, an informal approach can often resolve matters. As a general rule therefore, an attempt should be made to address an allegation of bullying, harassment or sexual harassment as informally as possible. The objective of this approach is to resolve the difficulty with the minimum of conflict and stress for the individuals involved.

a) Any employee who believes he or she is being bullied, harassed or sexually harassed should explain clearly to the person they consider to be responsible for the offending behaviour that the behaviour is unacceptable. In circumstances where the complainant finds it difficult to approach the person they consider to be responsible for offending behaviour directly, he or she should seek help and advice, in a secure environment, from a contact person. A contact person could, for example, be one of the following:

- A Departmental Manager,
- Any manager within Dunnes Stores,
- The Human Resource / Personnel Manager.

In this situation the contact person will listen patiently, be supportive and discuss the various options open to the employee.

b) Having consulted with the contact person, the complainant may request the assistance of the contact person in raising the issue with the person they consider to be responsible for the offending behaviour. In this situation the approach of the contact person should be by way of a secure, non-confrontational discussion with a view to resolving the issue in an informal low-key manner.

c) A complainant may decide, for whatever reason, to bypass the informal procedure. Choosing not to use the informal procedure will not reflect negatively on a complainant in the formal procedure. The contact person may also decide that the complaint should be dealt with under the formal procedure.

The Company cannot deal with complaints that are not reported. Complaints will be dealt with sensitively and as confidentially as possible, however, the Company cannot offer anonymity to any complainant.

Formal Procedure

If an informal approach is inappropriate or the informal procedure does not resolve the bullying, harassment, or sexual harassment, the following formal procedure should be invoked:

a) The complainant should make a formal complaint in writing to his/her immediate supervisor or if preferred, any member of management. The complainant will be required to put his/her complaint in writing and sign and date it. The complaint should be confined to precise details of actual incidents of bullying, harassment or sexual harassment. It is important that an employee who makes a complaint keeps an accurate record of all incidents, dates, and names of witnesses if any. All complaints will be dealt with promptly, seriously, and as sensitively as possible.

b) The person the complainant considers to be responsible for the offending behaviour will be notified that an allegation has been made against him/her. He or she will be given a copy of the complainant's complaint and any other relevant documentation and advised that he or she shall be afforded a fair opportunity to respond to the allegation(s).

DUNNES STORES

(c) The complaint will be subject to an initial examination by a designated member of management who can be considered impartial with a view to determining an appropriate course of action. An appropriate course of action at this stage, for example, could be exploring a mediated solution or a plan to resolve the matter informally. Should either of these approaches be deemed inappropriate or inconclusive, a formal investigation of the complaint will take place with a view to determining the facts and the credibility or otherwise of the complaint.

Investigation

(d) The investigation will be conducted by a designated member(s) of management or other person nominated by management. In cases of sexual harassment, every effort will be made to ensure that the investigator or one of the investigators will be of the same gender as the complainant. The investigation will be conducted thoroughly, objectively, with sensitivity and with due respect for the rights of both the complainant and the person the complainant considers to be responsible for the offending behaviour.

(e) The investigators may meet with the complainant and the person the complainant considers to be responsible for the offending behaviour and any witnesses or relevant persons on an individual basis with a view to establishing the facts surrounding the complaint(s).

Any statement taken from witnesses will be given to the complainant and the person against whom the complaints are made who will be given a reasonable opportunity to comment on such statements before any finding is made. Both the complainant and the person against whom the complaints have been made may be accompanied by a work colleague if so desired.

(f) Every effort will be made to carry out and complete the investigation as quickly as possible.

(g) Should management decide that the complaint is well founded, the person against whom the complaints were made, should be given a formal interview by an appropriate member of management to determine the appropriate sanction under the company disciplinary procedure. .

(h) No employee can receive any victimisation as a result of making a complaint, being a witness, being part of an investigation and any such behaviour will be dealt with in accordance with the company disciplinary procedure. Similarly anyone found to have brought forward malicious claims will be subject to the disciplinary procedure.

At all times the complainant, and the person against whom the complaints are made should refrain from generally discussing the complaint in the workplace but should follow the procedure as outlined above.

Confidentiality

The complainant, the person against whom the complaints were made and any witnesses, should be advised of the importance of maintaining confidentiality throughout the process.

5.3 Policy Statement on the Use of Email and the Internet

Scope

Email and Internet use are considered to be a normal part of Dunnes Stores business resources, techniques and processes and therefore all of Dunnes Stores policies and guidance apply to email and Internet use, whether explicitly stated within this policy or not.

This handbook contains some key points in relation to the Use of Email and the Internet, however it is not exhaustive.

This policy applies to all employees, contractors, and agents operating on behalf of Dunnes Stores and to all media used for the purpose of sending and receiving emails and or access to the Internet; including but not limited to office PCs, laptops, notebooks and email enabled mobile devices such as Blackberries and all end user electronic messaging technologies.

Email and internet usage must comply with all Dunnes Stores policies and guidelines. All facilities are provided for business purposes and are owned and maintained solely for business purposes. Email and internet are used in a manner that is consistent with the company's objectives and as part of the normal execution of an employee's job responsibilities only. By using the facilities employees acknowledge the rights of Dunnes Stores as the owner and that all files created, sent, received or stored are owned by Dunnes Stores.

