

Checkers

TEAMWORK
IS WHAT
MAKES THE
DREAM
WORK

1

AT YOUR
SERVICE



Checkers

**TEAMWORK
+
MOTIVATION
=
SUCCESS**

2

**AT YOUR
SERVICE**



Checkers

T OGETHER

E VERYONE

A CHIEVES

M ORE

AT YOUR
SERVICE

3

Checkers

CUSTOMER
SATISFACTION
LOYALTY

AT YOUR
SERVICE

4

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CUSTOMER
FRIENDLY
SUPPORT
INNOVATIVE
POSITIVE
PRECISE
TIMELY

AT YOUR
SERVICE

5

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THINK

CAN I DO
THIS MYSELF
BEFORE
SPENDING
MONEY?

6

AT YOUR
SERVICE



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SUCCESS

TEAMWORK

INSPIRATION

CREATIVITY

INNOVATION

VISION

**AT YOUR
SERVICE**

7

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**WE ARE
COMMITTED THAT
NO CUSTOMER
WILL EVER
LEAVE THE
STORE UNHAPPY**

8

**AT YOUR
SERVICE**



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**EVERY
R1 SPENT
MUST
FIGHT
FOR ITS LIFE!**

9

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SERVICE**



UP TO R250 000 REWARD

KEEP YOUR EYES OPEN



REPORT THEFT

HOW GREAT WOULD IT BE FOR OUR STORES TO BE THEFT FREE?

because it's the right thing to do!
Together we can join forces and fight theft, which means fewer people are employed, and this could affect you personally. But most importantly, we need to fight theft!

HOW DOES IT WORK?

A confidential information line is available 24 hours, 7 days a week on a toll-free number:

0800-11-88-79 or e-mail **service@asesa.co.za**

Dial the toll-free number from any telephone and give full details of your observation to the operator, who will give you a reference number that you need to keep.

Phone back after 10 days with your reference number to receive a report as to what action has been taken with regard to the information you supplied.

If anyone reports a conviction of theft or any other criminal activity, arrangements will be made for you to collect your reward of up to R250 000

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POWER HOUR	HAPPY HOUR	SHAREHOLDERS WALK ABOUT
8am to 9am	2pm to 3pm	3pm to 4pm
<u>Persons Involved</u>	<u>Persons Involved</u>	<u>Persons Involved</u>
Mechandisers Shelf Packers Managers	Mechandisers Shelf Packers Managers	Branch Managers Plus 1 Manager to Join
<u>What do we do?</u>	<u>What do we do?</u>	<u>What do we do?</u>
Check PI Labels and Expired Stock	Unpack and Re Pack Stock Room, Clean and Clear up to make space for DC	Talk to Staff, Merchandisers, Customers, Cleaners, Security and hear GOOD and BAD

<https://www.demo2.sizibah-godknows.co.za/?add-to-cart=21309>

AT YOUR SERVICE

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PI LABEL RULES:

- 1. Merchandisers & shelf packers may not remove labels, close gaps or dummy gaps.**
- 2. Using authorized space for other suppliers is not allowed.**
- 3. You will not move a PI label to merchandise your own product.**
- 4. Any staff member or merchandiser that is caught removing a label will face serious consequences.**
- 5. Only the BM may do any of the above.**
- 6. New item space allocation to be authorized by BM.**

ALL OF THIS IS FOR THE BENEFIT OF THE CUSTOMER.

ALL PRODUCTS SHOULD BE AVAILABLE.

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STOCK PRESSURE
STOCK PRESSURE

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10 Minute Rule:

- This discipline must be enforced, and branch management, staff and supplier merchandisers must understand the importance of this.
- All perishable products must be refrigerated within 10 minutes after it has been received.
- All refrigerated perishables can only be received in a drop temperature cage that is in working condition.
- All perishable delivery vehicles must be refrigerated vehicles and must be in working condition. Management to check before receiving the stock.
- No perishable truck door will be opened unless our drop temperature cages are empty, in working condition and ready to receive.
- After leaving the drop temperature cage, the refrigerated stock has 10 minutes to be packed away.
- Receiving must be geared up and ready to pack this stock away.
- Receiving must have a schedule where perishable suppliers are delivering each day, to ensure sufficient staff is available to pack away stock within 10 minutes.
- No roller cages with perishable stock are allowed on the sales floor. It must be packed on a merchandiser trolley and be moved to the sales floor to be packed out urgently.
- Perishable returns can only leave the refrigerated back-ups when the supplier has arrived with delivery.
No returns to be outside the refrigeration trucks.

