

TABLE OF CONTENTS

STORE POLICIES

A-0001 Attendance and Punctuality

A-0002 Business Ethics

A-0003 Cleaning and Organization

A-0004 Conflict of Interest

A-0005 Employment of Relatives

A-0006 Equal Opportunity Employment

A-0007 Harassment

A-0008 Inspections and Subpoenas

A-0009 Lost and Found

A-0010 Media and Public Relations

A-0011 Performance Improvement and Coaching

A-0012 Personal Appearance and Dress Code

A-0013 Paystubs

A-0014 Protecting Confidential Information

A-0015 Returns and Exchanges

A-0016 Street Dated Merchandise

A-0017 Telemarketers and Outside Vendors

A-0018 The Customer Experience

A-0019 Dirt and Infestations

A-0020 Employee Benefits

SAFETY

B-0001 Safety Overview

B-0002 Bomb Threats

B-0003 Burglaries

B-0004 Emergency Store Closings

B-0005 Natural Disaster

B-0006 Power Failures

B-0007 Robberies

B-0008 Shoplifting

RESOURCES

C-0001 Customer Accident Form

C-0002 ESRB Ratings System

C-0003 System Formatting Guide

ATTENDANCE AND PUNCTUALITY

1.1 Policy

To ensure efficient store operation, all associates are expected to be on the sales floor and ready to work on the days and the specific times for which they are scheduled. Absences and tardies that are unexcused or excessive in the sole judgement of Video Game Heaven Inc. and late store opening are unacceptable and will result in being assigned points (see below for Attendance Points System) and potential performance coaching up to and including termination.

1.2 Guidelines

Associates are required to work their scheduled days and times. All associates are required to be at work at their scheduled start time, with opening managers being required no later than 15 minutes before scheduled shift, and must clock in as their first responsibility when they are on the sales floor and ready to begin work.

- If an associate fails to report to work for a scheduled workday the associate is considered to be absent. An absence is defined as any day an associate is unable to report to work as scheduled, regardless of the reason.
- If an associate arrives on the sales floor to begin work after his scheduled start time for any reason, the associate is considered tardy for that shift.
- Pre-approved time off, including vacations, personal days, jury duty, bereavement, or leaves of absences are considered excused absences and are not subject to the attendance policy.
- Leaving prior to the end of the scheduled workday without supervisor approval is considered job abandonment and will be considered as an associate voluntarily resigning from Video Game Heaven Inc. when he or she walked off the job.

1.3 Reporting Absences or Tardies

Associates must report all absences or if they will arrive tardy to work by personally calling their shift supervisor at least one hour prior to their scheduled start time to let them know why they will not be in and when they can be expected to be at work. Texting or emailing is not an approved method for reporting an absence or calling in for a shift, unless you were unable to reach your opening manager, General Manager, or Human Resources via phone.

- Supervisors, who are scheduled to open but are unable to arrive at the store on time due to illness and/or an emergency must contact another person with store opening responsibilities so that the store may open on time as scheduled. The supervisor must contact the General Manager or Human Resources Department if he or she is unable to contact a person to open the store on time.
- Associates may be required by management to provide a doctor's statement or supporting medical documentation (if applicable) for absences or tardiness due to illness.
- Associates must personally contact their supervisor each day they are absent, unless they are on short-term disability with required medical documentation or another pre-approved leave of absence.
- Associates who are no-call and no-show for two consecutive days will be considered as voluntarily resigning their employment through job abandonment.
- Falsification of reason for being absent or tardy will result in a final warning, up to and including termination of employment.

1.4 Attendance Point System

Attendance will be tracked using a point based system with various values based on the severity of the infraction, as well as modifiers for the employee type. Point values will be assessed at the time of the incident (or when finalizing payroll) by the Human Resources Director. Each employee will be assigned a "point limit" of twelve (12). Once an employee reaches or goes over the point limit, their further employment with the company will be reviewed with the possibility of termination.

