

TAKAHASHI IMPORTS

PERSONNEL POLICY

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TAKAHASHI IMPORTS

Our company has long been known as a good place to work. But it offers more than just a friendly atmosphere and pleasant working conditions. Takahashi Imports presents the opportunity for a worthwhile and stimulating career. You are with us because we think you can make a real contribution to our company. We hope you will enjoy it here.

We welcome you as you start your new job with Takahashi Imports. This manual has been written to help you become better informed about the things we do. We hope this manual will help you to feel at home here, because we believe that the more familiar you are with our company, the more effective you are likely to be in your job.

The procedures, policies and benefits are described only briefly for easier understanding, so if you have any questions about the details just ask your store managers. Be sure to keep this manual for future references.

I have read and fully understand the contents of this manual.

Signature

Date

Your EMPLOYER:

Your EMPLOYER is

TAKAHASHI IMPORTS INC.
(Mrs. T. N. Takahashi)

200 RHODE ISLAND STREET

SAN FRANCISCO 94103 CA.

(415) 431 - 8300

It is important that you know this. It is where your pay check comes from. This is the Head Office (main office).

Use this address and name for any official reference when you find it necessary to do so.

DO NOT USE YOUR BRANCH STORE address or STOCKROOM location address as the place of employment, as we have no facilities to handle official mail at the branches.

Your supervisor's address is the same as the Head Office.(main office).

Your own manager or other managers may be contacted at the store or in an emergency, at home.

The payroll and other bookkeeping duties are taken care of at the office. If it is necessary to ask a question, ask your manager first. Otherwise call the above number and be sure to specify RETAIL BOOKKEEPING SECTION.

Know that at any time you wish to drop in to see the premises of the main office and sample room, you may do so during the usual business hours during the business week if you have a day off enabling you to come by. City buses #19 and #22 come the closest. We extend a cordial welcome, just give Mrs. T a call.

I. DEFINITION OF EMPLOYEES:

- A. Permanent Fulltime (PFT): Employee who has completed 65 working days probationary period. Scheduled 40 hour work week, is a Regular.
- x B. Permanent Part Time (PPT): Employee who has completed 65 working days probationary period. Scheduled 20 hour work week or more but less than 40 hours.
- C. Temporary Full Time (TFT): A new employee who has not completed his first 65 working days. Christmas or seasonal extras scheduled for a 40 hour work week.
- D. Temporary Part Time (TPT): A new employee who has not completed his first 65 working day probationary period. Christmas and seasonal extras, etc. Scheduled for a 20 hour work week or more but less than 40 hours. May be by agreement, less than 20 hours per week.

II. WORK SCHEDULE:

A. Regular Work Week:

The regular work week is from Sunday to Saturday inclusive. Work schedules are posted two (2) weeks in advance by the store manager. Schedules will not be changed except in case of emergency. Changes are only arranged by the store manager and never by the employees.

Absence due to illness--it is your responsibility to NOTIFY YOUR STORE MANAGER by 9:00 AM the earlier the better, at his home or at the store. If you are unable, ask another to do so for you. Explain the circumstance to enable the manager to make arrangements. During prolonged absences, call time to time and give some idea as to returning date.

Emergency absences--anticipated or otherwise, such as weddings, etc, must be arranged by reporting to the store manager as soon as contemplated, in order to schedule your shift substitute.

B. Meal Periods:

Scheduled for 30 to 60 minutes, depending on the store. No employee shall work more than 5 hrs. without a meal period of at least 30 minutes. Except when the length of work is not more than 6 hrs. meal period may be waived by mutual consent of store manager and the employee. Meal period is scheduled by your manager or the assistant in charge of the shift.

C. Rest Periods:

Every employee working 4 hours or more is granted a rest period of 15 minutes. Authorized rest periods shall be based on the total hours worked at the rate of 15 minutes per four hour work period. This rest period is taken only at scheduled rotation arranged by your manager or assistant manager.

II WORK SCHEDULE: (continued)

D. Rest and Meal Periods: re-defined.

1. Employees working a 3 hour shift will not receive a rest period.
2. Employees working a 4,5, or 6 hour shift receives one (1) paid rest period of fifteen (15) minutes.
3. Employees working a 7 hour shift receives one (1) 15 minute paid rest period and an unpaid meal period of at least one-half ($\frac{1}{2}$) hour duration.
4. Employees working an eight (8) hour shift receives two (2) 15 minute paid rest periods and an unpaid meal period of at least one-half ($\frac{1}{2}$) hour duration.

III COMPENSATION:

A. Regular Pay:

Computed by multiplying base salary pay by actual number of hours worked. Executives are paid on the basis of 40 hr/week times regular base salary pay. There will be no overtime pay for executives, nor Sunday and Holiday pay.

B. Overtime Pay:

With the exception of Managers, and Asst. Managers, overtime pay shall be paid at one and one-half (1½) times the straight time rate of pay for work performed:

- a. In excess of 8 hrs. per day
- b. In excess of 40 hours per week
- c. On the sixth (6) day of work in a calendar week (excluding Sunday work).
- d. On Holidays (in addition to Holiday pay). ✓

C. Vacation Pay:

All regular employees will receive paid vacation on the following basis:

1. After twelve months of employment, regular employees are entitled to 5 days. Anyone who leaves the company before 12 months of employment is not entitled to any paid vacation.
2. After twentyfour months of employment regular employees are entitled to ten days of paid vacation.
3. After five years of employment from the anniversary date regular employees are entitled to fifteen days of paid vacation.
4. After 20 years of employment regular employees are entitled to 20 days of paid vacation.
5. When a Holiday falls during the employee's paid vacation, he will receive an additional day of his paid vacation.
6. Vacation request for a preferred time must be made to the store manager 6 weeks prior to the actual date of vacation, and preferably sooner.
7. Vacation must be taken. No cash payment is made in lieu of taking actual time off on vacation.
8. Vacations cannot be accumulated from one year to the next. Vacations must be taken in the year they are earned.

