Demonstration Company Procedures

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Coles Supermarkets in-store demonstrations—terms and conditions ............
About this document

Who is it for? This document is for accredited demonstration companies, suppliers and their employees who perform instore demonstrations in Coles Supermarkets.

What is it about? This document explains the process:
- demonstration companies and suppliers must follow when organising a demonstration in a Coles Supermarket
- demonstrators must follow when conducting instore demonstrations.

Latest updates to the document To access the latest version of these procedures and for a copy of the current Terms and Conditions, refer to:
Or go to the Coles site at: www.coles.com.au
- In the yellow banner on the top, click Suppliers
- Select the Marketing tab
- Click In Store Demonstrations.

Your point of contact For information about instore demonstrations, your point of contact is the:

Demonstration Manager
Tel: 03 9829 5848
Fax: 03 9829 5933
email: carlin.beck@coles.com.au
Coles Supermarkets
PO Box 483
Glen Iris
Vic 3146

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Instore demonstrations

Introduction

This document contains all the company policies and procedures associated with instore demonstrations. It has been formulated to:

• ensure safe food
• ensure demonstrations are conducted in a safe manner
• streamline demonstration planning
• improve demonstration execution
• increase sales return.

Demonstrations provide an opportunity for our suppliers to have consumers see, smell, taste, enquire and purchase their products, all in the same environment.

This document outlines the terms and conditions associated with demonstrations that are conducted in Coles Supermarkets.

Objectives of instore demonstrations

The main objectives of effective demonstrations are to:

• honour supplier and demonstration company commitments and provide a consistent and safe standard in all participating stores
• communicate to customers the main features and benefits of the product, including new lines
• add an element of excitement and theatre to the shopping experience for our customers
• increase sales
• assist in creating demonstration events such as Mothers Day and Christmas.

Submit new concepts or ideas for approval to the Coles Supermarkets Demonstration Manager before booking the demonstration.

Types of demonstrations

Instore demonstrations are conducted in three ways. They are:

• stand alone demonstrations using a Coles Supermarkets unit (not available in all stores)
• stand alone demonstrations using a Vital unit
• mobile demonstrations, where the demonstrator roams the store.

For more information about displays, refer to ‘Demonstrator responsibilities’ on page 12.
Coles Supermarkets have invested in personnel, technology and administration to provide a comprehensive service to suppliers and demonstration companies.

In order to offset some of the ongoing costs, a nominal fee is charged for each demonstration booking.

Before the confirmation of any demonstration programs with Coles Supermarkets can occur, ensure your company:

- reads, signs and returns a copy of the *Coles Supermarkets Instore Demonstrations Terms and Conditions*. Refer to ‘Appendix’ on page 25 for a copy.
- provides a copy of the relevant Food Safety HACCP accreditation.

All individual demonstrators must:

- read the latest version of the *Demonstration Company Procedures* document

A demonstrator is a company representative engaged by a product parent company, or a demonstrating company acting on behalf of a product parent company, who undertakes demonstrations on Coles Supermarkets’ premises.

Demonstrators, suppliers and contractors

Demonstrators, suppliers and contractors have a duty of care, which requires that they perform their work in a safe manner and in accordance with legislation.

While in stores, demonstrators must comply with the Store Manager’s directions on the location and conduct of demonstrations. If the Store Manager believes that a situation is unsafe, they can immediately stop the contract demonstrator’s work.

Food Safety and HACCP accreditation

The *Coles Supermarkets Instore Demonstrations Terms and Conditions* require that all approved suppliers of demonstration services must have a formal Food Safety Program in place.

Coles Supermarkets require documented evidence that your company has a Food Safety Program in place for all demonstrations. The Food Safety Program must be audited and certified by an independent third-party food safety auditor. A copy of the certificate is required to enable a booking to be made.

Ongoing compliance with this requirement will be checked from time to time. If at any stage certification of your Food Safety Program is revoked you must notify us in writing.