It is important to note that the system is based on your scheduled time and your actual clock in time. If your scheduled to work at 11am, show up at 11am, and clock in at 11:01am: you will be considered 1 minute late. Please show up in a manner that you can clock on or slightly before your scheduled shift to avoid tardiness.

Attendance Infraction Point Values

- ½ Point for being late 1 minute to 59 minutes
- 1 Point for being late 1 hour to half of scheduled shift
- 2 Points for being late more than half of shift
- 2 Points for each day absent for being out sick without doctor's note
- 6 points for no-call no-show (cannot be subject to modifiers)

Attendance Point Modifiers

- x3 Points if you are the opening manager (does NOT include sick days). This means that if the opening manager is one hour late for their shift they would receive 6 points for opening that store late. While severe, the opening manager must understand that opening late affects our sales, the customers happiness, and other employee's ability to work.
- + ½ Point for anything that is without notice before scheduled arrival time

Doctors Note

No matter how many days you are out, if you provide a doctor's note, and all missed days are within excused days per doctor's instructions, the total value of missed days will be reduced to 1 point, and 1 point only. (Example: An employee Fred calls out sick. Fred is out for four days (this would normally be 8 points). Fred gets a doctor's note that excuses him for three of those days. The points value would now be 3. 1 for being out sick excused, and 2 for the day that was not covered by the doctor's note. When visiting the doctor, please be aware of this policy. If you were out for few days before going to the doctor (as is often the case) remember to request that the doctor include those missed days on your note. In some instances, you may get a doctor's note at a later date, when this happens: points will be corrected accordingly.

Loosing Points

All points are on a yearly rotation. If you received a point infraction of 1/1/17, it will "drop off" on 1/1/18. This allows points to be dropped after a year period so that no points are considered "final".

Notification of Points Gain

Most Points gains will not be received with a performance coaching (unless unusual circumstances are present). Each time an employee receives an infraction point, they will be notified via email of

the gain and their current total. It is the employee's duty to keep up with their current point value outside of these emails, there will be no reminder emails sent out. However, at any time, the employee can email the Human Resources Director and request an update on their current point total.

1.5 Termination of Employment

Associates may be terminated in violation of the attendance and punctuality policy under the following circumstances:

- Associate received twelve (12) or more points during a one-year period (with review)
- Associate is absent for two or more consecutive scheduled workdays and has not called within 2 hours after scheduled start times to report either absence (considered voluntarily job abandonment).
- Associate has left work before scheduled end of his or her shift without permission from a supervisor (considered job abandonment).

BUSINESS ETHICS

1.1 BUSINESS ETHICS

Video Game Heaven Inc.'s successful business reputation is built on the principles of fair dealings and ethical conduct of our associates. Every associate is expected to adhere to the highest standards of personal and professional integrity and to avoid any situation that might reflect negatively on that individual or upon the company. Our reputation for integrity and excellence requires compliance with applicable laws and regulations in all aspects of conducting our business. The company will not tolerate any associate who achieves results by being involved in dishonest or unscrupulous practices, violates the law or jeopardizes the company's reputation.

1.2 FRAUD

We are dedicated to upholding a high level of integrity on all business practices. As such, the company will not tolerate fraud in any form. Examples of fraud include, but are not limited to:

1. TRADE IN FRAUD

Willfully manipulating trade performance by accepting merchandise in trade that is against company policy. This includes, but is not limited to:

- Accepting product in trade after the guest implies the item(s) being traded in are stolen.
- Keeping customer trade-ins for personal use.
- Entering fraudulent information without collecting the guest's information.

