

GameStop New and Improved Employee Manual 2013

Power to the Associates

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Introduction

The GameStop Corporation does not have an effective Employee Manual. We needed a more effective manual because the current manual is too unclear and does not address all issues that may be seen on a daily basis as a GameStop employee. Our managers and assistant managers are often too busy to completely train new employees and to provide all the reference information for each situation that arises. This manual will include customer service policies and an in depth description of the return policy, so that our staff can quickly refer to them.

The GameStop Corporation has many employees and prospective employees. These employees may be thrust into the busy world of retail with little to no experience, creating a large turnover. They may work as few as 5 or as many as 20 hours per week. With the number of these employees and the high turnover, the stores frequently have workers who do not completely understand how to do the various tasks assigned to them. To complete their assigned tasks, the employees frequently must interrupt Managers or other employees. These interruptions slow the overall flow of business in the stores. The employees have to interrupt others because they do not understand how to

- Properly enforce the store return policies
- Appropriately provide great customer service
- Alphabetize the game walls and drawers

I have worked for the GameStop Corporation for three years as a Game Advisor. I have seen and experienced first-hand the problems and frustrations of not understanding how to handle a customer and customer service issues. I have worked in all phases of the job and am confident to write this amended manual. In addition, I understand the importance and necessity of having a revised Employee Manual and take great pride in completing the improved manual. This manual will resolve our ongoing problem with training employees and prospective employees.

I would like to personally thank GameStop Store Manager Steven Anderwald for the opportunity to work on this manual, and I would also like to thank GameStop.com, various employees, and ex-employees who reached out to me to give me ideas on topics that were frequently problematic. Without Mr. Anderwald providing me with examples of problems and the reference material (2011 manual) to successfully take on this task, this would not have been possible.

Important sources used include

- <http://www.gamestop.com/gs/help>Returns.aspx> (Return Policy on page 19)
- GameStop 2011 employee manual
- Steven Anderwald (Store Manager of Westgate Mall Store in Amarillo, TX)
- Anonymous employee survey used to gather data
- Gamestop.com
- Google (Pictures used throughout manual)
- <http://www.gamestop.com/gs/help/default.aspx> (GameStop Online Help Desk)

This Training and Reference Manual will include the following sections:

- **Welcome to GameStop**
- **Questions and Concerns**
 - Open Door Policy
 - Customer Experience
 - Hero Line
 - Wages and Hours
- **Work Guidelines**
 - Personal Appearance
 - General Appearance
 - Shirts
 - Pants/Skirts
 - Footwear
 - Visitors
 - Weekly Schedules
 - Attendance
 - Cell Phones
 - Trade-ins
 - Return Policy
- **Performance and Promotions**
 - Performance Reviews
 - Promotions
 - Transfers
- **Standards of Conduct**
 - Business Ethics
 - Inappropriate Conduct

Let's Begin!!!

Welcome to GameStop, Power to the People!

Congratulations and welcome to GameStop. The world's largest video game retailer. Your employment provides you with a "front seat" in the retail and digital gaming industry. The purpose of this guide is to answer all of your questions, and explain all of our policies. We also explain our policies and provide guidelines of the company's standards and expectations, so that your transition to an employed member of our growing company may be a smooth one.

Open Door Policy¹

Your store manager is able to provide a prompt answer to your questions and assist you in solving any problems that you may face. Supervisors (store managers) have earned the responsibility to resolve any issues promptly and fairly. This responsibility bestowed upon supervisors is for the well-being of you (the employee) and also the well-being of the company and our customers. If you do not inform your supervisor of any problems, they may not be aware that a problem exists. We urge you to be proactive in developing a relationship with your supervisor, this relationship makes having open lines of communication much easier.

Your primary contact for questions is your store manager or assistant store manager. However, you may communicate questions or concerns to any member of management and/or the store support center via e-mail using the store's POS (point-of-sale) system or calling [817-424-2000](tel:817-424-2000).



