

Policy & Procedure

STAFF AND VOLUNTEER DISCOUNT

PEOPLE DIRECTORATE

Policy Number:

Date Issued: March 2025

Issue Number: 003

Date Last Reviewed: March 2025

Issued by: People Team or Retail

Review Date: March 2026

Contents

PEOPLE DIRECTORATE	1
1. Equality Statement	3
2. Introduction	3
3. Eligibility.....	3
4. General Principles	3
5. Making a purchase	4
6. Compliance	4

1. Equality Statement

Sue Ryder designs and implements policies, procedures and ways of working that meet the diverse needs of our service users and employees. We ensure that our policies not only don't discriminate but also consider the unique needs of certain identities and communities. This document has been reviewed to ensure that no one receives less favourable treatment on the protected characteristics of their age, disability, sex, gender identity and expression, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity. We take into account the provisions of the Equality Act 2010 whilst going above and beyond to protect people that aren't protected in the act, for example, non-binary people.

2. Introduction

Staff and volunteers who support Sue Ryder may benefit from discount through our shops and, in some instances our online shop when purchasing certain items, subject to the following terms and conditions.

3. Eligibility

Our Staff Discount is available for all colleagues, staff, and volunteers, who have completed 12 weeks with Sue Ryder. (This does not apply to those individuals on a Community Plus placement)

Colleagues on fixed term temporary contracts of less than 12 weeks will not be eligible for this benefit.

Staff Discount may only be claimed by staff and volunteers and **cannot** be transferred to family or friends.

24 Hour Rule- all items must be on sale to the public for 24 hours before they can be purchased by any staff member or volunteer even if no staff discount is applied.

4. General Principles

Purchases must be for either your personal use or a gift. Items cannot be reserved for longer than 24 hours.

The level of discount may vary from time to time and changes will be communicated via RyderNet.

The discount is applicable to; (at the time of this policy being published)

- All donated goods (excluding donated furniture) for sale in our retail shops at 50%
- New Goods/Online shop – (The rate of discount applied to New Goods and Online items may vary. Please check at the time of purchase)
- Lottery tickets – not applicable

We reserve the right to exclude products from this benefit.

5. Making a purchase

Colleagues and volunteers will be asked to give their name and the location/team where they work. This information will be recorded on our EPoS system at the time of the purchase. Staff discount applies in all Sue Ryder retail shops.

6. Compliance

All staff purchases must be recorded on the till even if there is no discount applied to the sale.

Whenever possible staff purchases should be made at the end of a working shift and another member of staff must complete the transaction on the till.

If an item has been deemed unsaleable, whether on the prohibited list or not to the required standard it cannot be sold to staff or volunteers. Neither can the item be taken at no cost, or a donation made for the item. The item should be recycled as rag or broken up and disposed of as waste.

We will monitor the use of Staff Discount both in shops and online to detect any unusual purchases. Any use identified as potential abuse will be investigated. We expect everyone to respect and abide by the Staff Discount rules. A breach of the terms and conditions may lead to the staff discount benefit being withdrawn as well as the instigation of an investigation and disciplinary proceedings.

Items Purchased with Staff Discount must not be re-sold. Purchasing items and re-selling them for personal gain will be a breach of the Staff Discount rules and may be considered an act of gross misconduct, which can lead to dismissal without notice.