Send a copy of any renewed (updated) HACCP Accreditation certification to the Coles Supermarkets’ Demonstration Manager.

Store space allocation

Each store has an allocated amount of space for store demonstrations. The total available demonstration space takes into account the:

- number of demonstration locations
- specific position of nominated locations
- locations with or without power
- availability of the Coles Supermarkets demonstration units.

Location of demonstrations

Demonstrations must:

- only be conducted in the area the Store Manager specifies
- be located as close as possible to the power supply required for the demonstration
- not impede traffic flow around gondolas or display cases.

For information about the location and use of equipment, refer to ‘Demonstrator responsibilities’ on page 12.
Demonstration booking

Introduction

Accredited demonstration companies or suppliers need to make bookings for demonstrations with the Coles Supermarkets’ Demonstration Manager.

The Demonstration Department forwards advice of booked demonstrations to Coles Supermarkets stores two weeks before the activity is to commence.

Demonstration times

Demonstrations are programmed from Monday to Sunday. The standard demonstration times are:

**Monday–Friday**
- 9.00 am–2.30 pm
- 3.00 pm–8.00 pm

**Saturday–Sunday**
- 9.00 am–2.30 pm
- 3.00 pm–7.00 pm.

Where stores do not trade extended trading hours, bookings are negotiated within a five-hour time frame. For example, 11.00 am to 4.00 pm.

Pre-allocation of stock quantities

All stock allocations are reviewed and adjusted by the Coles Supermarkets’ Demonstration Manager.

Demonstration providers must advise the Coles Supermarkets Demonstration Department of the allocation quantities at the time the demonstration program is submitted for processing (a minimum of four weeks out from the demonstration week).

When advising stock allocation quantities, ensure the following criteria are taken into consideration:

- the item is ranged in the appropriate distribution centre
- the proposed demonstration products are ranged and graded for all of the nominated stores
- the maximum number of products is four
- you have a valid Coles Supermarkets product code or item number
- where there are multiple varieties of any given products, stock allocation must relate to the actual products being demonstrated in store.

Direct to store and short shelf-life product allocation quantities are determined between the Coles Supermarkets’ Demonstration Manager and the relevant Coles merchant. This must be confirmed before submitting the demonstration program for processing.
Before booking a demonstration

The Demonstration Manager must approve all instore demonstrations. Provide any sample give-aways, leaflets, brochures etc to the Demonstration Manager for prior approval.

Before booking or conducting a demonstration in a Coles Supermarket ensure the following steps have been performed:

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<thead>
<tr>
<th>Step</th>
<th>Action</th>
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<tbody>
<tr>
<td>2</td>
<td>Read, sign and return a copy of the <em>Coles Supermarkets Instore Demonstrations Terms and Conditions</em>.</td>
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<td>3</td>
<td>Provide a copy of the relevant HACCP accreditation. Refer to ‘Food Safety and HACCP accreditation’ on page 3.</td>
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<tr>
<td>5</td>
<td>Complete a Work Method Statement. Refer to ‘Before demonstrators arrive at the store’ on page 9.</td>
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<tr>
<td>6</td>
<td>Complete a Material Safety Data Sheet. Refer to ‘Before demonstrators arrive at the store’ on page 9.</td>
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<td>7</td>
<td>Complete a Booking Advice Form. Refer to ‘Booking Advice Form’ on page 7.</td>
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Booking process

Merchandise for demonstrations must be sent to stores by one of the following methods:
- direct from supplier to store
- via distribution centres to stores (ex-distribution centre).

**Merchandise: direct from supplier to store**

Email or fax the Booking Advice Form to the Demonstration Department *no later than COB Wednesday* (EST), *two weeks* out from the actual demonstration week. Refer below for the contact details for the Demonstration Department:

**Tel:** (03) 9829 5848  
**Fax:** (03) 9829 5933  
**Email:** carlin.beck@coles.com.au

**Merchandise: ex-distribution centre to stores.**

Email or fax the Booking Advice Form *no later than COB Wednesday* (EST) *four weeks* out from the actual demonstration week.
Cancelled or rescheduled demonstrations

If a demonstration has been cancelled or rescheduled, ensure:

- cancellations of demonstrations are advised within three days from the original booking date
- any rescheduling of demonstrations are not made any later than one week after the original date
- perishable merchandise demonstrations are not rescheduled, due to product code restraints, for example, use-by dates.