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10-MINUTE RULE

PLEASE ENSURE THAT THE
FOLLOWING PRODUCTS ARE
REFRIGERATED WITHIN
10 MINUTES OF DELIVERY.

PERISHABLES & FROZEN



FRUIT & VEGETABLES



CONVENIENCE PRODUCTS



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10-MINUTE RULE 10-MINUTE RULE 10-MINUTE RULE 10-MINUTE RULE

10-MINUTE RULE 10-MINUTE RULE 10-MINUTE RULE 10-MINUTE RULE

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Expired Stock:

- Expired stock is when a product is unsellable to the public as the expiry date on the product has been reached and cannot be sold anymore.
- It is all management, staff and outside merchandisers duty to ensure that stock has been removed from the shelf by the expiry date and returned to the supplier/RC.
- All product expiry dates will be checked during the first hour of trading each morning in all departments daily. The Fresh departments is one section of the store where inspections need to be done daily, for expiry as well as quality.
- Expired products that are found will be removed immediately from the sales floor and will be dealt with as per the laid down procedure in store with regards to supplier returns and processing of wastage (including all procedures involving store management and security service providers).
- The expiry checks will AGAIN be done between 15h00 and 16h00.
- Any supplier, representative or merchandising agent who is responsible for the expired product in question will be fined R15,000 per product.
- The responsible merchandiser will face disciplinary action within his or her organization.
- In the event that there are no stocks on the shelf, no merchandiser or supplier is allowed to “fill the gaps”. Shelf space will be allocated at the discretion of management.
- There will be ZERO tolerance on expired stocks.
- The expiry files need to be updated, checked and signed off by management and the branch manager daily.
- The sales floor as well as back-ups need to be divided into areas where expiry dates can be checked for and removed monthly.
- It is very important to communicate to the regional group regarding any expired stock in store so all can follow up and investigate.
- Refund Books need to be checked daily by branch and regional teams to ensure all expired/bad quality stock is identified and reported. Shelves and back-ups to be double checked for any other related expired stock.
- Expired stock found on shelves or brought back by customers packed by any outside company; the relevant senior management must be involved to take necessary disciplinary action. Everyone must understand the seriousness of expired stock and the complications.
- Swell allowance stock and expired stock needs to be identified so, markdown can be requested from the buyer. It must be understood by management that suppliers only give a percentage of the swell allowance.



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FROZEN PERISHABLE COLOUR CODED CHART

Receiving Date Identification

January	Black
February	Pink
March	Dark Blue
April	Lime
May	Yellow
June	Grey
July	White

June	Grey
July	White
August	Light Blue
September	Green
October	Purple
November	Orange
December	Red

NB: The purpose of this chart is to be able to identify when Frozen Perishables stock is going to expire in our backup area, by looking at the Colour Code on the top left hand side of the box of products.

For example, should a perishable box expire in January, label/stick a white sticker on the top left hand side of the box as per colour coded chart.

Frozen Perishables Backups

Colour Coded Charts – 2 per store

1 x Laminated Chart for Drop Temp Receiving Bay

1 x Laminated Chart for Frozen Perishable Backup

PLEASE NOTE!

Prepping Receiving Bays & Froze Perishable Backups

1. Each Drop Temp Receiving Bay will have the colour sticker for the month to use.
2. Ensure that you have sufficient stickers of each colour.
3. Receiving Clerk / Double checker will receive as normal.
4. Check the colour sticker of the month on the outside of the box. (The month that you receiving the stock in)
5. Please ensure that the sticker is placed on the top left hand corner of the box (as per example)
6. The 25th of every month, we'll use the following month's colour sticker. **(This is the rule)**
7. Current stock in the backup freezer will not be colour coded. **(This is the stock that should be merchandised first on the sales floor)**
8. 10 Min Rule need to adhere to at all times / as well as all receiving procedures must be as per normal receiving procedures.