Emails from Dunnes Stores accounts are business correspondence and must be treated in the same way as a formal letter. In particular Emails must be appropriate, professional and adhere to generally accepted rules of business etiquette.

The distribution of information through Email is subject to monitoring. The company reserves the right to determine the suitability of any information transmitted in its sole discretion.

Users shall have no expectation of privacy in anything they store, send or receive on the company's Email system.

In relation to its facilities the company reserves the right to audit, filter, intercept and monitor, record and view internet browsing.

Recognising that some information is intended for specific individuals and may not be appropriate for general distribution, Email users should exercise caution when forwarding messages and/or addressing Emails.

Extreme cautions must be taken when opening Emails attachments received from unknown senders.

Spam mails must be reported to the Head of Business Systems.

The use of Email services outside of those offered by the Company is strictly prohibited. Such services include web based mail services such as Hotmail, AOL, and others.

DUNNES STORES

The responsibility for the implementation of this policy rests with each individual. Any person that violated or abuses this policy will be subject to the company's disciplinary procedures. It is company policy to refer breaches of the law to An Garda Síochána / The Police

Prohibited Uses

Certain uses of Internet and Email are strictly prohibited and include (but are not limited to);

- Personal use of Email and Internet facilities in all circumstances
- To post or download messages that contain inappropriate, obscene, inflammatory, intimidating, harassing, sexually explicit, profane, defamatory, disruptive, illegal or otherwise offensive content or material or anything that will reflect poorly on Dunnes Stores name and professional reputation.
- Accessing, downloading or sending any inappropriate material, as well as circulation of such material will constitute gross misconduct. The rule will be strictly enforced and is viewed very seriously.
- Unauthorised disclosures of confidential information (that includes but is not limited to the sending of confidential information to personal Email accounts that do not belong to Dunnes Stores, or the removal of hard copies of confidential information from Dunnes Stores premises).
- All other inappropriate uses of network resources that may be identified by the IT or HR Department.
- Harassment, unsolicited and or unwanted communication.
- Sending or forwarding material or comments about other staff members can be considered bullying, harassment and or sexual harassment. Where this occurs it will be dealt with under the appropriate policy.

- Playing or downloading games, entertainment software and screensavers.

Social Media

Only those permitted users of social media websites can have access and use of social media sites as a business tool within the terms of this policy. Those users are required to act responsibly and strictly within the terms of this policy at all times when using social media sites. Permission to use and access can be revoked at any stage at the discretion of the company. The company will not be responsible for any acts of the employee that breaches this policy on a social media site or for any material that is published by a user that is offensive, inappropriate, obscene, intimidating, harassing and / or defamatory. Only information in writing by a Director may be published on social sites.

Outside of Work

Users of social media outside of work must not refer to the company in any shape or form or do anything that would affect the reputation of the company. A breach of this rule may result in disciplinary action up to and including dismissal. The company reserves the right to monitor social networks for reference to the company by employees or individuals with employees.

Dunnes Stores has a duty of care to its employees, customers and clients and will make all reasonable attempts to protect the above. The company views it very seriously and prohibits the posting of any offensive, bullying or inappropriate items on any internet site and or public forum, that may expose our employees, customers or clients to risk and the company will also act to protect its good and professional reputation.

DUNNES STORES

Also prohibited is any reference or implied reference to Dunnes Stores, any material which disparages the company in any way or use of the company's logo on any sites (such as personal blogs etc.) This issue may be dealt with through the disciplinary procedure and may result in the termination of an employee's employment.

We ask you to take particular note of this policy and if you have any doubts you should raise these with your manager. We also refer you to page 18 of this booklet, bullet point 1. You need to be vigilant on your use of sites / social media, you can not always control the outcome or who may be the ultimate recipient. You will be held accountable for whatever you post or are knowingly associated with any post and there can be serious consequences for you including termination and possible prosecution.

5.4 Data Protection

Data Protection law safeguards the rights of individuals in relation to the processing of their personal information. Dunnes Stores is required to collect personal data for a variety of purposes related to our functions and activities and to comply with regulatory requirements. As your employer, we are committed to respecting and protecting your privacy. Our Employee Privacy Notices provide you with statements on the personal information we collect about you, what that information is used for, how to contact us if you need to and other useful information about your rights around your personal information.

The processing of personal data is a complex legal, regulatory, and technical operation. Each department, team and/or individual that handles personal information must ensure it is processed in accordance with all Dunnes Stores policies and guidelines.

5.5 Using the UKG Dimensions App for your Time and Attendance Information

This section is about using your own personal device to access your own time and attendance information on the UKG Dimensions App.

DUNNES STORES

You will be accessing the UKG Dimensions App on your own personal smart phone, laptop or tablet for your Time and Attendance, but it is part of the Dunnes Stores business and you must note the following about the use of this App:

- The App is provided for work purposes only, and is maintained solely for work purposes.
- You are responsible for adhering to instructions and restrictions with regard to the use of this App. Any person who does not obey these instructions and restrictions about the App will be subject to the company's disciplinary procedures.