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Customer Experience

GameStop does not tolerate discrimination against any customer on the basis of race, national origin, color, religion, sex, sexual orientation, age, disability, or other status protected by local, state, or federal law. If a customer with disabilities requests assistance or accommodation, notify your store manager so that both of you can provide an outstanding customer experience. Here at GameStop we appreciate our

¹ Topic and information derived from "GameStop.com"

² Graphic borrowed from Google Images – Search keyword "

customers and mandate that our employees always exhibit excellent customer service. Always remember our motto is **Power to the Players!!**

Hero Line³

The Hero Line is used to report concerns. These concerns include but are not limited to loss prevention (store theft), human resources (grievances and suggestions), or accounting control issues. The company relies on the integrity of all associates to be successful. An associate may call 1-800-306-9330, 24 hours a day, 7 days a week to talk live to a person regarding any concerns.

We encourage our associates to speak with a member of management first, however there may be times when an associate desires to remain anonymous, or is not comfortable discussing the concerns with a GameStop manager directly. The Hero Line is operated by an outside company and is staffed by trained professionals who will listen, ask questions to help associates compose their thoughts and communicate his/her concerns. All calls will be handled in a professional manner and kept confidential upon request. Complaints will be forwarded to the appropriate persons for monitoring and ensuring proper remediation. The caller may also check on the status of the complaint while maintaining complete anonymity. Associates who use the Hero Line **will not** suffer any form of retaliation.

Associate concerns may also be e-mailed to Heroline@gamestop.com or by contacting the regional loss prevention or human resources manager. The e-mail will be kept in the strictest confidence.

Wage and Hours

Associates are personally responsible for complying with the Time Clock policy provided below.

GameStop strictly prohibits any member of management requesting or permitting any employee to work without being paid for such time. Any instruction by a Store Manager or any other person asking an Associate to work without recording his/her time should be reported immediately to the District Manager, Regional Director, Divisional Human Resources Manager or the Human Resources Department at 817-424-2000. The Hero Line may also be used to report this. No Associate will be subject to retaliation for reporting any request to work off the clock or for otherwise exercising his/her rights to be paid for all working time.

³ Information derived from "<http://www.gamestop.com/gs/help/default.aspx>"



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Equal Opportunity⁵

GameStop will not discriminate, nor will it tolerate discrimination against any associate or applicant in recruiting, hiring, training, promotion, transfer, performance evaluation, compensation, benefits, separations, social or recreational programs or in any other employment action. GameStop will also provide reasonable accommodation to an associate's religion as required by law.

Americans with Disabilities Act⁶

Along with our commitment to a diverse, inclusive shopping and work environment, GameStop complies with the Americans with Disabilities Act (ADA) and ensures equal employment opportunity for qualified persons with physical or mental disabilities. The company strives to provide appropriate, reasonable accommodations to persons with physical or mental disabilities, consistent with the requirements of the ADA and state and local law.

GameStop will not interfere with, or deny any associate's or applicant's rights to request a reasonable accommodation in accordance with the terms and provisions of this policy. Furthermore, GameStop will not discriminate or retaliate against any associate for requesting a reasonable accommodation under this policy, or against any person who reports a violation of this policy or participates in an investigation of a complaint under this policy.

GameStop associates who observe or believe they have been discriminated against on the basis of a qualified disability under the ADA must immediately report their concerns to a member of management, the Hero Line or a human resources manager.

Harassment Policy, Including Sexual Harassment

All GameStop associates are entitled to work in an environment free of harassment from coworkers, outside parties or supervisors. Company policy and state/federal laws prohibit harassment of any associate on the basis of race, color, religion, national origin, sex (which includes sexual harassment,

⁴ Graphic borrowed from Google Images – Search keywords "GameStop Logo"

⁵ Equal Opportunity as stated in 2011 GameStop Employee Manual

⁶ ADA as stated in 2011 GameStop Employee Manual

gender harassment, and harassment due to pregnancy, childbirth or related medical conditions), age, disability, marital status, sexual orientation or gender identity and/or expression. Any associate who engages in any form of harassment or who retaliates against another associate for reporting harassment will be subject to discipline ranging from a warning up to termination of employment.

GameStop is proactive in preventing and quickly responding to all reports of harassment. This includes all forms of harassment. There is no precise definition of sexual harassment, but we have determined that it is any unwelcome sexual advance, physical contact of a sexual nature, verbal conduct of a sexual nature, and also any drawing, picture or other material of a sexual or sexist content. Sexual harassment occurring between associates of the same sex is also possible.

If any associate feels they have been a subject of harassment, they should immediately report it to a member of management, human resources or via the Hero Line. Harassment is something that GameStop takes seriously.