⚠️ If a demonstration has been cancelled, the stores will be advised to markdown stock to clear and raise a claim on the supplier.

Please provide the **supplier ID, ABN** and **address** details on the booking request to enable the claim to be processed.
Demonstration booking

**Booking Advice Form**

Complete all details on the Booking Advice Form before emailing or faxing it to the Demonstration Manager for processing.

Access the booking Advice Form from:


Save the Word file and email or fax the form. Ensure all the grey fields are completed.

The Demonstration Department will confirm the booking by return fax.

Refer to the examples below of the booking form’s two pages.
Refer to the example below of a completed Booking Advice Form

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Before the demonstration

**Introduction**

Demonstration companies and suppliers must ensure their employees’ follow the guidelines below before the demonstration commences.

**Before demonstrators arrive at the store**

Demonstrators must strictly observe the latest Coles Supermarkets procedures before entering our stores and during their visit, including procedures on:

- safety
- store induction
- MSDS information
- Work Method Statements.

**Safety**

SafetyCARE is Coles Group’s Health and Safety Management System that all sites, operations and team members use to help promote a safe workplace for our team members, customers, contractors, visitors and neighbours.

For the latest information about Safety in our stores, refer to:

www.contractor.colesgroup.com.au

**Store induction**

All contractors who are conducting work on Coles Group sites must complete the Coles Group General Induction.

For the latest information about store induction, refer to:


**MSDS information**

Demonstrators must provide up to date Material Safety Data Sheets (MSDS) for all chemicals

- used on site
- brought onto the site and/or stored at the site.

For the latest information about MSDS in our stores, refer to:

**Before demonstrators arrive at the store (continued)**

**Work Method Statements**

Contractors must complete a Work Method Statement for all works conducted on Coles Group sites.

A Work Method Statement is a document that describes what you will do and how you will do it safely. Essentially, it’s a contractor’s safety procedure. You may be asked for it at anytime.

For the latest information about Work Methods Statements, refer to:


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**When demonstrators arrive at the store**

Ensure demonstrators arrive at the store **at least 15 minutes** before the scheduled demonstration starting time. When they arrive, the demonstrator must:

- sign the visitor’s book located at the Service Desk
- show their current Coles Group Safety Induction Card, Work Method Statement (WMS) and Materials Safety Data Sheet (MSDS)
- present all products and equipment at the Service Desk and have them checksealed.

The demonstrator will be issued with a Visitors Badge.

The Store Manager or Duty Manager will ensure the demonstrator is aware of the relevant Health & Safety, Food Safety, and Fire and Emergency procedures.

The relevant Coles Supermarkets Department Manager will guide the demonstrator to the nominated location.

Refer to ‘Arriving at the store’ on page 23 for more information.

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**Checkseals policy**

Refer to the *Checkseals* policy on Supermarkets Connect. To find an on document, click ‘Policies & Procedures’ on Supermarkets Connect.
Sample product

Introduction

‘Sample product’ is the serves of food of the demonstrated product given away to customers to taste.

The demonstrator arranges demonstration sample product by:
• purchasing the product from the store
• providing the product.

⚠ Credit notes must not be raised against suppliers or National Office for sample stock.

Purchasing product from the store

Where the demonstrator purchases the product at the store, they must have the product checksealed at the Service Desk. The demonstrator must declare any remaining product after the demonstration that they want to remove from the store, at the checkouts.

Products the supplier or demonstrator provides

Where the supplier or demonstrator provides the product, they must have it checksealed at the Service Desk. The demonstrator must declare at the checkouts any remaining product that they want to remove from the store after the demonstration.