Certain uses of the app are strictly prohibited and include (but are not limited to):

- Personal use of the UKG Dimensions App services outside of those offered by Dunnes Stores
- Using the screenshot facility of a mobile device, taking pictures, or any visual recordings of information contained in the App.
- All other inappropriate uses of the App resources that may be identified to you by the IT or HR Departments.

DUNNES STORES

The use of the UKG Dimensions App is considered to be a normal part of Dunnes Stores' business resources, techniques and process. Therefore all of Dunnes Stores policies and guidance apply to the use of this App, whether explicitly stated within this statement or otherwise.

5.6 Using personally owned devices for business use

This section is about using your own personal device for corporate use on Dunnes Stores business when you are asked or allowed to do so. It is not about using the UKG Dimensions App for managing your own time and attendance information.

Dunnes Stores utilises authorised business third party applications and related software, which are considered to be a normal part of Dunnes Stores business resources, techniques and processes.

These Apps are provided and maintained for business purposes only. Business use include tasks such as accessing emails, connecting to the corporate network, and accessing authorised business third party applications and related software, and corporate data. Therefore all of Dunnes Stores policies and guidance apply to the use of personally owned smart phones, laptops and tablets, for business use, whether explicitly stated within this statement or otherwise.

DUNNES STORES

Confidential Dunnes Stores information is not allowed to be stored on personally owned devices. Sharing or sending any Dunnes Stores information or personal data of any person outside the corporate network is strictly prohibited. All other inappropriate uses that may be identified by the IT or HR Departments while using these resources on personally owned devices are prohibited.

Unauthorised disclosures of confidential information including personal data is strictly prohibited. Examples of confidential information includes, but is not limited to, a person's image, phone number , payroll details and address. Sharing employees' personal data , such as payroll details, attendance, home address, contact details and or sharing information belonging to another (without their permission) is strictly prohibited.

It is prohibited to use the screenshot facility of a mobile device, taking pictures, or any visual recordings of information contained in the UKG Dimensions App or any business system, the same as it prohibits the unauthorised use of any camera or photographic equipment.

DUNNES STORES

You must not use WhatsApp or similar for anything connected to Dunnes Stores business.

The responsibility for the implementation of this statement rests with each individual. Any person who breaches this statement will be subject to the company's disciplinary procedures.

It is company policy to refer breaches of the law to the police.

6.0 Code of Conduct

Dunnes Stores is committed to treating all employees with respect, and expects the same attitude from all its employees towards the Company and its property, to other employees and their property, to customers, suppliers and agents and their property and to the public at all times.

Under this code of conduct you are required:-

- To act responsibly
- To treat everyone with whom you come into contact as a result of your work with Dunnes Stores with courtesy and respect.
- to treat the property of the company, or the property of anyone with whom you come into contact as a result of your work with respect

- To treat customers courteously, fairly and promptly and with the level of regard and politeness which you would expect to be shown to yourself.
- To maintain proper standards of integrity and conduct and concern and not to do anything which is likely to bring the Company's reputation into disrepute, either during or outside the course of your employment.

Work Social Functions

At social functions you are required to:-

- Act in a moderate and considerate way towards others.
- Maintain proper standards of integrity, conduct and concern and not act in any way which could bring the Company's reputation into disrepute.

If you fail to act in accordance with the principles set out in this code of conduct, you may be subject to disciplinary action, up to and including dismissal

DUNNES STORES

6.1 Alcohol / Drugs / Medication

It is forbidden to consume alcohol or drugs while on the Company premises or during the working day or to attend work whilst under the influence of alcohol or drugs, with the exception of prescribed medication, as dealt with below. For health and safety reasons, while at work you are expected to be in a fit and fully alert state at all times.

If you are taking any medication which has been prescribed by a medical practitioner which may affect your performance/alertness, you must advise your Store Manager prior to starting work (if in doubt, advise).

Any breach of these rules may lead to disciplinary action up to and including dismissal in accordance with the Company's disciplinary policy. Any breach of the law will be reported to the Garda Síochána.

If management, in their reasonable opinion, deem you unfit or are concerned about your behaviour or presentation, you may not be allowed to continue working and you will not be paid for this period.

6.2 Smoking

The company has a smoke free work place policy which establishes a smoke free environment for all employees, customers, contractors and visitors at all company work locations and facilities. This includes e-cigarettes and any similar products. In certain stores there may a place designated for smoking away from the property and you should adhere to any local arrangements and procedures. In any event you cannot smoke within 15 metres of the company property. Breach of these rules may result in disciplinary action up to and including dismissal.

6.3 Procedure for the Sale and Service of Alcohol, Tobacco or Nicotine Replacement products e.g.Vapes or E-cigarettes and Paracetamol

These guidelines must be strictly followed as the sale of alcohol and tobacco or Nicotine Replacement products e.g. Vapes or E-cigarettes to a person under 18 will result in **closure of the entire store** for a period, a **substantial fine** for the store and **prosecution of the employee in breach of the regulations**.

1. Only persons over 18 may sell alcohol. Otherwise a criminal offence is committed. All members of staff who operate a register for the purpose of alcohol must be over 18 years of age. No under 18 employee is permitted to perform general duties such as product merchandising in standalone off-licences. Under NO circumstances are they to sell alcohol.
2. If you are under 18 and you are operating a non alcohol payment register and a customer presents alcohol during the transaction you must:
 - (a) Call a member of management
 - (b) You may scan non alcoholic items while waiting
 - (c) Your manager / staff member over 18 years of age will scan the alcoholic items and will complete the transaction and take the payment - you must not complete the transaction. i.e. the individual over 18 taking the sale must physically complete the sale by taking the money, scanning the item and giving back the change.