continued

C. Vacation Pay : continued

- 9. In order that each store will have adequate coverage during during the peak selling months, vacations will not be scheduled during the summer tourist season of June 15th to Labor Day; Christmas season of November 1st to December 25th; nor during the period of store inventory in January.
- 10. Takahashi does not pay severence pay. However, the company does pay any accrued vacation from the last preceeding anniversary date to the last full day of work. See C-1.
- 11. To compute accrued vacation pay:
 - 1. Compute the average weekly pay during the preceeding anniversary period. Take ratio by the month.
 - 2. Compute the ratio of the accrued vacation to the number of paid vacation such employee would have received had he worked through his anniversary date.
 - 3. Accrued vacation equals ratio ^{1.9%} ~~(1.9%)~~ x average weekly pay (1).

To illustrate:

A resigned March 31, after two years of employment, in 1980. Hired 10/1/77, earned \$10,000, from 10/1/78- 9/30/79.

- 1. Average weekly pay = $\frac{\$10,000}{52 \text{ wks}}$ = \$192.31
- 2. In 1980 if he works thru 10/1/80, he is entitled to 2 weeks or ten working days. Therefore, the ratio of the accrued vacation will be 10/1/78 - 3/31/80 = 6 months or 6/12 or $\frac{1}{2}$.
- 3. Accrued vacation = $\frac{1}{2} \times \$384.62 = \192.31 .

D. PAID SICK LEAVE:

1. PAID SICK DAYS:

Regular employees are entitled sick leave after a year of employment after their anniversary date. No sick pay is allowed before the first anniversary of employment.

2. SICK LEAVE:

Full time permanent employees earn 1.9% sick leave per month. Sick pay cannot be taken for cash. You may draw up to five days sick leave any given illness or accident, per year. It is not cumulative past each year.

If you are off work sick, longer than 5 calendar days, you are covered by our supplemental sick pay program.

You should not use sick leave for any but illness or accident.

D. PAID SICK LEAVE:

2. SICK LEAVE: continued PLAN A.

For legitimate sick leave, see the following examples which illustrate company policy:

First day of illness is not covered by sick pay, unless you are hospitalized, or go to see a doctor.

If you are sick and unable to work, see a doctor immediately as all early symptoms of illnesses, serious or not, may seem to you similar to a common cold. Get a note from the doctor that you have seen him. This note is your proof to turn in to your manager for coverage from the first day of sick leave.

Without a doctor's note, your sick pay will not cover the first day but commences the second day of sick leave.

EXAMPLE: A regular employee off sick and missing four days work is not hospitalized receives no pay for the first day off and receives three days' pay on his regular pay check, except with a doctor's note, the first day will also be paid.

After five days paid sick leave, this plan terminates and other plans become effective if the employee is eligible.

3. SUPPLEMENTAL SICK PAY: PLAN B. Prolonged illness/accident.

For full time permanent employees after one year of service in this status, who can prove eligibility for either Disability Insurance or Workmen's Compensation Insurance, can receive this plan in conjunction with either but not both DI or WCI.

The amount of supplemental sick pay depends on wages and length of service. The duration of supplemental sick pay depends on the length of service and type of benefit (DI or WCI). The amount paid by the company is figured after determining the amount to be received from either DI or WCI insurance.

<u>Length of service</u>	<u>Supplemental Pay</u>
1-5 years	50% of Insurance benefit*
5-10 yrs	80% " "
over 10 years	100% " "

*

The total of insurance benefit plus company supplemental pay cannot be more than 80% of regular wages.

An employee cannot receive sick pay under Plan A while eligible under Disability Insurance or Workmen's Compensation Insurance.

Duration of supplemental pay mentioned above is determined as follows:

continued

Duration of supplemental pay:

<u>Length of service</u>	<u>DI</u>	<u>WCI</u>
1-3 years	0 weeks	2 weeks
4-5 years	2 weeks	4 weeks
6-10 years	4 weeks	8 weeks
11-15 years	8 weeks	13 weeks
over 16 years	26 weeks	26 weeks

The company will follow this plan and continue it as long as and only while the office, the store, stockroom, or business at which the employee worked immediately prior to the illness or accident is in operation. However, being a voluntary plan, the company has and reserves the right to discontinue this plan at any time.

EXAMPLE: A regular employee off sick for two weeks who is not hospitalized receives no pay for the first day off and then receives four days' pay on his regular pay check. With a doctor's note, the first day will also be paid. In addition, he receives Disability Insurance and/or supplementary pay depending on his eligibility.

EXAMPLE: A regular employee gets hurt while working at his duties, is hospitalized with a broken leg, and is out 6 weeks. His sick pay starts the first day, the injury is work related, so he gets Workmen's Compensation Insurance and/or supplementary sick pay, the amount and duration depending his eligibility.

DISABILITY INSURANCE is paid for non-work related illness or accident.

WORKMAN'S COMPENSATION INSURANCE is paid for work-related accidents such as what happens on the premises normally considered the work area, and happening after clocking in and before clocking out, during the normal execution of duties. Illness work-related would be caused by conditions at work such as coal miner's lung infection, etc.

Length of service means length of time employed as regular employee status up to first day of illness or accident.

Wages or salary means regular monthly pay just before illness or accident.

You cannot receive both State Disability and Workmen's Compensation benefits. You cannot receive sick pay Plan A and Plan B for the same days.

The applicable plan of benefits cannot be a choice made by the employee but is determined by the company.

If you have any questions after carefully reading the foregoing, you may ask your manager or the payroll office or company insurance officer for further assistance.

SICK LEAVE:

Sick leave is INSURANCE to protect you in times of illness or accident.

It is not intended to become a supplement to regular income.