The supplier must provide a complete product ingredient listing to the demonstration provider. The demonstrator must ensure this listing is prominently displayed for the duration of the instore demonstration.
Demonstrator responsibilities

Introduction

Demonstrators must assist and be polite, enthusiastic and courteous to customers at all times.

Demonstrators must be fully briefed on all aspects of the demonstration, including any hazards and/or allergens.

Ensure demonstrators adhere to the following standards and safety requirements.

Dress standards

During demonstrations, demonstrators must wear:

- a black skirt or slacks and white blouse or shirt (unless the demonstration company has a uniform)
- a name badge
- enclosed shoes
- protective clothing during food handling, including hair protection
- agreed themed outfits, if applicable. These must be signed off by the Demonstration Manager before the demonstration is booked.

For more information, refer to ‘Acceptable standards for personal hygiene’ on page 17.

Display presentation

The demonstrator must maintain the highest standards of cleanliness and presentation of the demonstration units for the duration of the demonstration.

All demonstration equipment and/or point of sale must be provided to the demonstrator by the demonstration agency or supplier.

The demonstrator must ensure:

- the product display is prominent and stock levels are maintained at all times
- they encourage customers to sample product, advise them of the number of variants available and the price of the products
- the product point of sale is confined to the demonstration unit area—do not use sticky tape to attach advertising material to the demonstration table
- a rubbish bin with a lid and a liner is used to ensure store cleanliness.
Demonstrator responsibilities

Demonstration tables

Demonstration tables must:
- be stable, with adjustable leg heights. Propping up legs with cardboard, paper or other products is not permitted. Vital tables are acceptable
- have a recessed top or non-slip surface to ensure that cooking equipment and utensils do not fall off the table
- not have cloths or covers which hang over the edge of the table top
- have a smooth, impervious surface to allow for easy cleaning.

⚠ Card or picnic tables are not permitted for any in-store demonstrations.

Permitted equipment

The following equipment may be used to conduct in-store demonstrations:
- microwave ovens
- electric frypans
- toasters
- toaster ovens
- skillets
- kettles/urns

⚠ Ensure:
- all equipment is electrically tested and tagged
- appropriate advisory or warning signs are displayed at all times; for example, Hot Liquid, Hot Surface, Hot cooking appliance.

Banned equipment

The following equipment is **not** permitted to be used in a Coles Supermarket:
- any open flame appliance
- gas-operated appliances
- aromatherapy/oil burners/candles/plug-in fresheners
- wooden chopping boards and spoons, glass bowls or jugs, and china ware.

Cooking equipment

Any cooking equipment must:
- not be left unattended
- be out of reach of children
- be specifically designed for the purpose for which it is being used. It must also be tested and tagged. Refer to ‘Electrical safety’ on page 15.

During the demonstration, ensure cooking does not generate excessive smoke or odours.
Fire safety

The demonstrator will be shown the location of the nearest fire blanket (if available) or extinguisher. Demonstrators will also be advised what action to take should their equipment cause a fire.

Warnings

You must ensure appropriate warning signs are displayed if using devices that could be potentially dangerous. For example:
- hot surfaces (cooking equipment)
- boiling water.

Refer to an example below of a sign warning of a hot surface.

Allergens

The supplier must provide a complete product ingredient listing to the demonstration provider. The demonstrator must prominently display the ingredient listing for the duration of the demonstration.

Guidelines re children

Demonstrators must obtain parental/adult guardian permission to offer food samples to children; this is to protect children with possible allergic reactions consuming unsuitable food.

Ensure all instore demonstrations have an ingredient listing prominently displayed at the point of sample.

For more information about food allergens/ingredients, refer to 'Product knowledge' on page 21.
Electrical safety

All power leads, portable electrical tools and RCDs used on Coles Group sites must be tested and tagged in accordance with AS 3760 and legislative requirements.