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C



CUSTOMERS

H



HELPFUL

E



EFFICIENCY

C



CARING

K



KNOWLEDGE

E



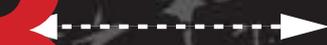
EXECUTION

R



RESULTS

18



SUCCESS

VISITORS RULES

- 1 All cell phones will be switched off.**
- 2 All visitors to report to the branch manager or duty manager if the branch manager is out of the store.**
- 3 No orders will be given unless damages have been addressed and the necessary uplift notes completed.**
- 4 Visitors will enter and exit via the staff entrance only.**
- 5 On entry all items on your person must be declared and cancelled, thereafter all uncanceled goods will be confiscated.**
- 6 No one may re-merchandise any item, shelf, section or category without the branch managers approval.**
- 7 Missing PI labels on your products will be requested and put up by you prior to leaving the store.**
- 8 Visitors cards must be worn and visible at all times.**
- 9 All merchandisers will wear our bibs while in this store.**
- 10 No merchandising will be allowed without the use of a completed merchandising control form.**

Failure to adhere to any of the above rules will result in your being asked to leave the store!

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RECEIVING PROCEDURES

- ✓ Receive Invoice and all required documentation from vendor. Verify store address and ensure stock is for store.
- ✓ On receipt of Invoices, Double Checker must manually number all pages of the Invoices i.e. (1/15, 2/15, 3/15) etc.
- ✓ Double Checker must take Invoices to Management to sign. Management must make a copy of the Invoices, with the Quantities and Weights blanked out.
- ✓ Airlock always in operation. When outer gate open; Manager/Receiving Clerk/Double Checker must be present at the outer gate while vendor is offloading.
- ✓ Receiving bay must be completely cleared of stock and empty before vendor offloads. Only one vendor per bay. Vendor to offload according to Invoice sequence onto pallets/roller tainer. Top to bottom or bottom to top.
- ✓ When both outer and inner gates are locked the Cross-Check procedure can begin.
- ✓ The Receiving Clerk/Management will start scanning from the one side and the Double Checker will start checking from the opposite side. Counts must be done from pallet to pallet or roller tainer to roller tainer (NO EXCUSES). Double Checker must open all boxes and quantities/weights must be recorded on the blanked-out Invoice. All boxes must be date stamped.
- ✓ Original Invoices are only allowed in the receiving bay when Management is receiving stock by weight so that the store does not receive more than is invoiced.
- ✓ When the Receiving Clerk/Management and Double Checker complete their cross checks, the Receiving Admin Clerk must compare the quantities/weights recorded by the Double Checker to the original Invoices and make a tick on the original Invoice line by line, clearly noting any shorts to confirm comparison.
- ✓ After all the Invoices are compared and all Short Claims were captured and signed for by the Driver has recorded his/her Name, ID and Vehicle Registration Nr the Double Checker must stamp and sign all pages of the original Invoices and Short Claims.
- ✓ While the inner gate is opened, and the outer gate locked the stock must be cleared from the receiving bay. The Double Checker must be present at the inner gate.
- ✓ When the bay is cleared from all stock, the Double Checker must lock the inner gate.
- ✓ RETURNS TO BE DONE BEFORE RECEIVING NEW STOCK FROM VENDORS.
- ✓ Returns must be checked in the receiving bay and Management must be present.
- ✓ Double Checker must compare return stock with the Return Claim Document and make clear ticks as comparison on the document.
- ✓ Double Checker must verify the Vendor's name, ID number and Vehicle Registration number and record the information in his/hers hand writing on the Return Claim Document.
- ✓ All pages must be stamped and signed by the Double Checker.
- ✓ All waste must be checked in the receiving bay in clear view of the camera where available in receiving.
- ✓ Management must be present; Double Checker must compare all waste against the Waste Despatch Document and make clear ticks as comparison on the document.
- ✓ All pages must be stamped and signed by the Double Checker
- ✓ DDP WASTE Boxes must be flattened and packed vertical into DC roller tainers.
- ✓ Only hard waste allowed on return roller tainers.
- ✓ AT END OF DAY ALL RECEIVING CAGES MUST BE CLEANED AND CLEARED OF STOCK

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**ALWAYS
REMEMBER
THAT YOU ARE
UNIQUE JUST
LIKE EVERYONE
ELSE**

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**ATTITUDE
IS
EVERYTHING**

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AT YOUR
SERVICE



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**I DIDN'T
CHANGE,
I JUST
FOUND
MYSELF.**

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AT YOUR
SERVICE



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**IF SOMETHING IS
BROKEN WE HAVE
TO FIX, BUT
WHAT CAUSED IT?
WILL CALL
REGIONAL FOR
THE PERMISSION
TO LOG A CALL.**

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AT YOUR
SERVICE



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OUR PEOPLE ARE OUR POWER!

