

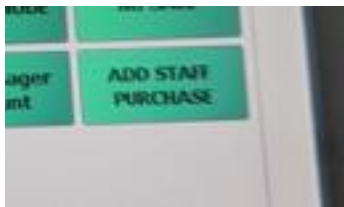



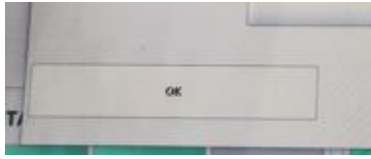
STANDING OPERATING PROCEDURE

Subject	Staff Purchases SOP045
Applicable to	All staff and volunteers of Nottinghamshire Hospice
Date issued	July 2024
Next review date	July 2025
Lead responsible for Policy	Director of Income Generation
Policy Reviewed by	Director of Income Generation
Written by	Retail Operations Manager
Notified to	Policy Working Group (11 June 2024)
Authorised by	Senior Leadership Team (July 2024)
Links to other Policies/Procedures	Staff Purchases Policy IG004 Refund Policy IG003 Disciplinary Policy & Procedure HR024 Managing Concerns and Performance of Volunteers VOL03 Right of Search Policy HR017
Summary	This procedure aims to clarify how staff discounts should be processed in Nottinghamshire Hospice retail outlets
Target Audience	Nottinghamshire Hospice stores and Online team

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

<p>1.</p>	<p>Introduction</p> <p>This procedure is to ensure that all parties involved in the sale of products to staff and volunteers in Nottinghamshire Hospice retail stores and the online team will follow a standard process to ensure:</p> <ul style="list-style-type: none">• Staff purchases are recorded and processed in accordance with the Staff Purchases Policy.
<p>2.</p>	<p>Pricing and Payment</p> <p>If a volunteer wishes to purchase an item and it has not already been priced, the Community Shop Manager or Assistant Community Shop Manager should set the price of that item in line with the shop pricing guide.</p> <p>If a Community Shop Manager or Assistant Community Shop Manager wishes to purchase an item and it has not already been priced, the other manager in the store should set the price of that item in line with the shop pricing guide.</p> <p>All purchases, including recycled and waste items must be processed through the shop till.</p> <p>Staff and volunteers in their home store (or a store they are covering) should have their transaction recorded as a staff purchase by following steps:</p> <ul style="list-style-type: none">• Log-into the till then press the more button at the bottom of the screen.• Press 'add staff purchase'.  <ul style="list-style-type: none">• Input the staff members full name on the pop up screen. 

	<ul style="list-style-type: none"> • Press ok.  <ul style="list-style-type: none"> • Complete the rest of the sale as normal.
<p>3.</p>	<p>Saving of Items for Purchasing</p> <ul style="list-style-type: none"> • Each store should choose a designated area which is set aside for staff and volunteers to leave items awaiting purchase. • All staff and volunteers should be told where this designated area is. • No items should be taken from the store unless they have been paid for • Items must not be borrowed or loaned from any store without prior authorisation from the Retail Area Manager or Retail Operations Manager. <p>The Community Shop Manager or Assistant Community Shop Manager should email the request to the Retail Area Manager or Retail Operations Manager.</p> <p>This request should include the reason for the loan and the proposed period of the loan.</p> <p>The Community Shop Manager or Assistant Community Shop Manager must wait for agreement by email before the item is removed from the store.</p>
<p>4.</p>	<p>Purchased Items Returned for Refund</p> <p>Any returned items should be processed in line with Nottinghamshire Hospice's refund policy.</p>

5. Queries

Should any member of the Retail team have any queries, they should be directed to the Retail Area Manager or Retail Operations Manager.