Where trailing electrical leads cannot be avoided, use chevron (black and yellow striping) tape to ensure awareness to team members and customers. Electrical leads must be taped securely to the floor.

Where a single power source is required, demonstrators must provide and use a residual current device (safety switch).

When multiple power sources are required, demonstrators must supply fused multi-power outlets. Do not use double adaptors.

Electrical equipment and leads must be safe for use and comply with the relevant state legislation (electrical checking and tagging). Electrical switches must be in working order with no frayed leads.

Electrical leads must:
- not hang over the sides of the demonstration table
- either be contained within the demonstration unit or must be taped to the side of the unit.

Health and safety requirements

Demonstrators have a responsibility to work with and meet the requirements of:
- state health and safety legislation
- state and federal food legislation
- Coles Supermarkets SafetyCARE policies and procedures.
  For more information, refer to ‘Before the demonstration’ on page 9.

Demonstrators must:
- wear appropriate attire and personal protective equipment
- ensure equipment and food is safe and without risk to customers, employees and visitors
- receive adequate training, instruction and supervision from their employers. This must include Food Safety training. For more information about food safety refer to ‘Food safety’ on page 16.
- undertake the Coles Group General Induction.
  For the latest information about store induction, refer to: www.contractor.colesgroup.com.au/content020.asp
Food safety

Introduction

All demonstrators must follow the food safety guidelines as set out below. Correct food preparation and serving is very important to Coles Supermarkets and is everyone’s responsibility. Food safety includes standards for food handling and personal hygiene.

Food Safety Program

Demonstration companies must have their own HACCP-based Food Safety Program.

The Food Safety Program should meet the relevant minimum standards as outlined in this document. The scope of the program must cover all food handling activities. For example, out-of-store, during travel and instore activities.

Preparation

In addition to the above requirements, demonstrators must not prepare food in any area of the store other than at the demonstration table.

Mobile demonstrations

In the case of mobile demonstrations, no cooking is permitted in the fresh food departments, however minimal preparation may be done for food that cannot be prepared off-site. For example, cutting and portioning of fresh fruit.

Food preparation outside the store

All food preparation that is performed outside the store, must be conducted in a food premises registered with the relevant local authority. State and federal food law prohibits food preparation in unregistered private homes.

Demonstrators are responsible for transporting, preparing and storing all perishable foods in accordance with ‘Temperature control’ on page 20.
Acceptable standards for food handling

During demonstrations, all demonstrators must:
- ensure all products used are within their shelf-life. Do not use any out-of-code stock
- handle food safely
- prevent food contamination. Keep raw foods separate from cooked or ready-to-eat foods
- ensure sample product and cooking utensils are not left unattended
- ensure cooking equipment and utensils are suitable for their intended use. Glass, china or timber materials must not be used.

During demonstrations, all demonstrators must **not**:
- touch food with bare hands. Only touch food using utensils or wearing food grade disposable gloves (non-latex gloves)
- wear latex gloves while working in Coles Supermarkets. Latex gloves can cause allergic reactions to latex allergy sufferers (including from food prepared by latex-gloved hands)
- store personal food, clothing and property in food preparation areas.

⚠️ Food handlers with an infectious disease must not perform demonstrations.

Acceptable standards for personal hygiene

Good personal hygiene is as important as correct food handling. It helps prevent contamination.

During demonstrations, all demonstrators must:
- wear protective clothing and/or an apron
- wear food grade disposable gloves (non-latex gloves)
- wear hair protection that confines all hair. For example, a hairnet or covering (with or without a cap)
- thoroughly wash their hands at the nearest hand washing facility before starting a demonstration, after each break and during the demonstration period if necessary
- not sneeze or cough on exposed food
- keep nails short, clean and free of nail polish
- adhere to the Coles Supermarkets jewellery policy. Refer to ‘Jewellery policy’ on page 18.
- cover open wounds with a clean, blue-coloured adhesive dressing and, if required, a glove which the demonstrator changes when they wash their hands.
Jewellery policy

Demonstration staff must wear minimum jewellery because:

- bacteria can accumulate in and around jewellery, particularly in watch bands, stones, engraving and settings. This could contaminate food products putting our customers’ health at risk
- jewellery can be caught in equipment causing risk of personal injury
- jewellery can fall into food or become damaged
- stones can work loose, and pieces may contaminate food causing injury if consumed
- glass from the face of a broken watch may contaminate food causing serious injury if consumed
- jewellery can prevent effective hand washing.