Sick leave, if not used, is not convertible to cash, time-off, or any other use.

ELIGIBILITY:

To be eligible for Supplemental Sick Pay you must be employed over one year and be eligible for State Disability or State Industrial Accident Benefits.

Supplemental Sick Pay is designed to take care of serious illnesses or accidents and goes into effect on the first day you are hospitalized, or the second week you are off due to illness or accident, and on the third day if you are off due to an industrial accident.

During the first week you are off due to illness or accident (3 days for industrial accidents) and not hospitalised, you are eligible for the paid sick days as listed.

SUPPLEMENTAL SICK PAY:

Supplemental sick pay is paid in conjunction with California Industrial Accident Benefits or California Disability Insurance benefits, and is designed to see that your approximate take-home pay is continued during a period of illness not to exceed 26 weeks in any given 12 month period maximum depending on length of service. How much and how long will depend on your length of service.

Takahashi requires a Physician's Certificate as proof of bona fide illness.

Employees must also submit proof of State Disability or Worker's Compensation eligibility.

In order to draw Supplemental Sick Pay, please contact the Insurance office of the Main Office at 200 Rhode Island Street, San Francisco, CA, 94103 phone (415) 431-8300.

E. PAID LEAVE:

For a regular employee after his first anniversary of hire:

Funeral leave: in case of death of a member of your immediate family -- mother, father, sister, brother, wife, husband, son or daughter and limited to the foregoing. You will receive your regular pay for whatever you would have earned had you worked on a regular schedule, for from one to three days absence. Proof is a church funeral program, newspaper clipping of the death notice mentioning your name as family, or a death certificate.

Jury Duty Leave: in case of enforced absence due to jury duty, you will receive the difference between the jury duty pay and the pay you would have made on those days had you worked your regular shift, if the jury duty pay is less. For the differential pay, please submit your jury duty pay copy. Maximum 5 days/any yr.

F. UNPAID LEAVE:

An unpaid leave of absence is time off with no loss in seniority and is granted as follows:

Following illness or accident: (non-work related)

(1) Regular employees in their first five years of employment --up to six months. Status or position depends on if there is an opening, in that position, but the returning employee will have priority, for the next vacancy that is suited, or any position for which he is qualified.

(2) Regular employees after five years of employment, up to twelve months, with re-entering as per the foregoing paragraph.

Following an industrial accident: (work related as described) --up to twelve months.

Maternity leave: Regular employees after one year of employment will be granted maternity leave of up to 9 months. Employees will be allowed to work through their seventh month of confinement provided they can perform their job and provided they obtain a doctor's medical clearance which is accepted and approved by the main office.

Military service leave: no limit, for eligibility, proof is discharge papers, and status is same or equal to position left.

Personal leaves: regular employees may in certain cases of compelling reasons apply for a leave of absence not in excess of 4 weeks. This type of leave will be judged case by case.

G. HOLIDAYS:

A. All regular employees shall be granted eight paid holidays per year:

- | | |
|----------------|---------------------|
| New Year's Day | Thanksgiving Day |
| Memorial Day | Christmas Day |
| July Fourth | Employee's Birthday |
| Labor Day | Anniversary Date |

The employee's birthday holiday is granted after the anniversary of employment. A day off with pay for the birthday is granted in the same month in which the birthday occurs but not on the day prior to, or the day following, a major holiday such as those listed above. This day is not cumulative towards an annual vacation by the same token, but must be taken independently. This birthday holiday may be taken in dash pay in the pay check should he wish to work his holiday, at straight pay, not holiday pay, at the discretion of the manager after the application of the employee, if made 4 weeks in advance or if there is a shortage of help in his section.

B. Holiday Pay: to be eligible for holiday pay, you must work your scheduled work day prior to and the day after the holiday. Both of these days must be worked. If you are off ill or are off with permission the day before or after the holiday you will not be paid for the holiday unless you work at least one day in the calendar week in which the holiday falls.

When a holiday falls during the employees paid vacation, he will receive an additional day of paid vacation.

C. Regular full time employees will be paid eight hours pay for each holiday or whatever number of hours he would regularly work if he were working on his usual schedule (in case of unusual work schedules).

Part time employees will be paid holiday pay based on his average weekly work schedule if each day is scheduled for equal number of hours, or on the number of hours he would have worked on that particular day were it not a holiday, and multiplied by the current rate of pay (hourly). Example: Tuesday hours are regularly three hours, x hourly rate.

H. PAY DAY:

L. All employees are paid bi-weekly, or 26 times per year. Do not discuss your pay or paycheck with others.

2. Wages and salaries are equal to or better than the average for comparable work in other comparable stores in the same classification.

3. The probationary period for all newly hired is 65 working days. As soon as possible after starting your job, try to become oriented to your responsibilities. If you do not know exactly what is expected of you, ask your immediate superior to teach you or tell you. Your job performance, coordination with others, reliability, responsiveness, accurateness, honesty, etc, will be observed and

judged. Your rating will be reported to the administration. If you seem to become a well-integrated part of our organization very soon, your job performance will show it, and you will also be a happy person on the job.

Think about this, and rate yourself, because your own opinion is as important as ours, and if you and Takahashi agree, you will be an effective and happy member of our team. Your store manager sends in a regular report on your performance. If there are questions, don't hold them but promptly ask your manager or supervisor, wjp are always anxious to help.

IV. GETTING AHEAD:

- A. Working together: Although individual skill determines the progress upwards in any group, the ability to respect others and show courtesy to all making for a pleasant working day and therefore a more productive one for all, is an equally important characteristic to nurture.
- B. Promotion: We are keenly interested in promotions from within, whenever possible. When an opening occurs, we look for someone in the company with the background, ability, desire, and potential. Therefore, promotion depends entirely upon yourself. Intelligence, initiative, good judgment, and the ability and the ambition or urge to use these attributes shown will be recognized.