10 Commandments of Superior Customer Service

1. The customer is the most important person in the company.
2. The customer is not dependent on you - you are dependant on the customer.
3. The Customer is not an interruption of your work.
4. The customer does you a favour by visiting or calling your business.
5. The customer is as much part of your business as anything else.
The customer is not cold static.
6. The customer is not someone to argue or match wits with.
7. It is your job to satisfy the need, wants and expectations of your
8. customer and to resolve his or her fears and complaints.
9. The customer deserves the most attentive, courteous and professional treatment you can provide.

10 You work for the customer.

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AT YOUR
SERVICE



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**WHEN I LOST
ALL OF MY
EXCUSES,
I FOUND ALL
OF MY
RESULTS**

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AT YOUR
SERVICE



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**WORK
HARD,
DREAM
BIG**

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AT YOUR
SERVICE



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**NO CUSTOMER
TROLLEYS IN
THE BACKUP**

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**AT YOUR
SERVICE**



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**YOU
MATTER**

**I FEEL VALUED
I ADD VALUE**

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AT YOUR
SERVICE



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**WHAT MUST
BE DONE
TODAY MUST
GET DONE
TODAY**

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**AT YOUR
SERVICE**



**NON FOODS SUB DEPARTMENTS /
SOUS DEPARTMENT NON ALIMENTAIRES /
SUB DEPARTAMENTO DE PRODUTOS ALIMENTARES**

NO	SUB DEPARTMENT	COLOURS		
7	Manchester	07	07	07
11	Harbedashery	11	11	11
14	Kiosk	14	14	14
17	Hosiery	17	17	17
20	Baby Care	20	20	20
21	Eye Wear	21	21	21
22	Stationery	22	22	22
24	Luggage	24	24	24
25	Toys	25	25	25
26	Magazines	26	26	26
29	Christmas	29	29	29
31	Party & Wrappings	31	31	31
48	Housecoates & Overalls	48	48	48
49	Footwear	49	49	49
50	Clothing	50	50	50
51	Underwear	51	51	51
54	School Uniforms	54	54	54
57	Sport	57	57	57
59	Gifts	59	59	59
60	Non Trade	60	60	60
61	Garden	61	61	61
62	Small Appliances	62	62	62
63	Sound Equipment	63	63	63
65	Electrical Smalls	65	65	65
66	Outdoor	66	66	66
67	Motor Car	67	67	67
69	Music.	69	69	69
70	Metal Cookware	70	70	70
71	Kitchenware	71	71	71
72	Plasticware	72	72	72
73	Brushware	73	73	73
74	Crockery	74	74	74
76	Glassware	76	76	76
77	DIY	77	77	77
78	Perfumes	78	78	78

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NON-FOODS BASICS

- Webbies to be done regularly
- Bokkies layout to be followed
- Correct flows to be followed
- Current pop music to be played at Tech X at all times to create vibe
- Shopper bags at till points to be always full
- Current running promotions leaflets to be checked with '3 ticks'
- J-Hooks throughout the dept except where hanging
- Colour blocking where applicable i.e luggage, cooler boxes
- Swing tickets on camping chair displays must have max weight
- Electrical cords on displays to be tied
- Pot sets merchandised from highest price to lowest
- No toys on fridge tops
- 2 lines only per bottom basket
- All lines must be in house first before its placed on an end
- Full stock pressure on shelf
- Step on overbins
- 3 related lines on powerwings. Lower price on top, higher price at bottom
- J-Hook planogram (incl. J-Hook baskets)
- Tickets on advert lines and all Xtra Savings lines
- No missing PI labels
- PI labels updated every 2 months
- 1m of Non-Foods on all grocery ends
- All ends must have 1 x A4 and 2 x shelf talkers
- Clean displays and shelves at all times
- Display unit on ends to be positioned on the left-hand side
- All bulk displays must have lollipops and a display unit
- Assemble all display units in full
- No damaged stock in warehouse or on floor
- All stock to be categorised;
- No loose stock or back-ups;
- All repairs and damages must be done daily