DUNNES STORES

(d) The details of the transaction (found at the bottom of the receipt) must be written on the cash Balancing Envelope. Both the manager and the employee under 18 must then sign next to this information.

3. The legal age for the purchase of Alcohol and Tobacco or Nicotine Replacement products e.g. Vapes or E-cigarettes is 18.

You are instructed to ask all customers who appear under 23 years of age for proof of age. If no proof of age is available decline the sale politely and tell the customer that if they return with it, you will be happy to serve them. It is better to decline the sale politely and request the customer to return with proof of age than to mistakenly sell the item to someone under 18 which will then result in store closure.

The types of proof of age which you may accept are :

- (a) Passport (any nationality)
- (b) Passport Card (any nationality)
- (c) Garda Age Card (preferred proof of age document)
- (d) Drivers Licence (any nationality)
- (e) National Identity Card (any nationality that issues)

Do not accept student cards or any other forms of identification.

Photographic proof of age must be produced by a customer each time they make a purchase, if they look under age of 23 years. This also applies to regular customers who may have produced ID in the past. If you request and are given a photographic age card take time to examine it carefully and compare the photograph with the customer. Also ask yourself does the card look genuine. If you are unhappy with the age card produced, quietly call a manager and discreetly explain the situation to him/her. The manager will make the final decision regarding what ID is acceptable.

Selling Alcohol to a person under 18 years of age is a criminal offence - you will be prosecuted by the Gardai for making underage Sales

DUNNES STORES

4. No person under the age of 18 may be allowed into the off-licence shops, for any purpose whatsoever unless accompanied by a parent or guardian. No underage persons may be allowed to purchase any items, including crisps, obtain change etc.. in the units unless accompanied by an adult. It is against the law to allow unaccompanied persons under 18 into the Off-Licensed shops. The penalty for allowing them is closure of the premises.

5. It is illegal to allow alcohol purchased in your store to be consumed on any road, lane or byway within 100m of the store. This is a very serious offence, which will result in store closure and the loss of the liquor licence, so be sure to bring any such activity to your manager's attention immediately.

6. It has come to our attention that some adults purchase alcohol, which they give or sell to under age drinkers. No customers are to be served who are known or suspected of selling to or assisting underage drinkers/ smokers by making the purchase on their behalf.

7. Be particularly vigilant at certain times for underage persons attempting to purchase alcohol eg, Friday and Saturday nights, the day of the Junior certificate, Leaving certificate results etc..

8. Dunnes Stores supports the use of the National Age Card scheme and will supply the relevant national age card application forms to those who do not already have a card.

9. You cannot sell alcohol to a customer who appears to be drunk.

10. You must not sell alcohol to a customer who is disorderly (behaving badly)

11. You must report to your manager and it must be recorded in an incident book, any attempts of an underage person attempting to purchase alcohol for an underage person or for consumption within 100 meters of the store.

DUNNES STORES

6.4 Re:Sale of Paracetamol / or items containing Paracetamol

Please note it is illegal to sell more than one product containing paracetamol in a transaction (the till system will not permit it either). You also cannot sell more than one paracetamol product to the same customer by finishing one sale and attempting to take another. If a customer wishes to purchase more than one product, politely inform them that it is against the law to sell more than one paracetamol product in a single transaction, inclusive of the above examples.

Failure to adhere in full to this procedure will leave you liable to termination of your employment

6.5 Working outside of Dunnes Stores

You will devote your full time and attention to the Company during the work schedule established with the Company (unless prevented from doing by ill health or accident and except during approved leave).

While you are employed by the Company, you may only take up other employment (or engage in other working a self-employed capacity) outside of the work schedule established with Dunnes Stores, and only where the following conditions have been met:

DUNNES STORES

1. Any employment with any other employer (or other work carried out in a self employed capacity) must not impact your ability to perform your role with the Company or give rise to any health and safety or productivity concerns. You must also ensure that such employment does not give rise to any breach of applicable statutory or regulatory obligations.
2. Any employment with any other employer (or other work in a self-employed capacity) must not give rise to any conflict of interest with the Company and in particular, you must ensure that you do not carry out any work for or on behalf of any competitors of the Company. Whether such work gives rise to a conflict of interest shall be determined by the Company and the Company's decision in that regard will be final.
3. You will ensure that in the course of any employment with any other employer (or other work in a self-employed capacity), you will comply with your Confidentiality obligations as set out above. You will only access any Company system in the performance of your duties to Dunnes Stores and never while in employment with any other employer (or in the course of any other work in a self-employed capacity). You will not carry out any other work during the work schedule established with the Company (including answering calls or checking/responding to related emails and/or messages).

Please discuss any additional employment/work you are considering to avoid any breach of this provision. Any breach of this provision may be considered an act of gross misconduct and could lead to disciplinary action up to and including dismissal.

6.6 Trading / Collection

Private trading in any commodity is not permitted on Company premises. Collection or distribution of literature is not permitted during working hours or on the company premises.