As a general rule DO NOT ACCEPT the following items in trade:

- Systems with stickers of an offensive nature or any that would hinder its ability to be resold
- European games or systems. PAL or PEGI Rated. Exceptions only on high demand items or items specifically unavailable in United States.
- Fire damaged items
- Items that have been defaced and would hinder its ability to be resold
- Accessories with frayed cords or exposed wires unless approved by Repair Tech.
- Consoles with parental controls. Parental controls MUST be removed before accepting the item in for trade.
- PS Vitas with cracked screens or severely scratched screens that would hinder its ability to be resold
- PS3 Systems that will not power on/yellow light shutdowns
- PS3 Systems with foreign region code. The "01" is North America PS3 region code
- Any Gaming Console without a serial number (only when taking trade for cash)
- Hardware with severe cosmetic damage to the extent of being clearly unrepairable
- Systems that are infested with insects or any other creature
- Disks that are cracked or broken, no matter how minimal the damage
- Burned or pirated games
- Items with disfigured or missing labels and are unidentifiable by sight
- PSP games with cracked or missing protective casing
- Multi-disc games wherein all required disks are not present
- Kinects where the moveable neck on the device is cracked or broken

Systems or accessories that have cameras wherein the lenses are cracked or broken

2. TIME FRAUD

Willfully manipulating employee hours to meet payroll budgets and scheduling or to increase the number of hours worked to increase pay. This includes but is not limited to:

- Misrepresenting an associates hours worked on a shift to avoid paying overtime
- Remaining on the clock while out of the store for extended periods for personal reasons
- Allowing an associate to complete any work while not clocked in. This includes answering the phone, straightening the store, assisting customers, and any other tasks.
- Clocking in an associate that is not working in order to increase that associates hours

3. INAPPROPRIATE CONDUCT

The nature of the work environment has a direct effect on job performance. It is important that the safety and rights of all associates be protected. Certain standards of conduct based on generally accepted behavior, common sense, and the needs of our business have been established to apply to all the store associates. Failure to comply with these standards or failure to maintain satisfactory job performance will result in corrective action, which may range from a verbal discussion to termination of employment.

The following are examples of conduct, which may result in disciplinary action up to and including termination of employment:

- Posting confidential information, unauthorized pictures or making false or disparaging remarks about the company, its policies or any associates on the internet
- Posting an internet page, electronic bulletin board posting, electronic mail message, or any
 other public representation about the company or on behalf of the company unless it has
 first been authorized by the General Manager.
- Reselling any company merchandise on an internet site for a profit. This includes selling
 merchandise purchased directly from the store or obtained from the company or vendor,
 whether free of charge or purchased.
- Theft of or complicity in theft, vandalism, embezzlement, conclusive evidence of dishonesty, or unauthorized removal of company property or the property of others from company premises.
- Unauthorized use of company facilities, services, equipment or resources, including long distance calls or toll calls using store phones or data network.
- Violation of the companies discount policies or procedures, including ringing up your own purchase/transaction or giving out additional customer discounts.
- Falsification of any company document or record, whether paper or electronic. Includes the
 application for employment, customer reservations, trade-in credits and merchandise
 checkout. Also includes the misrepresentation of time worked for self or another associate,
 or violation of other time regarding policies or procedures.
- Violation of the company's Equal Opportunity or harassment policies.