After you have mastered your own job, see if you can learn the next job up, so that in a pinch you can be relied upon to back-up that position. Also, are you an innovator? Do you have good ideas that you can put into action? If you show enthusiasm for what you are doing you will inspire all those around you. The best way to get ahead is to do an outstanding job on the work you are doing.

- C. Raises: Raises are based on merit. This means are you taking more responsibility; are you dependable; are you consistent in performing well; do you make outstanding sales regularly; are you an asset to the company in the eyes of your staff and customers. Merit rating is reviewed periodically. Salary increases are merited by each employee with consideration given to your general abilities, and the way you handle the responsibilities accurately in connection with your job. A very careful review is made of your attitude, cooperation, attendance, sincerity, and your ability to follow store policy and procedures. Based on this review, by several superiors, raises are recommended and acted upon. Salesmanship ability of course rates high.

V. RULES AND REGULATIONS:

Rules are required to avoid confusion and frustration. While we believe in as few rules as possible, efficient operation and orderly conduct of business demands a few important regulations. You will realize that these rules are for the protection of all of us.

V. RULES AND REGULATIONS: (continued)

Any violation of any of the following rules may be the cause for disciplinary action or termination of employment:

1. Habitual tardiness; habitual absence without cause or approval.
2. Reporting for work or conducting company business or being on company premises while under the influence of liquor or drugs.
Using liquor or drugs during working hours or during meal/rest breaks.
3. Dishonesty or the willful misuse of company money or property, equipment, materials or supplies.
4. Unauthorized absence from your work area during the regular work period.
5. Failure to follow correct cash register procedure.
6. Inability to perform your work as required.
7. Misconduct or insubordination.
8. Failure to follow dress regulations.
9. Punching in or out any time-card other than your own, or allowing or requesting another to punch-in or -out your own time-card.*
10. Smoking on the job; Reading on the job.
11. Failure to observe procedures in accepting customers' personal check, travellers check and credit card purchases.
12. Abuse of employee check cashing privilege.

* Due to State and Federal laws and regulations, as well as our overtime policy, it is necessary that all employees record their time on a time card. No exceptions. Insurance company regulations are especially stringent.

TIME CARDS: The time card must show: TIME AND DATE
Time work is started.
Time out for meal break.
Time work is started after meal break.
Time out at end of work period

OVERTIME:

Overtime is paid based on your time card.

~~VARIANCE:~~

~~No more than five minutes will be allowed for variance of punch/work time if the work area and the time clock is more than 400 yards apart.~~

TIME CARDS: (continued)

Please plan to arrive at work a few minutes early if you plan to attend to personal needs or change your clothing, have breakfast, etc, to enable you to get promptly to work after punching-in to work.

Time-stealing will not be tolerated.

Time is allotted just prior to closing time to tidy-up the store, and everyone has their allotted duties to this end. This time is not for attending to personal needs, cosmetic touch-ups, dressing, etc in preparation for going home, as it is still paid-time for working. Time stealing will not be tolerated. Rest breaks are company-paid breaks. Any other time is not.

TELEPHONE USAGE:

Our telephones are there for the conduct of business only. When you are working your duties and responsibilities do not include connecting co-workers to their friends who call in, nor their time nor yours in talking socially. Please discourage your friends from calling you at work. Please tell them it not permitted.

In the event someone does call in for an employee, please write down the name and number and inform them they will be reached later by the employee on their free time on an outside phone.

If you should need to use a telephone, please use a public phone on your meal time. Please do not give your work phone number without informing your friends that you may not be able to call back immediately unless for an acute emergency.

This rule has been put into force as the result of abuse of privileges. Personal calls have tied up our phones and prove to interfere with the transaction of essential business. Also phone bills for the company showed an enormous number of out-of-town calls and overly long conversations. It is therefore now renounced and all phone calls of personal nature strictly regulated to dire emergencies.

A WORD TO THE WISE:

As previously stated, personal and social lives and business hours should be kept separated. Please do not allow friends to consider your working place a location for them to come to spend the time of day. Unless they come as customers, their visits are discouraged, if their stay is of unusual duration.

Appointments with doctors, dentists, etc, takes away from your working time and you will therefore lose your income from a normal day. If the appointments are made more than two weeks ahead and you do not know if you will be free on that day, please report to your manager so that he can give that day off as your regular off-day if possible. Try to take an appointment on a day that you think may be fairly sure is your day off. If you are making an appointment within the next two weeks or within the period of a posted schedule, copy your work-day schedule and your day-off before you go to make the appointment, or call back to arrange your appointments on your days-off.

Your personal mail and packages should be sent to your place of residence unless in cases of emergency. If you have mail or packages sent to the store, the store, the manager, the staff or the company assumes no responsibility for the safety, breakage, or loss of same.

Personal appearance should be as important to you as it is to us. The public judges the store, the company, others of the staff, and the management in terms of what they see in you...the impression that you make by your personal appearance. Takahashi stores are known for their fine quality merchandise, carefully selected items for good taste, and excellent value. Takahashi is the favorite store of designers, decorators, artists, and others who are discriminating. Please present a neat, tidy, efficient and smart appearance in keeping with the fine clientele that the goods attract.

And finally, it's a good thing to remember that whether you are a store manager, a sales person, or a non-selling employee, you have the same boss --the customer. They are the ones who pay the grocery bills for all of us. Besides enjoying walking into a pleasant store with pleasant personnel, they like other things, too. Courteous attention, a word of recognition or greeting, prompt service when they have made up their minds or after being assisted, good quality items, knowledgeable salespersons who cordial ways impart caring about the merchandise and interest in the customer's needs, are some of the things the customers have learned to expect when they shop here.