6.7 Merchandising and Pricing Procedures (EPOS)

(Electronic Point Of Sale)

1. Every shelf must have an appropriate shelf edge strip, lost or broken strips must be replaced. Shelf edge strips must be of the appropriate colour wherever possible.
2. Each item placed on display must have a related SEL (*Electronic Point Of Sale*) on the shelf edge strip.
3. If an item has no SEL, the product must not go on sale until it has been verified that the item will scan correctly and an SEL has been ordered for it (check with the EPOS price clerk).
4. When an item is being put on display, the SEL must be placed underneath the product to the left hand corner of the item's facing out.
5. If an item occupies a full shelf length, the SEL must be applied to the centre of the shelf.
6. If the location of an item changes due to a change in the planogram / layout, the SEL must be moved to reflect the new location.
7. If an item is out of stock, the appropriate out of stock label must be applied to its SEL. Whether the gap is to be filled or not depends on the product. (please refer to the "Gaps Policy").
8. If an item incorrectly has an out of stock label applied, it must be removed.
9. If an item is on sale without an SEL, one must be requested, using the SEL Request Sheet or a Hand Held Terminal. Ensure that the full product description and all 13 or 8 digits of the barcodes are recorded.
10. When facing off lanes at night, the SELs should also be tidied.
11. External merchandisers must consult the EPOS price clerk before packing out any new product, implementing any reductions, special offers etc. Failure to do this can cause severe disruption at the checkouts and may breach Trading Standards & EAN1 requirements.



7.0 Dealing with problems

7.1 Disciplinary Procedure

Employees are required to carry out their duties to the best of their capabilities and to a reasonable standard, to conduct themselves appropriately, to be in attendance during their normal hours of work, to abide by the terms and conditions of their contracts of employment, the rules and regulations of the Company and to abide by the procedures that are required in the everyday performance of their duties.

The aim of our Disciplinary procedure is to ensure adherence to rules, policies and procedures and to deal with matters that fall below the standards required by our employees. Should an employee fail to meet the required standard either in respect of work performance or conduct the following disciplinary policy will apply except during an employee's probationary period (for the conditions that apply during a probationary period please see section 3.1).

If there is any matter relating to a breach of procedure, conduct or standard of performance, the company will commence the procedure set out below. While the disciplinary procedure will usually be invoked at stage 1 more serious issues may require commencement at Stages 2,3,4, or 5 and to skip some stages depending on the matter at hand and this is entirely at the discretion of the company.

In the case of a serious breach of procedure or misconduct summary dismissal may be appropriate. This disciplinary procedure is designed to be fair and equitable. Each employee will be given an opportunity to explain their conduct or poor performance.

In order to deal with a disciplinary matter effectively the company may interview other employees or relevant witnesses. All parties involved in a Disciplinary Procedure must treat any Information obtained during the formal or informal procedures in the strictest confidence. However it is not possible to guarantee confidentiality and or anonymity to anyone involved in the procedure.

There may be occasions when Dunnes Stores personnel have, or believe they have, a duty to disclose information particularly where there is a serious concern regarding the risk to the health and safety of a staff member or to another person.

Any employee who is involved in a Disciplinary Procedure in any capacity, must keep all details relating to the issue confidential outside of the process. A breach of this may be treated as a disciplinary matter.

Employees are entitled to be accompanied by a work colleague to any meetings held in the context of this procedure.

Stage I - 1st Verbal Warning

In the event that an employee's conduct or performance falls short of the standard required by Dunnes Stores in any respect other than in cases of misconduct, an interview will take place where the employee will have the opportunity to make whatever representations he/she considers appropriate. At the manager's discretion the employee will receive a verbal warning which will be noted. The warning will advise the employee of the specific aspect of work performance or conduct, which is below standard together with the improvement required and what the consequences of a failure to improve may be in cases of inadequate performance, help in the form of further training may be given.

DUNNES STORES

Stage 2 - 2nd verbal warning

If there is a repetition of the type of conduct or other unacceptable conduct or a failure by the employee to provide a requested improvement, an interview will take place, during which the employee will have the opportunity to make whatever representations he/she considers appropriate. If deemed appropriate, the employee will receive a second verbal warning. This warning will set out the specific aspect of performance or conduct which is below standard, the improvement required and what the consequences of a failure to improve may be. In cases of inadequate performance, help in the form of further training may be given.

Stage 3 - Written Warning

If there is a repetition of the conduct, or other unacceptable conduct, a breach of procedure or a failure to improve performance, an interview will take place during which the employees will have the opportunity to make whatever representations he/she considers appropriate. If appropriate, a written warning will be issued to the employee. If related to performance, the warning will state the specific aspect of the employee's work performance, which is below standard, and the improvement required. The employee will also be advised that a repeat of the conduct or further unacceptable conduct or further failure to comply with a requested improvement may result in the employee's dismissal. In cases of inadequate performance, help in the form of further training may be given at any stage.

Stage 4 - Suspension Without Pay

If there is still a failure to improve performance or a further breach of procedure or conduct or other unacceptable conduct an interview will take place during which the employee will be allowed to make whatever submissions he/she considers appropriate. If deemed appropriate the employee will be suspended. The employee will be advised that dismissal may result if there is no satisfactory improvement, if performance related, or if there is a further breach of procedure or conduct.