- Cashing personal checks, checks of another associate, credit card transactions for cash or making loans to self or associate from register funds.
- Physical violence, fighting, or verbal or physical intimidation or harassment of fellow associates or customers. Extreme rudeness or discourtesy to a customer or co-worker.
- Violation of the company's solicitation policy. Includes purchasing products from or selling personal merchandise directly to customers.
- Violation of the company's policy covering other employment/conflict of interest. Includes selling products purchased or obtained from a store on the internet for a profit.
- Illegal activities while at work, on company premises, or while conducting business, including gambling.
- Possession, sale, use, transfer, of alcohol or drugs on company premises, or reporting to work under the influence of alcohol or drugs, including during break periods.
- Possession/concealment of merchandise sold by the company without a valid receipt or which has not been properly checked out.
- Unauthorized copying or distribution of software, DVD's, modifying game systems to play
 copied software or assisting others to do so. Includes possession of unauthorized software
 copies and tampering with the company's computer system/network/hardware.
- Release of confidential information, including contents of personnel files, wages, company finances and sales information to outside parties, including unauthorized dissemination, distribution or use of supervisors' POS codes or store keys.
- Leaving store premises during worktime without permission of your store manager or supervisor.
- Negligence, carelessness or recklessness resulting in a loss to the company including contributing to the injury of any person or damage to company property. Includes having knowledge of associate theft, fraud or other store loss and not reporting it to management.
- Obstructing, impeding, or failing to comply/cooperate with a company investigation, including inspection of personal belongings. Deliberately obstructing or interfering with work output or the performance of any task before the end of a work shift.
- Conviction of any felony or crime or any other conduct or behavior which can be reasonably construed to indicate that continued employment would constitute a threat or hazard to fellow associates, customers, the company and its property or its reputation.
- Conduct that is considered detrimental to the operation of the business. This includes dishonesty, unprofessional behavior or cheating to improve performance.
- Job abandonment. Walking off the job or having absences for two consecutive scheduled days and not contacting a supervisor or reporting to work.
- Use of company computer systems for any purpose that is not job related, including any harassing or discriminatory activity.
- Allowing visitors in the backroom or in the store during non-business hours. Includes
 allowing associates to remain in store or entering store before or after regularly scheduled
 hours without upper management approval.
- Breaking Vendor Street Dates without prior approval from the Senior Management Staff.
- Bank Audit Fraud.

PLEASE NOTE THAT THIS LIST IS NOT ALL-INCLUSIVE. THERE MAY BE ADDITIONAL TYPES OF CONDUCT SERIOUS ENOUGH TO WARRANT DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF EMPLOYMENT.



CLEANING AND ORGANIZATION

1.1 A clean and organized store is an absolute necessity for efficient store operation. The cooperation of all associated is required to maintain a clean, neat and attractive store for customers to shop and associates to work. Efficient organization of the sales floor and stockroom is necessary to locate merchandise quickly and prevent loss of sales.

Each store must have a cleaning schedule that ensures the following expectations are met daily:

- Front Sign is clean and operational
- Sidewalk and walkway to store is clean and clear of debris, cigarette butts, leaves, etc.
- Windows and exterior walls are clean, and any damage has been neatly repaired.
- Gate(s) and doors are clean and operational.
- All flooring and carpeting is clean and in good repair.
- Ceiling is clean. Damaged tiles have been replaced or repaired. Vents are clean.
- All lighting is operational. Lighting is dust-free. Emergency lighting is functional.
- All fixtures and slat-wall are clean and dust-free. Any damage has been neatly repaired.
- Glass cases and wire shelving are clean and dust-free.
- Merchandise is dust free.
- Cash Wrap area is uncluttered and clean. Paperwork is filed immediately. Nothing administrative visible to customer (including order books, pricing charts, etc.). All notes and memos hidden from view.
- Interactive/Demo units and monitors are clean and dust free.
- Stockroom floor is clean and swept. Old drink cups and food containers discarded or thoroughly clean.
- Stockroom logically organized and labeled. Like-product kept together where possible.
- Bathroom floor, mirror, sink, and toilet are clean and stocked with toilet paper, soap and paper towels.
- Refrigerator and microwave are clean.

CONFLICT OF INTEREST

1.1 Policy

We support associates in pursuing a full range of activities outside of work, such as school, hobbies, another job, or consulting work, provided there is no conflict of interest or the appearance of a conflict of interest. In the course of representing Video Game Heaven Inc. to the business community, all associates are expected to conduct themselves and their activities in such a way that will not create a conflict of interest or the appearance of a conflict of interest.