Acceptable jewellery

In view of the above, demonstrators handling food must limit their jewellery to:

- one plain ring worn on the hand
- medical alert bracelets/necklaces; these must be covered by disposable gloves and/or sleeve guards, or clothing.

⚠️ No other jewellery is permitted.
Food safety

Cleaning and sanitation

Store responsibilities
Stores must provide demonstrators with:
- reasonable access to hand wash basins
- reasonable access to sinks in fresh food departments for washing up equipment and collecting water
- mops and buckets, if required.

Demonstrator responsibilities
Demonstrators must:
- provide their own cleaning materials; for example, rubber cleaning gloves, cleaning agents and disposable cloths
- ensure all food contact surfaces are cleaned and sanitised before the start of a demonstration
- use disposable paper towels in preference to cloth tea towels
- not use metal scourers or timber equipment; for example, wooden spoons or cleaning brushes
- not handle, store or pack food, food utensils or any food-related equipment in team member facilities.

For more information, refer to:
www.contractor.colesgroup.com.au

An MSDS form is required for all cleaning products used to wipe down the display unit, plus the alcohol wipes used to clean the thermometers.

Demonstrator spot checks
Demonstrator spot checks are random checks conducted by Coles Supermarkets on Demonstration contractors working at Coles stores. The spot checks are conducted by the Store Manager and covers all the requirements outlined in this document and on the Coles website.

For more information, refer to
Temperature control

Demonstrators must ensure they comply with the following temperature control guidelines.

All perishable products such as meat, fish, poultry and dairy require strict temperature control during transport, storage and preparation.

To check temperatures of products, demonstrators must provide their own sanitised thermometer probe.

Ensure displays of product for sale on or beside the demonstration tables are also stored in accordance with the guidelines set out below.

Frozen products

Ensure frozen products are:

- stored at -15°C while not being used or during transport
- not out of the freezer cabinet for longer than 20 minutes.
  Discard any remaining stock after 20 minutes.

Chilled products

Ensure chilled products are:

- stored at 0-5°C while not being used or during transport
- not out of refrigeration for longer than 20 minutes.
  Discard any remaining stock after 20 minutes.

Raw products

Cook raw products thoroughly to an internal temperature of 75°C or above.

Ready to eat products

Reheat ready-to-eat products to 60°C or above within one hour.

Hot foods

Hot foods must be consumed within 20 minutes of cooking or reheating. Discard any remaining stock after 20 minutes.

Stock levels

Product displays must be prominent but not excessive. Only display enough product for customer sampling for 20 minutes. Discard any sample product after this time.
Serving sample product

When serving sample product:
- use single use (disposable) containers/utensils. For example, plastic cups and spoons.
- do not use breakable containers such as glass and china
- provide serviettes
- provide rubbish bins with lids and bin liners to ensure store cleanliness.

If there is any possibility that a product has come into contact with, or been contaminated by, foreign matter, discard the entire batch of product. Contamination by foreign matter may include human contact; for example, coughing or sneezing.

Product knowledge

Demonstrators should be aware that some customers may be allergic to certain ingredients in food products. Examples of ingredients that may cause allergic reactions include:
- MSG
- preservatives
- nuts
- seafood
- gluten
- some dairy products.

Demonstrators should be aware of the ingredients used in the sample products so they can answer basic customer queries.