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W.H. 10 POINTS FOR 2024

1. Freshness stays No. 1!
2. Reduce Customer complaints by 10% & ZERO front-end complaints.
3. Sixty60 Pick Fill 98% - **NOT NEGOTIABLE!**
4. Selling Expired Stock remain biggest sin!
5. Control Wasteful Waste better & Swell Allowance
6. Expansion:
 - **Aggressive:** Small- & Checkers Foods
 - **Rapid:** Pet Shop Science (Target 100); Outdoor, UNIQ
 - **Selective:** Little Me only at major Regional Shopping Centurms
7. One-Stop-Shop: Continue
8. Uniform & Name Badge disciplines: **NOT NEGOTIABLE!**
9. Aggressive Refurb program
10. Continue focus on:
 - Health and Wellness departments
 - Fresh Cut Flowers & Pot Plants

Freshness: 10 Minute rule, drop temps, expiry dates, handling of stock, product knowledge, procedural knowledge, pack less out more often, think **FRESHNESS** in **ABSOLUTELY EVERYTHING** we do!

Checkers bigger and better **Hyper**

Checkers Foods

better and better
3Beckers

Checkers

Grocery Colour Coding – Stock close to expiry

Expiry date identification:

	Stock expiring within the same month.
	Stock expiring in the next month.

NB:

The purpose of this chart is to identify grocery stock that is going to expire within 2 months in our stockrooms. This will enable management to act swiftly and reduce waste.



Responsibility	Actions
Staff and Merchandisers	Merchandisers and staff will unpack the stockroom and identify stock that is close to expiry
Sales Manager & Security	The sales manager and Security will place stickers and record dates on to the top left-hand corner of the box.
Branch Manager	The branch manager will notify suppliers of stock that expires in the upcoming month and a claim will be raised to do a markdown.
Regional Manager	The regional manager will notify buyers and divisional management of stock that expires in the current month buyers will do a markdown.



Should an item expire in the upcoming month, a yellow sticker is used as an indicator with the date of expiry recorded on the label.



RECYCLING - RETURN TO RC



NO

- Do not mix materials
- No other external party will pick up cardboard or plastic that can be recycled from the store
- Do not send back soiled material or wet waste
- Do not send back materials in freezer blankets



**NO MIXED
CONTENT**



**NO HALF
LOAD**



**NOT IN
FREEZER
BLANKETS**



35 **lb** **upliftment, to ensure
identification of returned recycling.**

CARDBOARD AND PLASTIC



YES

- Stack in rolltainers
- Flatten cardboard
- Compact plastic as far as possible
- Include relevant paperwork to ensure your store earns an income from recycling



**CARDBOARD
SECURED IN
ROLLTAINER**



**CARDBOARD
WRAPPED IN
ROLLTAINER**



**PLASTIC
WRAPPED IN
ROLLTAINER**



36 Ensure all rolltainers are clearly identifiable, if part of a multi - s.



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**HOW AM I
GOING TO MAKE
MYSELF MORE
EFFICIENT?**

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**AT YOUR
SERVICE**



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**AT CHECKERS THERE
IS NO SUCH THING
AS: "I DON'T KNOW"
AT CHECKERS "I DON'T
KNOW" DOES NOT
APPEAR IN OUR
VOCABULARY**

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**AT YOUR
SERVICE**



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CONDITIONS OF ENTRY

By entering this store, I agree:

1. To NOT remove ANY P.I. labels.
2. To NOT close gaps.
3. To NOT adjust facings without management approval.
4. To NOT generate loose stock in stockrooms.
5. That I will ensure that there is a P I label on shelf when packing out new products.
6. To ensure that my stock in stockrooms is sorted by category, by article and by variant.
7. To ONLY enter or leave this store via the staff entrance.
8. To rotate stock as required.
9. To report expired stock (and stock about to expire) to branch management.
10. To dress in a neat and acceptable manner, according to company/agency policy.
11. To wear the visitors badge assigned to me.
12. To Wear the Cold Chain Champion waist coat issued to me (if applicable).
13. To Be searched as per the company security protocols.
14. That I understand that recurring absenteeism is viewed in a very serious light by Checkers management.
15. To clean shelves as required or instructed by Checkers management.
16. To NOT build unauthorised off-shelf displays unless approved by Checkers management / buying team.
17. To NOT install point of sale material, parasite units or any non-approved elements which have not been approved by Checkers management / buying team.
18. That I have cancelled all articles brought into the store by me.
19. To leave all areas I work in as well as the canteen and toilets, that are used by me, in a clean and acceptable state.
20. That if working with fresh foods I will ensure that all hygiene standards are met, that the cold chain is preserved and that the **10-minute rule is always adhered to.**
21. To assist customers when asked in a manner that is polite and appropriate.
22. To always represent my Company in a professional manner.
23. To ensure that the best interests of CHECKERS are always maintained / upheld.
24. That I will not behave in a manner that could bring the Checkers brand into disrepute.
25. To ensure all my returns are done and that there is a valid uplift note in the store before the new delivery is received (where applicable).
26. To ensure that all my swell allowance is scanned out (wasted) daily.
27. If I use a merchandiser trolley on the sales floor it will be clean and hygienic, and I will leave it clean and hygienic when I am done using it.