Harassment reports will be promptly investigated. Associates who make complaints and/or who participate in a complaint investigation will not suffer any form of retaliation for having made their complaint or for participation in the investigation. Any information discovered during investigation will be kept confidential to protect the privacy of all parties involved. Based on the results of the investigation, appropriate action will be taken. Here at GameStop we want to protect our associates from coercion, intimidation, interference, or discrimination for filing a complaint and/or participating in an investigation.

GameStop recognizes the fact that harassment can also be perpetrated by a customer, visitor, vendor, or associate of a vendor of the company. Should this occur, the reporting and investigation procedures discussed above will be followed. The company will take appropriate measures to make sure that the harassment ceases.



⁷ Graphic borrowed from Google Images – Search keywords “No Sexual Harassment”

Employment Status

At Will Employment

GameStop is an “at will” employer, meaning you or the company may terminate your employment with GameStop at any time, with or without cause or notice. Under the “at will” policy, neither you, nor the company, are committed to continuing the employment relationship for a specific period of time. Also, we reserve the right to demote, transfer, change job duties, and change your compensation at any time with or without notice and with or without cause at its sole discretion. When you agree to work for the company, along with your receipt of this guide, you accept these terms of employment. Only the President or CEO of the company can alter your “at will” status, and such promise or guarantee must be in writing and signed by both you and the President or CEO.

New Hire Period

Any associate who has been newly hired or has been rehired more than 30 days from the date of termination, will be classified as a “new hire” and the first 90 days of employment at GameStop will be on a trial basis. An associate’s job performance will be evaluated throughout the new hire period to ensure that job requirements are met. During the new hire period, if the manager feels that job duties are not being performed satisfactorily, employment may be terminated without notice or previous performance coaching.

Rehires

All associates formerly employed by GameStop who are hired within 30 days of termination are considered a rehire and will be reinstated with their original hire date and considered to have no break in service.

Employees Classifications

Associates are hired as full-time, part-time, or temporary seasonal employees based on the company’s needs and level of position. GameStop uses the following employees’ classifications:

Full-Time

Management level store positions include:

- Store Manager
- Store Manager Designate
- Metro-Trainer Store Manager
- Assistant Store Manager

Part-Time

Store associates scheduled to work 0 to 40 hours each week fill the following positions

- Senior Game Advisor
- Lead Game Advisor
- Game Advisor

Temporary Seasonal

Associates who are hired on a temporary basis during the holiday season or for a specified period of time.

At the time of hire, associates are classified as either “exempt” or “nonexempt”. “Exempt” associates are paid on a salaried basis and are not eligible for overtime; “non-exempt” associates are paid on an hourly basis and are eligible for overtime.



Drugs, Alcohol, and Smoke-Free Workplace

To help promote and ensure the safety and well-being of our associates, GameStop maintains a drug, alcohol, and smoke-free workplace. The unlawful manufacture, distribution, transfer, sale, dispensation, use or possession of any controlled substances, alcohol, or inhalants on store premises and off-site storage areas are **PROHIBITED** at all times. Smoking however, is permitted only in designated smoking areas during breaks and meal periods outside of the store.

Drug Screening

Candidates for assistant store manager, store manager designate, and store manager positions will be screened for illegal drug usage as part of the post-offer, pre-employment process except where prohibited by law. All store positions may be drug screened at select stores prior to being hired, based solely on the company’s risk assessment. If a candidate is hired into any position without a drug screening, then continued employment in that position is considered conditional upon the receipt of a negative drug test result.

⁸ Graphic borrowed from Google Images – Search keyword “Now Hiring”

GameStop reserves the right to ensure that our Drug-Free workplace policy is consistently followed and will conduct reasonable suspicion drug screenings on associates as applicable within our policy, except where prohibited by state law.

Prescription Drugs

Associates using prescription drugs or over-the-counter drugs are responsible for being aware of potential effects such drugs may have on their judgment, their ability to perform their duties and their actions while at work. If such use may impair the associate’s judgment or ability to perform his/her job, the associate should report those potential side effects to the manager on duty prior to reporting to work. In the event the associate fails to report such use, neither a physician’s prescription nor other medical reasons may be an acceptable excuse for being found in violation of this policy.