Let's keep it that way, and we'll keep our customers. Help the new sales person out to keep it that way. If you are new, tell the customer that you are new, and that "we want to give you the best of service, so I'll get some help...I'll learn, too." We'll keep them happy and returning, and get some new ones, too, for a long time to come. And out of that we'll continue to grow. We hope you will stay and grow with us.

YOUR RESPONSIBILITIES:

- L. Your BIRTHDAY HOLIDAY: it is up to you to notify your manager 4 weeks or MORE in advance and arrange for a day-off of your choice in the month in which it will fall. Reconfirm with the manager that your absence on that day will be spelled off and adequately covered by another. Be especially sure the rushhour is covered by someone at least as experienced as yourself.

Go back and read the rules regulating the choice of this day-off under Paragraph G. section A. If you would rather work on your birthday and get pay for one straight day, you must have the manager's OK and have him in turn, obtain the approval from the administrative office and put in a request for this pay. If not recorded in this proper sequence there will be confusion and your pay check may not reflect it if the procedure is not followed. If you apply for this Birthday money, but the manager cannot use your services you will be requested to take the Birthday Holiday off. This is not an alternative, it is a gift, only if your services are needed. Remember, you can't take it the day before or after a Main Holiday.

- II. Your ANNIVERSARY OF HIRE: It is up to you to remember the Anniversary of your first day of work. This is another of the Takahashi benefits and you are given a holiday with pay. Here again, it is up to you to remind your manager 4 weeks or more in advance to schedule your off-day with pay. Please try to be flexible if the work schedule is short or tight. Remember, you can't take it the day before or after a Main Holiday if one should fall in the same month. Other caring details of the preceding paragraph also applies here, except for cash pay alternate which applies only as a Birthday present. It does not apply to the Anniversary Holiday.

- III. Your CHANGE OF ADDRESS OR PHONE NUMBER: Also marital status, an addition to the family, anything that comes under vital statistics, tell the manager, and send the same information to the office for a change of records for: tax, social security, etc, in case of accident notification.

- IV. Your responsibility in case of illness or other emergencies preventing your presence on time at work is to NOTIFY the manager as soon as possible. The night before, or early morning, call your (1) manager, (2) supervisor, (3) assistant manager, in that order, the first party you can contact at work or at his home. It is important to learn the store hours where you work so that you know where to reach the person in charge. Write it on something you know you will always carry with you.

JOB DESCRIPTION

- MANAGER
1. Interview and recommend for hire a selected new employee when vacancy arises. Supervisor will confer with management group of which she is one, to give approval of appointment. Upon approval, the new employee is considered hired, not before.
 2. Train new person, acquaint them thoroughly with procedures, the rules and policies, train carefully the business and store practices. Be thorough with warnings of things often overlooked or mistakes easily made, to avoid them assiduously.
 3. Evaluate subordinates' performance and make appropriate recommendations to management for permanent status, raise in pay, or termination of services in case of poor performance.
 4. Takes responsibility for good display of merchandise, cleanliness of store, sufficient stocking of goods, safety of premises.
 5. Is responsible to keep payroll expense down between 10 to a maximum of 15% of total sales from customers, without understaffing the store personnel.
 6. Is responsible for having the most excelling group of his staff scheduled to be selling at the best hours and the best selling days to attain the best possible sales totals.
 7. Is accountable for the daily cash receipts, the safe, stock inventory, supplies and other properties of Takahashi Imports.
 8. Is responsible for making daily deposits of cash receipts.
 9. Is responsible for watching and preventing shoplifting, and also detecting dishonesty of his own subordinates in time-card punching, time-stealing, cash register shortages, shoplifting, and any policy violations, of whatsoever kind.
 10. Schedules work schedule at least two weeks in advance and posts them at least two weeks in advance.
 11. Coordinates employees' duties and responsibilities.
 12. Orders stock, does stock transfers, extensions, controls mark-downs and breakages.
 13. Schedules vacations about 6 weeks in advance and obtains approval of the administrative group or supervisor. His own vacation MUST BE APPLIED FOR 6 WEEKS IN ADVANCE OR EARLIER.
 14. Takes command of any emergency situations like broken glass, fire, roof leakage, accidents, malfunctions of heating, and so forth. Reports immediately to supervisor or main office.

Employment status is permanent full time straight salary including Sundays and holidays and works weekends and during peak periods.

JOB DESCRIPTION

ASSISTANT MANAGER

1. Equally responsible for training new and older sales clerks under his jurisdiction.
2. Acts as a Manager in the absence of the Manager.
3. Performa the same responsibilities as the Manager under the directions of the Manger.
4. As does the Manger, sets an example in ability in sales techniques.

Empllyment status: Permanent Full Time
No overtime pay
Works peak periods and weekends

SENIOR SALES CLERK

1. Opens and closes the store by setting up the alarm, etc.
2. Responsible for the safe and cash collections.
3. Supervises sales staff in management's absence or by request.
4. Be able to comply with company policy and proceedures without supervision.
5. Assists with merchandise dispay, redordering of stock and cleans his own section, and helps with others.
6. Must have excelant relationship with customers, with superior sales ability.

Employment status: Permanent Full Time

Qualifications: Must be employed at least three yrs.in the company.
Must be reliable and dependable, prompt.
Must be able to operate the store in the absence of the Manager and/or Asst. Manager.
Must be completely familiar with stock.

JOB DESCRIPTION (continued)

JUNIOR CLERK

1. Responsible for the efficient operation of the cash registers practicing scrupulous honesty with no irregularities of overage or shortages in the total.
2. Deals with customers with courtesy and diplomacy.
3. Must be well acquainted with the company products.
4. Maintains a clean and well-stocked assigned section.
5. Reports to Manager or the Assistant.
6. Stays alert for and tries to prevent shoplifting; reports it without delay to a fellow worker for help or summons Manager.

Employment status: Part time or Full Time or Seasonal.