Suspension With pay

An employee may be suspended with pay pending an investigation taking place at any stage of the procedure.

Stage 5 - Dismissal

Dismissal is the final stage of the disciplinary policy and the decision to dismiss will only be taken following a thorough investigation of all the relevant circumstances. Depending on the circumstances, dismissal may be with or without notice.

Other disciplinary sanctions will also be considered as follows :

- Forfeiture of salary for a specified period
- Forfeiture or reduction in a benefit for a specified period or permanently
- Demotion (with or without appropriate salary reduction)
- A combination of any of the above

DUNNES STORES

Appeal

An employee who wishes to appeal against a disciplinary decision should do so in writing to the Store Manager within seven working days, from the date of the final disciplinary meeting, outlining in full the specific grounds of the appeal. The Company decision will be final.

This appeals process does not apply to your probationary period.

MISCONDUCT - SUMMARY DISMISSAL

The following are examples, which are not by any means exhaustive, of misconduct meriting dismissal without notice and without recourse to the previous stages of the disciplinary policy.

- Serious breaches of company policies or procedures.
- Theft or dishonesty regarding Company, employee's, customers or visitors' property irrespective of the value.
- Alcohol / Drugs / Illegal Substances - being in possession of or consuming alcohol / drugs / illegal substances while at work or on the company's premises or vicinity: reporting for or being at work having consumed or being under the influence of Alcohol / Drugs / Illegal Substances ; unlawful buying, selling, distribution on or off the premises, within or outside of working hours.
- Damage to Company property or to an employee's property
- VALUEclub/Privilege Card fraud, abuse or breaches of the scheme or VALUEclub procedure .
- Falsifying or interfering with any Company records, on your own behalf or on behalf of another employee.
- Untrue or misleading statement on an application for employment.

DUNNES STORES

- Engaging in employment whilst on leave (e.g. sick, parental, maternity, force majeure adoptive leave etc.)
- Physical violence, fighting, threatening or endangering another person /employee's safety on or (in the case of another employee) off the premises.
- Indecent conduct on the Company's premises
- Refusal to carry out or disregard of reasonable instructions
This includes regarding duties, tasks, and rostered hours.
- Sexual harassment / harassment on any of the nine discriminatory grounds of anyone in any way connected with the Company.
- Conduct, including social conduct unbecoming of an employee of the Company or contrary to its best interest or which could bring the Company reputation into disrepute.
- Conviction of a criminal offence whether committed during the course of or outside employment which could bring the company into disrepute or render the employee unsuitable for work or unacceptable to other employees.
- Serving alcohol/tobacco to any person under the legal age.
- Breach of Confidentiality
- Breach of email, internet, and social networking policies and or inappropriate use of business systems including telephone.
- Possessing firearms or other weapons on the premises.

7.2 Internal Complaints Procedure

Problems and misunderstandings are bound to arise from time to time whenever people work together. If a problem related to your employment arises, it is the aim of the Company that it should be resolved. If a problem is discussed openly it can be dealt with quickly and fairly. To ensure that this is the case the following procedure will apply.

- Any problems related to your employment that arise should be discussed with your department manager or Human Resource manager . Most day to day problems will be settled at this level. If your problem relates to your department manager, the problem should be taken to another department manager .
- If you are dissatisfied with the outcome you may register your complaint with the Store Manager or Head of Department (in the case of Head Office employees). You will be met as soon as is practical with a view to resolution of the complaint.
- In the event that you are still unhappy with the outcome, you should write to the Regional Manager he/she will make contact with you with a view to a resolution of the matter raised.

8.0 Additional Benefits

8.1 Pension Scheme

Employees are entitled to join the company Pension scheme once 3 years of continuous service has been completed. The company contributes 6% of an employee's pensionable weekly wage. The employee contributes 3% of their pensionable weekly wage.

Until the time that you become eligible to participate in the Company's pension scheme you may contribute to a Personal Retirement Savings Account (PRSA), which the Company has arranged with Irish Life and Permanent. You will deal directly with Irish Life and Permanent to open a PRSA. but further details of these schemes are available from the HR Department. The employee's pension scheme operates at the absolute discretion of the Company. It may be amended and/or discontinued at the Company's absolute discretion at any time without notice.

8.2 Health Care Scheme

Employees are entitled to join the Company Health Care Scheme group membership, provided 1 year of continuous service has been completed and the employee is over 18 years of age. Employee Health Care Scheme contributions can be automatically deducted by the wages department. Further details of this scheme are available from the H.R. department. The scheme operates at the absolute discretion of the Company. It may be amended and/or discontinued at the Company's absolute discretion at any time without notice.

9.0 Health and Safety / Food Hygiene

A Health and Safety Statement is available for an employee's review in each Store. It is the policy of Dunnes Stores to ensure, so far as reasonably practicable, the safety, health and welfare of all employees and other persons having any reason to visit any of our premises. It is the responsibility of all of us, as Dunnes Stores employees to ensure that we all play our part in maintaining a safe and healthy environment at work.

DUNNES STORES

To assist us in our efforts, the following guidelines must be followed at all times.