Associate Assistance

Associates who may need assistance with drug or alcohol dependency are encouraged to seek assistance for themselves and their dependents. If assistance with drug or alcohol dependency is necessary, please notify the store manager, who will contact the benefits department for potential referrals. No associate will be disciplined for seeking assistance under such a plan; however, associates who are clearly intoxicated at work, due either to drug or alcohol abuse, are subject to disciplinary action, up to and including termination of their employment.



⁹ Graphic borrowed from Google Images – Search keywords “No Drugs Allowed”

Work Guidelines

Name Badges



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All store associates are required to wear a store name badge at all times so our customers may easily identify them. For convenience please leave badges at the store after completing a work shift.

Personal Appearance



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¹⁰ Graphic borrowed from Google Images – Search keywords “GameStop Name Badge”

It is necessary that all associates are professional, knowledgeable and helpful, and that grooming and dress attire are met. For this reason, the company guidelines listed below apply.

General Appearance

- All clothing should be neat, clean and fit properly
- Hair should be well groomed, a natural color, and kept in a professional hairstyle
- Please maintain personal hygiene and cleanliness free from all offensive odors
- Men's facial hair should be neat and groomed
- Earrings, tattoos, and tongue rings are allowed, but other visible body piercing jewelry is not acceptable
- Hats and sweatbands are not allowed
- Proper undergarments must be worn at all times
- Sexually suggestive attire, as well as clothing that displays potentially offensive or controversial words or pictures is prohibited

Shirts

- Men's shirts must be collared and appropriately tucked into pants as styled, the only exception to this rule is if an associate owns a company branded t-shirt. Company t-shirts may be substituted for collared shirts and do not have to be tucked in unless shirt length requires it
- Women may wear collared shirts or blouses without collars that are tucked into pants/skirts, if appropriate for the style. Company t-shirts may also be worn as acceptable attire.
- Shirts, blouses, etc. must fit appropriately – no showing of inappropriate skin regions is allowed (EX. excess cleavage)
- Sweatshirts, athletic wear/jackets, halter tops, tank tops, tops with spaghetti straps, and blouses with inappropriate necklines or material are never acceptable
- Sweaters, sport coats or blazers are acceptable, however they are not required or recommended

Pants/Skirts

- Denim jeans/pants, slacks, or khaki pants are permissible
- Business casual capri pants or skirts for women are appropriate
- Pants with belt loops must be worn with a belt or suspenders

¹¹ Graphic borrowed from Google Images – Search keywords “GameStop Dress Code”

- Skirts and dresses must be an appropriate mid-length - short or mini-skirts are never acceptable
- Shorts, cargo pants, sweat pants, athletic wear, overalls, leggings, fleece, leather or vinyl slacks are not permitted

Footwear

- Loafers, dress boots, sneakers, and flats are acceptable
- Dress sandals, open toed shoes and mule shoes are acceptable for women
- Socks or stockings are optional for women
- Work boots, hiking boots, slippers, casual sandals and flip-flops are not acceptable

The above list is not all inclusive. Individual regions and districts may require specific business casual dress guidelines.

Visitors

Personal visitors distract associates from customer service and other job responsibilities and are discouraged. Associates who are not scheduled to work are considered visitors. Visitors are never allowed behind the counter, in the back room or permitted on store premises at any time when the store is not open for business. Visitors may not assist with store associate job responsibilities, especially conducting sales transactions.

Chewing Gum and Eating



Eating, chewing gum, and drinking are not allowed on the sales floor and must be limited to the back room.

Weekly Schedules

¹² Graphic borrowed from Google Images – Search keywords “No Food or Drink”

To ensure coverage, if an associate is unable to report to work as scheduled (tardy or absent) he or she must notify the manager on duty with a phone call at least one hour prior to the scheduled start time of a shift. Unless the associate is hospitalized and unable to call, he or she must notify the manager on duty with a phone call each day the associate is absent, even if the absences are on consecutive workdays. Sending a text message or e-mail to the manager on duty of an absence or tardiness is not considered sufficient reporting notification. An associate who does not personally contact the manager on duty within two hours after his or her scheduled shift will be considered absent by reason of a no call/no show and subject to a final warning. Associates who no call/no show for two consecutive shifts will be considered as voluntarily resigning their employment through job abandonment.

Personal Property

GameStop does not assume responsibility for theft, loss, or damage of personal property. Associates are advised not to bring valuable items or large sums of money to work. Any outside video games or software brought into the store by associates must be approved by store managers.