Qualifications: Must be reliable, prompt, dependable.
Must be honest and bondable.
Must be intelligent and alert.
Must be able to follow strict cash register rules.
Must be personable, neat, pleasant.
Must be willing and cheerful.

INSTRUCTIONS TO ALL SALES EMPLOYEES

1. REGISTERING SALES. You MUST register the FULL AMOUNT of "EACH SALE" immediately, placing the money into the register drawer at once. To be positive that the amount recorded and deposited is correct, make it a habit to glance at the indicator after registering each sale. Each sale must be registered separately.
2. ERRORS IN REGISTRATION. When an error is made in registering a sale the correct amount must be rung up immediately. Fill out the "ERROR FORM" with which your store is provided, and have same O. K'd by the manager, assistant or another clerk. Do not under any circumstances attempt to rectify an error in registration in any other manner, except as herein directed.
3. MONEY TENDERED. Call out within the hearing of the customer the amount of money that the customer hands you. Do this at all times in order to avoid disputes and misunderstandings. BE CAREFUL OF COUNTERFEIT MONEY.
4. MAKING CHANGE. In making change out of a bill, first place the bill on ledge of register and after you have taken out the amount due the customer place the bill back in proper place. Do not place the bill in register first as this may result in forgetting the denomination of the bill that the customer handed you.
5. CHANGE LEFT. Any money left by customers or any money found in any part of the store must be registered immediately. Follow this up by making a memorandum of the amount and place same in the register with an explanation. Should anyone claim this money later, you will then fill out a "CASH REFUND VOUCHER" with which your store is provided. State on this form the particulars and place same in register.
6. REGISTER DRAWER. The register drawer must be kept closed at all times, except when you are recording a sale or making change for a customer.
7. INDICATOR (DIAL). Do not place or allow anyone else to place any obstructions in front of the register that will in any way cover the dial, which must be in full view at all times.
8. TAPES. Be positive that there is a tape in the register at all times which must be kept well inked and in proper working order.
9. REGISTER LETTER. If a certain register letter has been assigned to you be sure that you use this letter only. Never attempt to use any other clerk's letter and do not allow anyone to use your letter.
10. REFUNDS. Whenever it is necessary to refund any money to customers for the return of merchandise purchased in your store, you must immediately fill out a "CASH REFUND VOUCHER" with which your store is provided. It is very important and absolutely necessary that this form be filled out correctly and placed in register.
11. RECEIPTS. In stores where receipts are issued to customers the receipt should be placed inside of package before wrapping. In the case of unwrapped packages the receipt should be handed to the customer. UNDER ALL CIRCUMSTANCES YOU MUST ISSUE A RECEIPT TO EVERY CUSTOMER.
12. UNKNOWN PERSONS. Never allow anyone in back of the counters or in stock room or any other part of the store unless they have first identified themselves to your entire satisfaction. QUESTION CAREFULLY ANYONE WHO CLAIMS ANY AUTHORITY IN YOUR STORE.
13. MERCHANDISE. Know your stock well so that you can immediately locate any articles asked for. Study the prices of your merchandise. To be acquainted with both means increased business, avoids lost sales, underselling and overcharging. Make an immediate record of any articles asked for that are not in stock.
14. CUSTOMERS. Follow out the policy that, "THE CUSTOMER IS ALWAYS RIGHT." Avoid arguments and disputes. Always remember that customers enter your store to purchase and must be given every courtesy that they are entitled to.
15. SHOPLIFTERS AND SHORT CHANGERS. Keep alert and on the lookout for those who enter your store with dishonest intent. As a rule these people do not linger very long when they notice that those in the store are watchful and wide-awake.

WARNING

Don't borrow or use temporarily for your personal use any cash or anything of value that belongs to your firm. Don't make loans or give credit to anyone. Insist that everyone pay the FULL AMOUNT for all merchandise that leaves your store.

From time to time through systematic checkings every employee in this store is checked up. These checkings are made on different days and at all hours. It is for YOUR OWN PROTECTION to follow out implicitly the instructions herein contained. NO EXCUSES WILL BE ACCEPTED FOR ANY VIOLATION OF THESE RULES.

YOU HAVE BEEN PLACED IN A POSITION OF RESPONSIBILITY AND TRUST. Do not under any circumstances attempt to misuse the firm's money or property, all of which you are personally responsible for.

YOUR FIRM HAS ADOPTED THESE RULES AND REGULATIONS FOR THE PROTECTION OF ALL CONCERNED AND WITH THE THOUGHT IN MIND THAT THEY WILL PROVE BENEFICIAL TO YOU IN OBTAINING ADVANCEMENT AND IN PROTECTING THE FIRM'S BUSINESS.

VII CREDIT CARD CHARGE PAYMENTS:

For CREDIT CARD charge payments, this procedure must be followed:

1. First, check the Warning Bulletin:

Calif First Bank
Diners Club
Interbank Card Assoc.

(shows, lists void cards, stolen or illegally possessed. Don't accept any of these. It's a total loss of money, merchandise, plus time and effort of many more persons in the office, etc.!)

2. Next, Request Identification

DRIVER'S LICENSE,
IMMIGRATION CARD,

Match the face of the customer to the photo. (if available)

Match the signature to the check, or sales draft by retaining the card with the sample signature, then put them together and compare. Is it similar enough to be bonafide?

Record by printing State of license and license number: CADL-Z38672.

Record your last name and the branch store, to identify yourself. Be sure it is legible. Print it, as the clerk accepting Credit Card.

AMERICAN EXPRESS TRAVELLERS CHECKS:

U S DOLLAR travellers checks are acceptable. Place it on counter.