The supplier must provide a complete product ingredient listing to the demonstration provider. The demonstrator must prominently display the ingredient listing for the duration of the demonstration.
After a demonstration

Introduction

When leaving the store after a demonstration, the demonstrator must:

• report to the Store Manager or duty manager
• present any stock that belongs to the store for crediting
• help by providing the relevant details for credits
• sign out of the Visitor’s Book.

Cleaning

The demonstrator must ensure that the demonstration area is thoroughly clear of rubbish and spillages.

After a demonstration, the Department Manager or Store Manager must ensure the demonstration area is left in a safe and tidy manner.

Left over stock

Where the quantity of left over stock is equal to 25 per cent of the initial stock allocation or greater than five cartons, the Store Manager can decide whether to accept the remainder of the stock or clear the excess.

If the store elects to clear the excess allocated stock, the store will raise a claim against the supplier.

To enable the claim to be processed, the demonstrator must be able to provide the store with the supplier ID, ABN and address details.
## Arriving at the store

**Who?**  
The demonstrator.

**When?**  
You arrive at the store.

**Why?**  
To ensure:
- an accurate record of all staff working within the store
- all demonstrators have completed a safety induction.

<table>
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<th>Step</th>
<th>Notes</th>
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| 1    | Report to the Service Desk.  
      | Ensure you arrive at the store **at least 15 minutes** before the scheduled demonstration starting time. |
| 2    | Present all relevant products and equipment at the Service Desk to be checksealed.  
      | Obtain checkseals for all items purchased or bought into the store for demonstrations, so that the origin of stock for credits of store stock is easy to identify if required. Use Store Use checkseals on these items. |
| 3    | Sign the Visitor’s Book and obtain a Visitor’s badge/sticker. |
| 4    | You must present your  
      | - WMS  
      | - MSDS, if applicable  
      | - Coles Group Induction Card.  
      | The Store Manager or their delegate will provide a store-specific safety induction if:  
      | - this is your first visit to the store  
      | - changes have taken place in the store since your last visit. |
| 5    | You will receive a store-specific safety induction. |
Glossary

Listings in this glossary are arranged alphabetically.

Any italic word in a description is a policy or term in its own right, and has a separate description elsewhere in this section.

checkseal

A sticker affixed to purchases.

Demonstrators should obtain checkseals for all items purchased or bought into the store for demonstrations, so that the origin of stock for credits of store stock is easy to identify if required.

Use Store Use checkseals on these items.

Checkseals are obtained from the Service Desk and issued by authorised personnel only.

Upon re-entry into the store, the above checkseal policy applies to items that are not already checksealed.

contaminated food

Food that has been in contact with or exposed to:

• harmful or spoilage micro-organisms
• surfaces which have been exposed to micro-organisms, dust, dirt, chemicals or other foreign substances.

food safety program

A program which identifies food hazards and demonstrates, with documentation and record keeping, that effective monitoring and control exists within a food business to provide safe food to its customers.

HACCP (hazard analysis critical control points)

A system that identifies, evaluates and controls hazards which are significant for food safety.

infectious disease

A disease that can be caught if you come into contact with an infected person, object or environment.

MSDS

Material Safety Data Sheets provide up-to-date information about chemicals used on site or brought onto the site.

WMS

A Work Method Statement is a document that describes what tasks a contractor will perform and how it will be done safely.
Appendix

About this section

This section contains a copy of the Coles Supermarkets Instore Demonstrations ‘Terms and Conditions’.

The terms and conditions must be signed before confirming any demonstration program with Coles Supermarkets.
Coles Supermarkets in-store demonstrations—terms and conditions

We confirm that ……………………………………………………………………..(‘the company’) wishes to conduct from time to time in Coles Supermarkets stores the display, promotion, tasting and sampling of various products to customers (‘in-store demonstrations’). The terms upon which Coles Supermarkets shall allow the company to conduct the in-store demonstrations in its stores are set out below:

1 In order to book an in-store demonstration, the company shall provide a letter on its letterhead addressed to the Demonstration Department, Coles Supermarkets, requesting the stores in which the demonstration is to be conducted, setting out the products which are to be demonstrated and the times of the in-store demonstrations which shall be in accordance with the attached Schedule A.