9.1 Food Safety and Hygiene Procedures

Dunnes Stores are committed to selling safe quality food to our customers in a clean and pleasant shopping environment. We must maintain the highest standards of food safety & hygiene to ensure that

Our stores have the highest standards of cleanliness for our customers.

- We comply with the current hygiene & food safety legislation.
- We have "Clean as you go" policy in place in every department.
- We sell wholesome safe quality food to our customers.
- We have a good hygiene and food safety awareness in all our stores.
- We have an effective HACCP & food safety system in place.

WHAT IS HACCP?

Hazard Analysis Critical Control Point

"A systematic approach to the identification and assessment of hazards associated with all stages of a food operation and the identification of critical control points".

Good hygiene practices and food safety controls are everyone's responsibility. The reputation of Dunnes Stores for providing a safe and pleasant shopping environment for our customers depends on YOU.

Top 10 Must Knows for Hygiene and Food Safety

1. Always "clean as you go" - never merchandise stock on to a dirty shelf.
2. Wipe up spillages immediately - there must be a "See it - Clean it" policy.
3. Only use Dunnes Stores authorised cleaning chemicals -
i.e. no wire scrubbers to be used. Always read the instructions and wear the appropriate protective clothing

4. Report any symptoms of food poisoning illness to your Manager.
5. Maintain high standards of personal hygiene and wash hands frequently.
6. Prevent cross contamination by separate storage of raw and cooked stock. Always wash hands / change gloves when handling raw and then cooked stock.
7. Report any signs of pest activity to your Manager immediately Food Safety and hygiene records must be completed clearly and kept up to date.
8. Remove any damaged and out of date stock from sale and place in the appropriate returns area . All returns must be clearly identified.
9. Maintain the chill chain - Place fresh/frozen stock into the coldroom or display fridges / freezers within 20 minutes (Max 30 minutes)
10. If you don't understand something or see something which might put food or people at risk, always tell your Manager.

Good Hygiene Makes Sense

Failure on the part of employee's to observe or follow these guidelines and practices may result in disciplinary action up to and including dismissal.

9.2 Manual Handling / Lifting Procedure

At times, in the workplace, you may find that you will need to lift and carry stock or equipment. Poor manual handling techniques may cause pain or injury. For this reason, it is vital that you use the correct technique when lifting and carrying equipment or goods.

Rules to Remember:

1. Size up the load - make sure you can manage the weight yourself. Then make certain of good balance by placing one foot slightly in front of the other.
2. Keep your back as naturally curved as possible. Tuck in your chin towards your chest.
3. Use the strong leg muscles rather than the weaker back muscles.
4. Carry the load close to the body.
5. Watch where you are going when moving the load.
6. Make sure hands and feet are clear in placing loads.
7. Always ask for help when needed.
8. Mechanical lift should be used to lift where possible.
9. Ladders are provided where appropriate and you must use as Instructed.

DUNNES STORES



How Much can I lift?

- Assess the load for size, stability etc.
- Is the floor obstructed in any way?
- Every person is different.
- Be aware of your own ability



Safe Lifting Technique

Ready Steady...

- Feet apart / good balance
- Get close to the load
- Shoulders square with hips
- Relax the knees
- Relax the back, tuck the chin in
- Heel on the ground



Safe Lifting Technique Go!

- Hold firmly, lifting slowly from floor to waist and using your legs
- Carry close to the body, avoiding sudden movements.
- Transport with trolley / set down in reverse order

Horseplay

Horseplay or "messaging" can, all too often, lead to serious injury. Therefore this type of conduct is not tolerated under any circumstances and is a dismissible offence.

9.3 Use of Equipment

- If you notice a hazard to health and safety, you should report it immediately to a Manager.
- Only use equipment that you have been trained to operate properly.
- Employees under 18 years of age are not permitted to use equipment such as knives or slicing machines or any similar equipment in any area (except for safety knives).
- Only safety knives are used for opening boxes and packaging.
- If you notice that equipment is faulty / broken you should report it to a Manager. You should not use this equipment and you should never attempt to repair it yourself. You should place a notice stating that the equipment is out of use..
- Ensure that you are not wearing jewellery or loose clothing when operating machinery.
- Conservative footwear must be worn at work - open-toe or high-heeled shoes are prohibited.
- When you are finished using the equipment / machinery, make sure that it is left in a safe position for the next operator.
- Fully trained and certified employees are the only personnel authorised to operate the store forklift/electric pallet truck. Operation of a forklift/electric pallet truck by an untrained employee constitutes misconduct. If you are not a selected designated forklift driver/electric pallet truck operator within the store you must not operate these vehicles (even if trained)
- The Company has provided the correct equipment for the operation of every task. It is your responsibility to locate and use the correct equipment (where relevant) before commencing tasks.

9.4 Dealing with spillages

Good housekeeping is a major priority in Dunnes Stores and we pride ourselves on providing our customers and employees with a clean, hygienic environment in which to shop and work.

DUNNES STORES

If you come across a spillage on the floor:

- Stand by the spillage and direct people away from the area.
- Wait for a colleague to arrive.
- One of you should then notify a member of the hygiene team who will attend to the spillage.
- Do not leave spillages unattended.