1.2 Guidelines

Although it is not possible to develop guidelines to cover all circumstances, the following areas provide the greatest potential for a conflict of interest. Associates may have other commitments not directly related to their employment with Video Game Heaven Inc. provided that:

- Any associate's job responsibilities (unless exceptions were made upon hiring) take absolute precedence.
- Any associate's scheduling availability (unless exceptions were made upon hiring) will not be adversely affected and must take precedence.
- Any associate's outside commitments and responsibilities unless exceptions were made upon hiring) do not conflict or interfere with his/her Video Game Heaven Inc. responsibilities or with the interests of the company.
- No outside business, employment, or consulting activity is conducted during the associates working time, on company property or with the use of the company's resources, equipment or facilities.
- There is no solicitation of Video Game Heaven Inc. customers or associates at any time and for any reason not directly related to the purchase of our products or services, based on any information or through contacts obtained in the course of the associate's employment with our company. This includes purchasing products from or selling personal merchandise directly to customers or associates, or reselling products purchased from the store on an internet site for profit.

1.3 Competing Businesses

Associates may not participate in the ownership of or be employed by or have substantial interest in or provide directive, managerial or consulting services to any organization that is in a competing business with Video Game Heaven Inc.

- A "competing business" means any organization, group or individual which markets, sells or supports the sale of products that are sold by or that compete with products sold by Video Game Heaven Inc.
- Having "substantial interest" means being an owner, partner, employee, officer, lender, borrower, major investor, contributor, consultant, service provider of or to a competing business with Video Game Heaven Inc.

1.4 Political Contributions

No associate may make, agree to make, or direct to be made any contributions of money, resources or services to any political organization, entity, cause, or representative on behalf of Video Game Heaven Inc. Associates may, of course, 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 premises, or using company resources.

1.5 Release of Information

Unauthorized disclosure or release of any information or data that concerns or that is the property of Video Game Heaven Inc. is strictly prohibited. Associates with concerns regarding whether their business interest or activities may create a conflict of interest are required to discuss those concerns with their supervisor or Human Resources Department.

1.6 Enforcement

Any associate who discovers a violation of this policy should report it to their Store Manager, General Manager, or Human Resources Department. Any associate who violates any provision of this policy will be subject to Final Warning, up to and including termination of employment.

EMPLOYEMENT OF RELATIVES

1.1 Policy

Relatives of current Video Game Heaven Inc. associates will be considered for employment using the same criteria applied to other applicants

1.2 Guidelines

Members of an associates immediate family may be hired, if the respective positions:

- Are not in the same store and/or if either associate is in a supervisory position
- Are not in the same managerial hierarchy if one of the associates supervises that hierarchy.
- Does not create a potential conflict of interest.
- Restrictions also apply to associates in any type of cohabitational relationship.

1.3 Relatives

- Spouses or spousal equivalents (domestic partners)
- Sons and Daughters
- Brothers and Sisters
- Fathers and Mothers
- Aunts and Uncles
- Grandparents and Grandchildren
- Nieces and Nephews
- In-Laws (of all relatives listed above)
- Any "step" relationships.
- Any person(s) with whom a supervisor has a personal relationship with that may raise a potential issue of favoritism or conflict of interest.

1.4 Current Associates Who Become Related

If two associates already working at Video Game Heaven Inc. become related or commence a cohabitational relationship, they may both continue in their present positions, if their performance continues to be satisfactory and neither of their positions are affected by the above restrictions.

- If wither associate's position is deemed to be affected by one or more of the above restrictions, Video Game Heaven Inc. will consider placing one of the associates in another position/location as soon as possible.
- If in the judgement of Video Game Heaven Inc. management, no suitable alternative placement is available or advisable, one of the affected associates must seek employment outside of the Company.

1.5 Associate Dating

Video Game Heaven Inc. prohibits supervisors from dating or engaging in romantic or sexual relationships with associates they directly or indirectly supervise.

• Potential problems may arise by associates dating one another which may include conflict of interest, sexual harassment, and/or allegations of favoritism and discord, which can interfere with store operation and associate productivity.