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**OUR BUSINESS IS
ALL ABOUT COST
SAVING.**

**Do not save what is
left after spending.
Spend what is left
after saving.**

**AT YOUR
SERVICE**

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SUSPECT SUPPLIERS

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A	B	C	D	E	F	G	
H	I	J	K	L	M	N	
O	P	Q	R	S	T	U	
V	W	X	Y	Z			



EXPIRY CHECK TEAM

DEPARTMENT

PERSON RESPONSIBLE

DELI

BAKERY

FRUIT & VEG

BUTCHERY

FISH

PERISHABLES

FRESH CONVEN.

GROCERIES

TOILETRIES

NON FOODS

LICUOR & WINE

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22/0 /2023

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CEO FOCUS POINTS

- 1. INSTOCK 98% and 100% CMA LINES in stock.**
- 2. No customer leave our stores unhappy (Retain your Customers).**
- 3. Nonfood focus (We need to increase Non food participation).**
- 4. Cost savings 0.2%.**
- 5. Price perception and R10 and R20 bins. (High GP lines opportunities and innovation).**

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AT YOUR
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MERCHANDISING TERMS & CONDITIONS:



- Enter and leave the store through the staff entrance only.



- Ensure that you are dressed in full company uniform and wearing your name badge.



- Carry a valid CGC card or a valid company letter with all your details and photo (valid for 3 months only).



- Report to the sales manager on arrival and departure to sign in and out.



- Conduct a floor inspection and make notes of any products not on the shelf.



- Draw the required stock from the stockroom. Do not overload merchandising trolleys.



- Use clean merchandising trolleys on the sales floor. **DO NOT USE CUSTOMER TROLLEYS.**



- Do not use rolltainers on the sales floor to merchandise stock.

On the sales floor, do the following:



- *Check shelves for cleanliness and clean them before packing stock if necessary.



- *Do not change any layouts without the sales manager's permission.



- *Remove all damaged, soiled, or expired stock from the shelves and place it in the damaged goods area.



- *Do not face up stock unless instructed to do so. Shelves must be fully packed at all times.



- *Do not pack any product that does not have a PI label. Notify the sales manager about such products.



- *Ensure PI labels are positioned at the bottom-left corner of the product display. Do not move any labels without authorization. Ensure no PI labels are older than 3 months.



- *Do not pack out any new products without consulting the sales manager, who will allocate the space.



- *Do not "top up" end displays, dump bins, or special displays unless approved by the sales manager.



- *Do not place any display bins without the sales manager's authorization.



- *Do not return loose stock to the stockroom.



- *Flatten all empty cardboard boxes and separate plastics into separate trolleys. Dispose of them in the waste control area.



- *Keep a record of all stock packed out.



- *Do not clutter aisles during packing, and clean your work area upon completion.



- Drawing times will be specified by management.



- Submit a list of out-of-stock or low-stock items to the sales manager.



- No merchandiser will be allowed to leave until the merchandising is completed to company standards.



- GAP scans must be conducted for articles with no stock on the shelves.



- Ensure all advertised lines are in stock. PI labels must reflect the correct advertised price, and articles must be ticketed.



- Damaged, returned, or blown stock must be captured regularly.



- When handling perishables or chilled products, follow the 10-minute rule: stock must be transferred from the stockroom to the sales floor within 10 minutes. Draw and unpack accordingly.



- Always follow FIFO (First In, First Out). Check expiry dates place older stock in front and newer stock at the back. Apply this in both the sales floor and stockroom.



- The 10-minute rule and FIFO stock rotation are compulsory at all times.

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GREET
OUR
COLLEAGUES
AND
CUSTOMERS

HELPFUL
HINT!