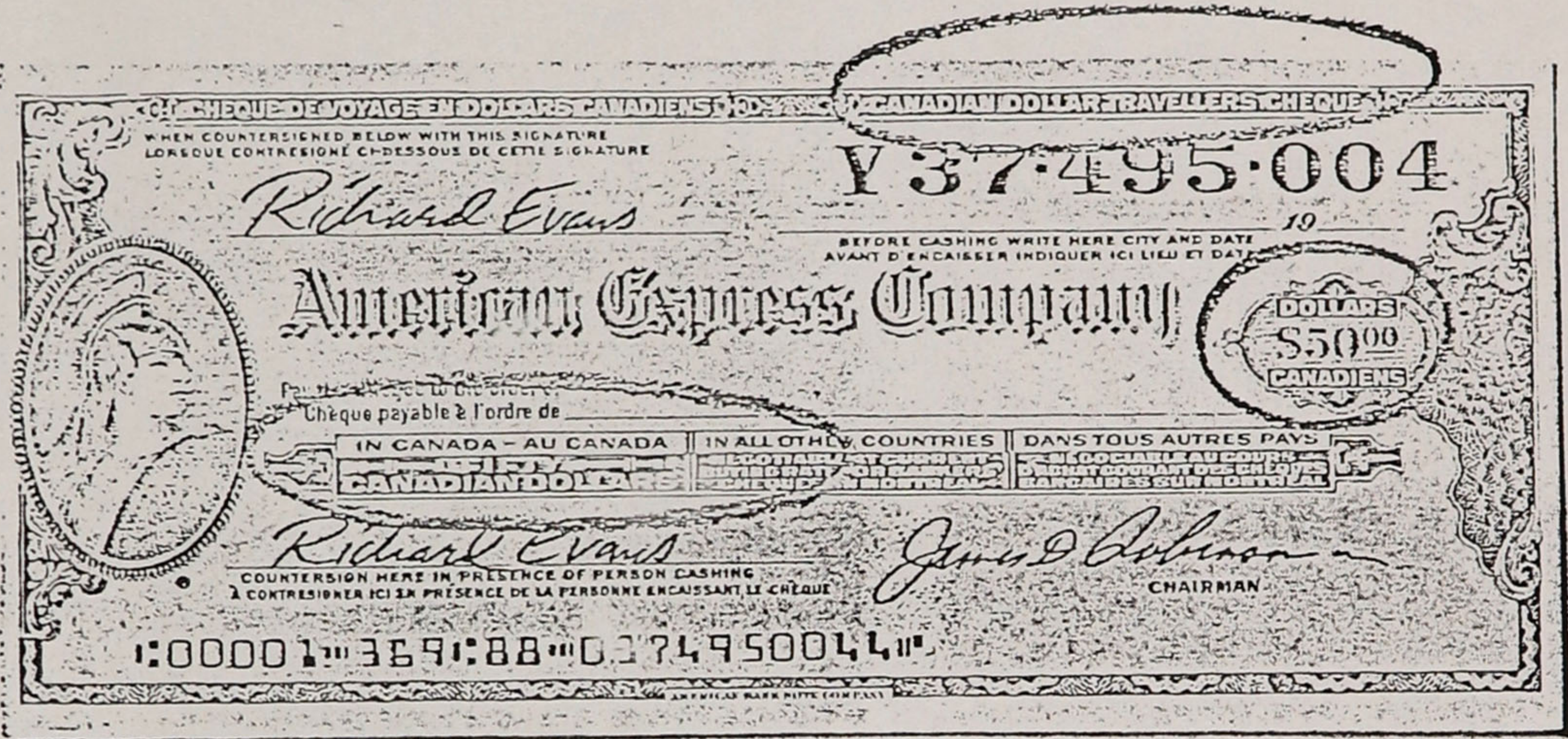
Cover the first signature on it with the edge of a bag, paper, scratch paper, etc, and require the customer to sign in the other space while YOU WITNESS his signature, then uncover, and match for authenticity. *If doubtful, request another (specimen) signature on a scratch pad, bag, or any paper quickly handy.*

DO NOT ACCEPT IT if there are already two signatures when handed to you. It could possibly be stolen and second signature faked. If bonafide, the customer should have another one to sign for you as required. It says on the face of it, "countersign in presence of person cashing". Point it out to him, and request he sign another. If he says "last one" ask to see the empty book. without which do not accept it. Loose Travellers checks are almost always to be suspect.

DO NOT ACCEPT IT if it is CANADIAN OR OTHER FOREIGN MONEY AMERICAN EXPRESS TRAVELLERS CHECK. They look deceptively similar. See photocopy, and learn to alert yourself as soon as you see a Travellers check. Thomas Cook, Bank of America, etc MUST BE IN US\$.

Beware of a customer who is "in a hurry" and rushes you. Sometimes they say they do not even want a bag in order to escape out of the store. This should warn you, something's wrong. Keep it (*travellers check*) AND the purchase, and get help.

CANADIAN MONEY
(or any foreign currency)
NOT ACCEPTABLE



Three ways to recognize it's Canadian currency.

Or the currency is French Francs, Japanese Yen, British Pounds, Swiss Francs, German Marks or even U.S. Dollars. It's easy to recognize any of the seven currencies American Express® Travelers Cheques are available in.

And it's important to remember that each currency

has its own value. A value that is generally less than that of the U.S. Dollar.

To make it easy to tell which Cheque is which, we've marked them clearly in three different places.

NONE ACCEPTABLE!

VIII. PROCEDURES IN ACCEPTING CUSTOMERS PERSONAL CHECK

It is imperative that the following procedures be undertaken prior to acceptance of personal checks.