Cell Phones, Cameras and Recording Devices

Cell phones are allowed at work, but are not permitted on the sales floor. The company asks that employees do not use any type of camera or video recording equipment, including cell phones without district manager approval. Doing so will result in a write-up. The recording of discussions with fellow employees without their authorization is prohibited. Personal cell phones must not be used for work related business including texting, emailing, etc. without prior management authorization. Personal cell phone use for business purposes should be submitted for reimbursement.

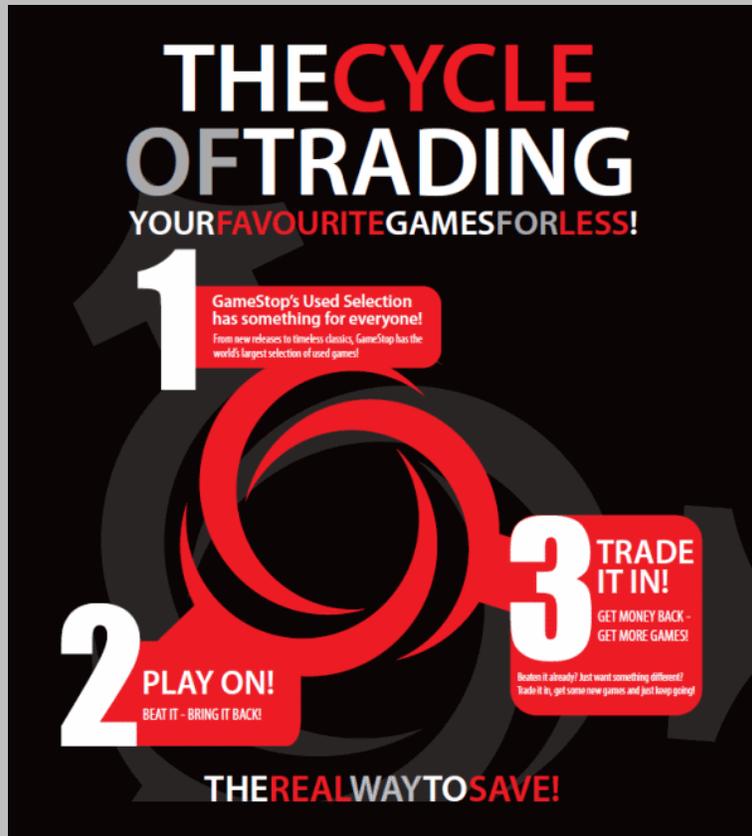
Associate Reservations

GameStop offers the opportunity to reserve future product releases with a minimum deposit of \$5. Associates are encouraged to take advantage of the reservation program using the following protocol:

- Associates must not process their own reservations
- Associates must not roll over (move funds from one reservation to a different one) reservation deposits without management approval
- Associates must not refund their own reservations

Trade-ins

GameStop offers the opportunity to trade in pre-owned video games, accessories and systems for cash or trade credit. Trade credit may be used for all in-store purchases, reservations, or PowerUp Rewards cards. All associates WILL receive training regarding the trade policy and sign an acknowledgement form to ensure the company policies are followed. Any associate who knowingly accepts stolen merchandise or violates the trade-in policy may be immediately terminated and subject to criminal charges.



Associates are urged to participate in the trade-in program. For more information regarding the trade-in program, please reference the Store Procedure Manual on GoStores.

Return Policies and Procedures¹⁵

Pre-owned Guarantee

This pre-owned product has been carefully tested, and is guaranteed to work. If you are not completely satisfied, simply return the product within 7 days for your money back or identical exchange within 30 days of purchase.

New product returns

Returned product(s) must be in the original packaging and include any manuals, cabling and accessories in sellable condition. We reserve the right to limit returns to unopened or defective products. Defective product(s) will be replaced with a like item, upon return. Terms and conditions of manufacturer's warranty apply to defective video games systems and computer hardware after 30 days.

We do not accept returns of:

- Any product(s) returned more than 30 days from the date on the packing slip.

¹⁴ Graphic borrowed from Google Images – Search keywords “GameStop Trade-ins”

¹⁵ GameStop return policy borrowed from “<http://www.gamestop.com/gs/help>Returns.aspx>”

- Any product(s) that has been opened (taken out of its plastic wrap).
- Any product(s) not in its original condition.
- Any product(s) that is damaged, played, or is missing parts.
- Any product(s) that were sold as part of a bundle, unless the bundle is returned complete.