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GROCERIES TOP 20 STOCK HOLDING

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Checkers

NON FOODS TOP 20 STOCK HOLDING

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BAKERY TOP 20 STOCK HOLDING

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DELI TOP 20 STOCK HOLDING

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Checkers

FRUIT & VEG TOP 20 STOCK HOLDING

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Checkers

FISH TOP 20 STOCK HOLDING

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Checkers

TRUCK DRIVERS IMPORTANT NOTICE

**UNDER NO CIRCUMSTANCES
ARE DRIVERS PERMITTED TO
OPEN TRUCK DOORS OR TO
OFFLOAD STOCK ITEM
WITHOUT THE PERMISSION
OF MANAGEMENT.**

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**AT YOUR
SERVICE**



“

Team Checkers,

*We set high standards. We push. We expect results. That's exactly why we win. Being named **South Africa's Strongest Brand** in the **2025 Brand Finance Report** is no accident - it's the result of relentless effort, discipline, and the refusal to accept anything less than excellence.*

This title belongs to you - the team on the ground, in the stores, in the distribution centres, and at Home Office - who show up every day and deliver. It's proof that when we set the bar high, we don't just meet it - we raise it

Well done, your commitment, passion, and hard work has made us a strong brand, and I couldn't be prouder.

”

...

53

Willem Hunlun

Chief Operating Officer

“

At the heart of the Checkers brand is the relentless pursuit of “better and better” for our customers. Every day, we live by the pulse of the incredibly inspiring South Africans we serve, constantly looking for new ways to enable more South Africans to live better. We aim to offer unavoidable value and a world class shopping experience, made effortless. If, in doing so, customers choose us, we are thrilled and when customers reward us by embracing the brand, from Checkers Sixty60-themed kids’ parties to weddings, it’s the ultimate reminder of why we push boundaries and we’ll keep raising the bar for them.

”

...

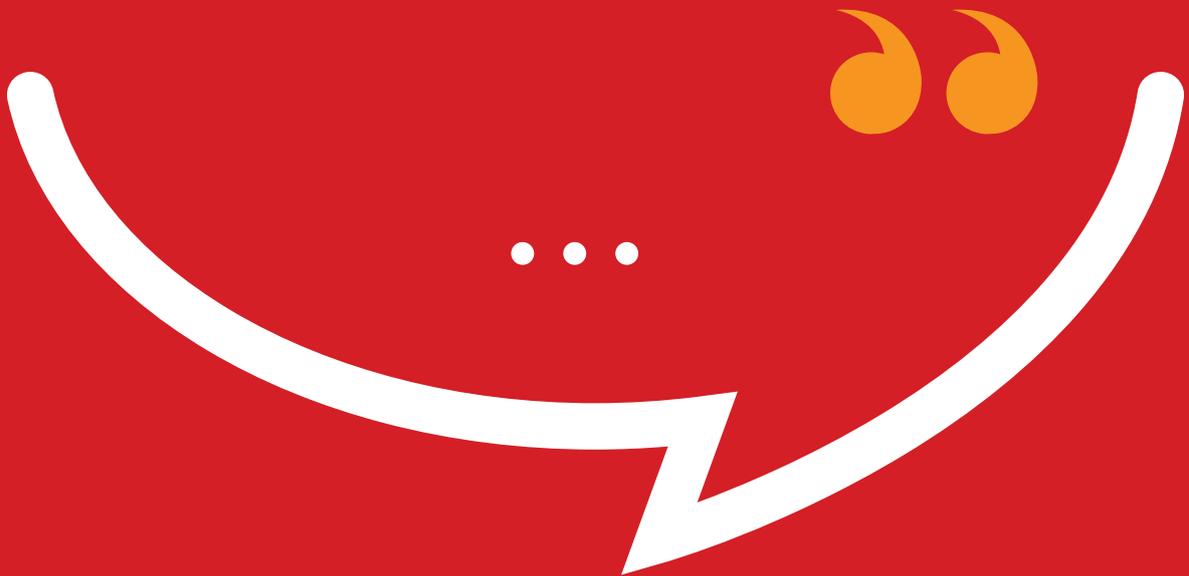
54

Ilze Bylles

Chief Marketing Officer
at the Shoprite Group

“

The Shoprite Group is a business with heart - profit goes hand in hand with a responsibility to the communities in which we operate.



55

Pieter Engelbrecht

Chief Executive Officer

**FIND
YOUR 0.3**



56 **checkers**

Checkers

✓ **SERVICE**

✓ **STOCK**

✓ **SALES**

AT YOUR
SERVICE

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