2 If Coles Supermarkets agrees that the company can conduct the in-store demonstration, it shall send the company confirmation of in-store demonstration.

3 In respect of each in-store demonstration conducted by the company, the company shall pay to Coles Supermarkets a booking fee, inclusive of any GST where applicable, which will consist of Coles Supermarkets then current fee, as varied from time to time, and charged per store per week. Coles Supermarkets will issue a credit to the company of the booking fee if the demonstration is cancelled due to the fault of the Coles Supermarkets store. In order to receive the credit, the demonstration company must forward to the Demonstration Department, the approved Coles Supermarket Demonstration Cancellation Form authorised and completed by the Store Manager confirming the reason for the cancellation.

The company must advise of any cancellation or rescheduling of an in-store demonstration before the confirmed commencement date of the demonstration.

Payment for demonstrations will be by deduction from remittance, where possible. To deduct payments from remittance, Coles Supermarkets Demonstration Department must receive a letter of authorisation from the supplier at the same time that a demonstration program is submitted for processing. Alternatively, Coles Supermarkets will invoice the company for demonstrations the week after the demonstrations are complete. Coles Supermarkets payment terms are thirty (30) days from the date of invoice.

Failure to meet the payment terms will result in cancellation of future demonstration programs.
4 The company shall take out and maintain a public liability insurance policy, which will cover the company, its employees, Coles Supermarkets and any third party in relation to all risks associated with the in-store demonstrations. The public liability policy shall be for an amount in respect of any one occurrence of not less than $2M. The company shall produce to Coles Supermarkets when requested, a certificate of currency evidencing the existence of such policy and the due date for renewal.

The company shall take out and maintain worker’s compensation insurance and provide evidence of this to Coles Supermarkets upon request.

5 The company shall be responsible for the good and proper conduct of all persons engaged by the company and shall be required to ensure that all employees conduct themselves in a civil, obliging and inoffensive manner and in a manner which minimises the risk of injury to staff members and customers. The company and its employees shall read and observe the Coles Supermarkets safety requirements for contractors entering stores.

6 The company warrants and guarantees that the goods comply with all applicable laws, regulations, Australian Food Standard Code or other legal requirements concerning safety, quality manufacture, packaging, packing and delivery.

7 The company shall comply with all instructions and standards in relation to the in-store demonstrations as set out in the Demonstration Company Procedures, and any amendment that may be issued by Coles Supermarkets from time to time.

8 The company must ensure they have documented evidence of an accredited HACCP-based Food Safety Program before undertaking ‘in-store demonstrations’ within Coles Supermarkets.

The Food Safety Program should detail standards on food handling and personal hygiene and must at least meet the relevant minimum standards as outlined within the Demonstration Company Procedures document.

The Food Safety Program will need to be audited and certified by an independent third-party food-safety auditor. A copy of the certificate will be required to enable a booking to be made.

The Coles Supermarkets Demonstrations Department will check ongoing compliance with this requirement as needed.

If at any stage, the company’s Food Safety Program certification is revoked it must notify Coles Supermarkets in writing.
9 The company covenants and agrees to indemnify and hold harmless Coles Supermarkets from any claims, liabilities, losses, expenses, responsibilities and damages by reasons of any claim, proceedings, actions, liabilities or injuries arising out of or as a result of the company’s in-store demonstration.

If the company agrees to conduct the in-store demonstration in Coles Supermarkets stores on the conditions contained in this agreement, please sign, date and photocopy this agreement and return the copy to:

Demonstration Department,
Coles Supermarkets, L3 M3
PO Box 480,
Glen Iris, Victoria 3146.

Signed for and on behalf of
Coles Group Limited

Signed for and on behalf of supplier/agency

Sign:__________________________

Name: ________________________
Title: _________________________
Date: ________________

Company:_____________________
Address: _____________________

Date: ________________