Please do not mail us product(s) that do not meet the return criteria listed above, as we do not issue refunds for non-qualifying items and cannot return the items to you.

How to Return Products Purchased Online

Return to GameStop.com

To return or exchange an item to GameStop.com, include the packing list, identify the reason for the return, and send it to the address on the return shipping label.

Return to any GameStop store

Certain items may be returned by taking them to a GameStop store location in the United States. Items returned to a GameStop store location must be accompanied by the original packing list. Store return policies may vary and are subject to manager approval.



¹⁶ Graphic Borrow from Google Image – Search keywords “Pile of Video Games”

Guidelines

Refunds are issued in the original payment type. Cash purchases over \$150 and all check purchases are subject to a refund by check issued from our corporate office within 14 business days. Customers with a gift receipt will only receive an exchange or a gift card of equal value. We reserve the right to refuse any return.

Handling costs are non-refundable. If the reason for your return is due to our error, please contact us at 1-800-883-8895. We reserve the right to refuse any return and to require that certain items be returned directly to the manufacturer.

Return timeframes for GameStop.com merchandise		
Product	Unopened	Opened
New merchandise (except tablets and accessories)	Full refund within 30 days of purchase	No refunds Identical exchange within 30 days of purchase
New tablets	Full refund within 14 days of purchase	No refunds Identical exchange within 30 days of purchase
New accessories	Full refund within 30 days of purchase	Full refund within 30 days of purchase
Pre-owned merchandise	Full refund within 7 days of purchase Identical exchange within 30 days of purchase	Full refund within 7 days of purchase Identical exchange within 30 days of purchase
Downloadable Content (DLC) Digital Games PC Downloads	No refunds or exchanges	N/A

Promotional Discounts and Returns

Should you return an order that was placed using a promotional code, discount or offer, you will not be refunded for the amount of the code, discount or offer, as these discounts were deducted from the original purchase amount.

GameStop
POWER TO THE PLAYERS™

WEEKLY AD
OFFERS VALID APRIL 10 - APRIL 16, 2013
UNLESS NOTED OTHERWISE, WHILE SUPPLIES LAST.

DEFIANCE
NOW AVAILABLE FOR XBOX 360, PS3 & PC **\$59.99 each**

DEFIANCE ULTIMATE EDITION ALSO AVAILABLE!
\$149.99 each (Also for PS3 & PC)
Limited Quantities!

SEASON PASS
5 DLC PACKS, ONE LOW PRICE
AVAILABLE FOR XBOX 360 & PS3 **\$39.99 each**

SAVE \$50
\$299.99 (was \$349.99)
500GB PlayStation 3 God of War Legacy Bundle (includes Diskobol, 3 wireless controller and all 6 GOD of War Games)

SAVE \$30
\$19.99 each (was \$49.99)
While Supplies Last!

SAVE \$10
\$29.99 (was \$39.99)

30% EXTRA IN-STORE CREDIT
when you trade any games toward a new copy of Injustice: Gods Among Us
(Also valid for Season Pass)

INJUSTICE: GODS AMONG US

Full trade amount must be applied toward the purchase of a new copy of Injustice: Gods Among Us. Not valid toward cash trades. Trades must be in full working condition to receive full value. Inclusive items may be eligible for trade at a lower value. Trades subject to manager approval. Offer valid only toward items normally accepted in trade. Cannot be combined with any other offer. See store associate for details. This decision. Offer valid in the United States, Puerto Rico and Guam only. Void where prohibited. GameStop, Inc. reserves the right to cancel, terminate, modify or suspend the offer for any reason without notice. Offer valid 4/8 through 4/26/13.

Example of GameStop Promotional Poster

¹⁷ Graphic borrowed from Google Images – Search Keywords “GameStop Promos”

Associate Discounts



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Associates receive 15% off of all store merchandise with the exception of new video game systems, game time cards (Ex. World of Warcraft Cards), POSA cards and downloadable content (DLC). Associate discounts are also not available on GameStop.com. The Associate discount applies to purchases for:

- Your own use
- Your spouse and/or children
- Gifts for loved ones

Associates may not:

- Give the discount, in whole or in part, to relatives (parents, brothers/sisters, grandparents), friends, customers, vendors, or mall employees (Mainly for GameStop associates employed inside of a mall GameStop).
- Process their own transactions or family member transactions. Store managers must process all associate discount transactions.
- Resell any merchandise purchased for a profit. This includes rare figurines that are purchased without an associate discount.