Note: This does not include

1. Third party checks (company, dividend, etc.)
2. Company Payroll Checks
3. Post-dated Checks.
4. Over amount of purchase

A. State of California Personal Checks

1. Personal check must have name and address imprinted on check. Residence telephone number and business telephone must be noted.
2. At least one credit reference and valid identification card.
 - a. California Driver's License, note license number and birthdate.
 - b. Credit reference, preferably Visa or Master Card or other respectable major credit card. This does not include Bank Express Cards issued by banks to use Automatic Tellers. It is important to write down the account numbers and expiration dates of such credit cards on the back of the check. No gasoline credit cards please.
3. ~~Personal Checks without credit reference and checks in the amount of \$50.00 and over must be insured to Telecredit Inc. Please secure approval of the Store Manager or an authorized assistant in her absence. The following information must be secured in order that our claim for check insurance is valid namely:~~
 - a. Current address must be printed on the face of the check. P.O. BOX NUMBER is not acceptable. (You may print correct address on face of check.)
 - b. Secure telephone number if it is not printed on the check.
 - c. Driver's License number and the state (~~must be from same state as check~~) where such license is secured from.
 - d. ~~Date of birth noted.~~
 - e. Insurance number supplied by Telecredit Inc. and above information must be secured on the face of the check:

EXAMPLE:

B. Out of State Checks

1. Drivers License (from same state as bank issued check)
2. Two Major Credit Card References
3. Residence and Business telephone numbers. Include area code
4. Insure all checks in the amount of \$25.00 and more
5. Secure all information as explained under State of California Personal Checks procedures.

PLEASE RECORD ALL INFORMATION ON BACK OF CHECK (EXCEPT TELECREDIT). INCLUDE YOUR NAME AND STORE BRANCH. BE SURE ALL INFORMATION IS LEGIBLE.

Employee's Check Cashing Rules:

This is for emergencies only. Do not make it a practice.

Your cash register is not a bank. Cashing checks at the store is a privilege and a favor, not a right. And a favor done only with reservations.

A permanent, regular employee may ask the Manager to cash a personal check but only in the same store in which they work.

The Manager must check the cash fund in the drawer and do so only if the fund kept there is not shorted by so doing, only if the cash counter is not busy with customers, and only if the employee is off duty, and no customer is inconvenienced, or store and stock duties or cleaning duties are not being interrupted.

The employee must not have had previous record of bounced checks.

The employee must not have given Notice to Terminate.

If the check amount does not exceed Fifty Dollars.

This favor or practice can be terminated as an accommodation at any time without notice or explanation.

If a check bounces, that employee will be charged a five dollar handling fee as a penalty.* The employee has also lost all future check cashing accommodations.

All employee check-cashing accommodation may be withdrawn at any time without notice, a right which the company reserves.

* and handling charges

NEW EMPLOYEE INDOCTRINATION

Welcome to TAKAHASHI.

By this time you have been told many things about your new work....what you will do, what is expected of you, the advantages and programs that exist for your benefit as an employee of Takahashi.

One additional item should be called to your attention; that is, our concern for your health and safety. It is an important factor for us and it is very important for you.

We want you as our employee to be proud of our safety record and of the activity we conduct to assure safe working conditions. We expect you to be aware of our concern for your safety and what we do to protect them, and expect your cooperation. Please perform your work safely and avoid injury to yourself and do not injure other employees or customers around you.

Your safety at work, as well as off the job, is of equal concern to us. No matter where accidents occur, if they remove you from your job, it is a loss to our objectives, a painful and financial loss to you, all of which is unnecessary and avoidable.

We have provided and will maintain modern, safe facilities for you in which to work. However, if you do see conditions which might be potentially dangerous or unsafe, report them immediately to your Manager or Supervisor.

Our very best wishes for your continued safety and health and for your long and happy association with Takahashi.

SAFETY INDOCTRINATION OF NEW EMPLOYEES:

MANAGERS:

New employees are to indoctrinated with the company's concern for their health and safety and their own responsibilities concerning the safety of the company, to themselves, and the employees with whom they work, also the customers who will be around the premises.

Check with them if they have allergies, bad backs, weak knees, etc, and write them down and BE SURE to send this list back as a report on this new employee promptly. This check of their medical history is most important to better enable us to properly place them in their work.

ACTIVITIES FOR CONTROLLING SAFE WORKING CONDITIONS:

Store Managers are required on an everyday basis to check the work areas for elimination of unsafe conditions. Ladders should be secure so they do not tip or fall. Fire extinguishers should be easily accessible to use in an emergency.

So there is more of a positive performance of this responsibility on everyone's part, on the first day of every month, there should be a review held for the pointing out of the locations of the fire extinguishers, and how to operate them. These reminders every month should them be so engrained in their heads that in the case of need they should be able to go directly to the location of the nearest extinguisher. Fire when small can be put out immediately. All fires likely in stores such as ours usually start from cigarettes. Ask the customers to put out their cigarettes upon entering our store. Teach your staff to pick up an ashtray, walk up to anyone entering our store with a cigarette, and say "Are you looking for this? Thank you for putting out your cigarette."

OUTSIDE SOURCE INSPECTION:

Periodic inspections may be made by the city, state or other government agencies, insurance personnel, etc. These inspections are not to be considered replacements for our own inspections, but supplementary inspections.

MANAGEMENT INSPECTIONS:

Unsafe conditions, insecure situations, hazardous possibilities should be watched for and eliminated promptly whether noted by the sales staff or others. Concern and care shown in this area with remedies should be noted and reported to the Administration. If someone is due credit and thanks or commendation, we would like to send a note or call and recognize their show of concern, loyalty, participation in maintaining a safe, secure, and comfortable store.

COLLECTIONS AND SOLICITATIONS

Collections and solicitations by anyone, are not allowed anywhere in or around the selling floor, adjacent areas, or on company premises elsewhere at any time.

This policy includes collections, solicitations, advertising, and so-called directory listings or solicitations of contracts or agreements and commitments of whatsoever kind by any outsider regardless of purpose.

Soliciting or collecting in violation of these rules is violation and grounds for dismissal.

Signing contracts committing the company for financial obligations and monetary payments is a violation of this ruling and grounds for dismissal.