9.5 Accident Reporting

You must report any accident to yourself, colleagues, customers or others however minor, to your Store Manager immediately. Details of the accident will then be recorded in the Accident Report Book if required. A first aider should also be called to help the injured person. A list of first aiders can be found on the notice board and you should familiarise yourself with the relevant first aiders for your department.

9.6 Emergency Procedures

The following guidelines should be followed in the event of Fire, Bomb Alert and Evacuation.

1. Ensure that you know where all emergency exits and fire equipment are
2. If you discover a Fire, notify the switchboard immediately stating the location of the fire.
3. Raise the fire alarm by breaking the glass cover.
4. Leave the building quickly, giving assistance, where necessary, to customers by guiding them to the nearest exit.
5. Do not use lifts under any circumstances.
6. Do not go to cloakrooms/locker rooms for coats and personal belongings.
7. Report to the designated Assembly Point promptly. Do not go home, otherwise you could be reported as missing.

Your assembly point is located at: _____

DUNNES STORES

8. At the Assembly Point, gather in your department teams and inform your manager of any people missing.
9. Never re-enter the building until you receive the all-clear signal.
10. Never block access to fire exits or fire fighting equipment.

9.6A Protected Disclosure Reporting Procedure

This procedure is to be used to report a relevant wrongdoing as defined in the Protected Disclosures Act, 2014 (as amended by the Protected Disclosures Act, 2022).

Process for dealing with disclosures:

1. You will need to tell us the details of the wrong doing (including how you believe it could cause harm). This should be set out in writing, and sent by email to ProtectedDisclosures@dunnes-stores.ie. Alternatively you may wish to provide this information in person, which can be arranged by emailing the above email address. Any information you give us (including the identity and contact details of the person making the disclosure) will be treated as confidentially as possible.
2. Please ensure that when making the disclosure, you provide the email address on which you can be contacted.
3. Receipt of the disclosure will be confirmed to you in writing within 7 days.
4. An impartial person will follow-up on the disclosure.

DUNNES STORES

5. You will be given an update on the status of that follow-up within a reasonable period, but in any event within 3 months of the disclosure being acknowledged.

For information about raising a concern with a prescribed body or with the Protected Disclosure Commissioner, please visit <https://www.gov.ie/en/collection/41798-protected-disclosures-whistleblowing-list-of-prescribed-persons/>

10.0 Leaving the Company

All employees are expected to give the requisite period of notice set out in the employee's contract of employment, if not specified then notice is: for Store Staff at least one weeks notice before 5.00pm on a Saturday to expire on the following Saturday, for Store Management one months notice, Head Office three months notice.

Notice of intention to resign must be given to the company in writing.

Sick pay scheme does not apply to periods of notice of termination whether by the company or the employee.

The company (unless otherwise stated in your contract) will give you notice in accordance with the Minimum Notice and Terms of Employment Act which is as follows:

- 13 weeks or more but less than 2 years service - 1 week
- 2 years or more but less than 5 years service - 2 weeks
- 5 years or more but less than 10 years service - 4 weeks
- 10 years or more but less than 15 years service - 6 weeks
- 15 or more years service - 8 weeks

The Company reserves the right to pay you in lieu of your notice entitlement

Returning Company Property

You must return your uniform (cleaned), name badge, and locker key to the HR / Store Manager. If you fail to return your uniform within three days of your last day at work, the Company will deduct the cost of the uniform, name badge, and locker key directly from your final wages.

DUNNES STORES

Payment in lieu of Holidays

If notice of termination of your employment is given by you or the company, the company may require you to take any holidays you have accrued but not taken during your notice period.

Alternatively, the company may, at its discretion, make a payment to you in lieu of your accrued holiday entitlement. You will be required to make a payment to the company in respect of any holidays taken in excess of your holiday entitlement and accrued at the date of termination of your employment. Alternatively, the relevant sum due will be deducted directly from your final wage.

Retirement

The normal retirement age is 65 years. Accordingly your employment will terminate automatically on your 65th Birthday.

Change of address

It is your responsibility to ensure that the company has your current address and you must advise the company of a change of address immediately. All notifications to you will be sent to the last address you have formally notified to the company. The company take no responsibility for letters not received in the event that the address we have is not the correct address.

References

Written references are not given, however the Company will be happy to furnish any employment details directly to a prospective employer if requested and a statement of service can be issued.

Noticeboard

Please refer to your staff noticeboard for updates on policies and proceedings and matters relating to your employment. It is your responsibility to read the noticeboard regularly.

11.0 Why we have Rules

Dunnes Stores has procedures and policies in place to protect you, to protect our customer and to protect our Company. The procedures and policies are there for all our benefit. Please observe them.

Failure to comply with the procedures and policies of this handbook and your terms and conditions of employment could lead to disciplinary action, up to and including dismissal.

Career Opportunities

For the latest career opportunities in the Company visit our website www.dunnesstores.com and follow the links to current vacancies.

DUNNES STORES

ACKNOWLEDGEMENT SLIP

Dunnes Stores
46 - 50 South Great Georges Street
Dublin 2

I, the undersigned, hereby acknowledge receipt of a copy of the Dunnes Stores handbook.

I understand that it is my duty to familiarise myself with the details of this handbook and I agree to abide by the terms and conditions contained in the handbook.

Date: _____

Signed: _____

011019