Associate discounts will be immediately discontinued on the associate's last day of work.

¹⁸ Graphic borrowed from Google Images – Search keywords “15% Discount”

Merchandise Checkout

Employees are allowed to checkout one item of store merchandise for personal use for up to four days. The following guidelines apply:

- Hardware, accessories, sealed CDs or software programs that must be altered to install may not be checked out.
- Checkouts are only allowed at the employees' work site (No checking out items from stores other than the employee hire store).
- Associates are responsible for any merchandise that they have checked out.
- If a product is returned in unsellable condition, or if the product is not returned, the associate must purchase the product at its market value minus the employee discount.
- Merchandise must be properly checked out in the Employee Merchandise Check Out Log in the Game Planner.
- Street-dated merchandise (Ex. Merchandise received at the store on 4/13/2013 but not being released until 4/27/2013) may not be checked out prior to its release date.
- Merchandise that leaves the store without being properly checked out or purchased is considered to be unauthorized removal of company property, and is punishable by performance review or termination depending on the value of the merchandise wrongfully removed from the store.

Political Contributions

Associates may not make, or agree to make any contributions of money, resources or services to any political organization, entity, cause or representative on behalf of GameStop. Associates may participate in and contribute to political organizations or causes in their own name and with personal resources but are prohibited from doing so during working time, on company property or using company resources.



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Employment of Relatives/ Friends

Members of an associate's family may be hired, provided that one relative does not directly or indirectly supervise another relative in the same store, district, region or market. Consideration for employment at other store locations will be given on an individual basis. This also applies to anyone that the associate has a personal relationship with, which could raise the issue of favoritism in the supervisory relationship or create a potential conflict of interest. If employment of a family member or friend creates a conflict of interests, favoritism or negatively affects overall employee morale, GameStop will move one of the involved parties to another store as soon as possible.

Relatives are defined as spouses or spousal equivalents, such as domestic partners, siblings, children, parents, grandparents, aunts, uncles, nieces, nephews, in-laws, and "step" family members. Immediate supervisors must be informed in advance of any potential conflicts of interest if a relative or friend is being considered for hire. Relatives and friends of GameStop associates will be considered for employment using the same criteria as all other applicants.

Safety

The company is committed to providing a safe workplace. To establish consistent efforts to reduce accidents and injuries all employees must:

- Report any emergency that occurs, to store management immediately. Contact local authorities as necessary. For any non-emergency safety matters employees should contact a member of

¹⁹ Graphic borrowed from Google Images – Search keywords "No Campaigning"

management, human resources (HR@gamestop.com), or contact the Hero Line at 800-306-9330.

- Follow all safety guidelines established for use of equipment, material handling, and emergency procedures, minors are prohibited from using trash compactors or cardboard baling machines.
- When possible, leave the store with another employee upon closing, thus lowering the chances of being mugged in the parking lot late at night.
- Use good judgment to avoid accidents and hazardous conditions altogether.
- Do not engage in horseplay or any other activities that may cause harm to any employee, manager, or customer. **Breaking this rule will result in performance coaching and possible termination.**



²⁰ Graphic borrowed from Google Images – Search keywords “Safety First”

Workplace Free From Violence



²¹Unacceptable associate actions toward other associates or customers

It is the goal of GameStop to provide a workplace that is 100% free from violence and threats of violence, all associates will be held accountable for their actions. GameStop will not tolerate acts or threats of violence that occur on company premises or are directed at other associates or customers. Possession of firearms, knives, explosives, or other lethal weapons are prohibited from any and every situation dealing with the GameStop company (Ex. Company premises, at company-sponsored events, or while conducting official GameStop business). Prompt action will be taken against any and every party guilty of engaging in threatening behavior, commits acts of violence, uses obscene, abusive or threatening language or gestures. GameStop will exercise all available legal rights to ensure the safety of associates against anyone who engages in violent or abusive behavior while on store premises. Associates should report any instances of threats of workplace violence to store management, human resources, or the Hero Line.



²²Acceptable associate interaction between other associates and customers

²¹ Graphic borrowed from Google Images – Search keywords “Mortal Kombat”

²² Graphic borrowed from Google Images – Search keyword “Unity”

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