- Any supervisory relationship with any other associate must be disclosed to the Human Resources Department immediately. Failure to do so may result in the immediate termination of a supervisor's employment.
- If a personal relationship between a supervisor and an associate is determined to be in violation of this policy, the Company will attempt to place one of the associates in another position/location as soon as possible. If no suitable alternative is available, one of the associates will be given time to seek employment outside of the company.

1.6 Enforcement

Any associate who discovers a violation of any provision of this policy should report it to their Store Manager, General Manager, or Human Resources Department. Any associate who violates any provision of this policy will be subject to an appropriate performance coaching plan, up to and including termination of employment.

EQUAL EMPLOYMENT OPPORTUNITY

1.1 Policy

Video Game Heaven Inc. will hire qualified associates to perform the many tasks necessary for the success of our business. Video Game Heaven Inc. will ensure that all employment decisions are based only on valid job requirements. An essential part of the policy is providing equal employment opportunity for all in compliance with applicable state and federal law. Video Game Heaven Inc. will not discriminate, nor will it tolerate discrimination of any applicant or associate because of:

- Race
- Color
- Sex
- Religion
- Marital Status
- National Origin
- Age
- Disability
- Medical Condition
- Sexual Orientation
- Pregnancy
- Veteran Status
- Gender Identity and/or expression

This policy applies to all matter of employment which includes, but is not limited to:

- Hiring
- Recruitment
- Training
- Promotions
- Transfers
- Compensation
- Benefits
- Terminations
- Social or recreational programs

1.2 Supervisor Responsibilities

It is the responsibility of each supervisor to make sure that all associates and applicants are afforded equal opportunity.

1.3 Reporting Discrimination

Video Game Heaven Inc. associates who observe or who believe they have been subjected to discrimination must immediately report their concerns to their Store Manager, General Manager or Human Resources without fear of retaliation, intimidation or discrimination for filing a complaint, assisting or participating in an investigation, or exercising any other rights protected by VEVRAA (Vietnam Veterans Readjustment Assistance Act) or section 503 or their implementing regulations. All reports of discrimination will be promptly investigated and, based on results of the investigation, appropriate action will be taken.

1.4 Enforcement

Any associate who violates any provision of this policy will be subject to an appropriate performance coaching plan, up to and including termination of employment. If you have any questions about this policy contact your Human resources Department.



HARASSMENT

1.1 Policy

All Video Game Heaven Inc. associates are entitled to work in an environment free of harassment from co-workers, outside parties or supervisors. Supervisors must ensure that every associate is treated with dignity and respect. Video Game Heaven Inc. does not tolerate any form of harassment towards our associates. Any associate who engages in any form of harassment or who retaliates against another associate for reporting harassment may be subject to disciplinary action up to and including termination of employment. Video Game Heaven Inc. also will not tolerate harassment by its associate of non-employees with who we have a business, service or professional relationship.

Federal/State laws prohibit the harassment of any associate on the basis of sex (which includes sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) race, color, religion, national origin, age, disability, marital status or sexual orientation.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, job assignments, promotion, discipline, transfer, termination, layoff, rehire, leave of absence, benefits, compensation and training. Supervisory discussion of an associate's performance or other job-related conduct or issues does not constitute harassment.

1.2 Definition of Sexual Harassment

Although it is not easy to state a precise definition of sexual harassment it includes unwelcome sexual advances, requests for sexual favors, and physical or verbal conduct of a sexual nature, plus any drawings, pictures or materials of a sexual or sexist content. It includes unwelcome physical and/or verbal conduct where:

- Submission by an associate to such conduct or threat is made either explicitly or implicitly a term or condition of that individual's employment.
- Submission to or rejection of such conduct or threat by an associate is used as the basis for employment decisions affecting associate.
- Such conduct or language has the purpose or effect of interfering with an associate's work performance or creates a hostile, intimidating, or offensive work environment.

Some examples of sexual harassment include: offering employment benefits in exchange for sexual favors, making sexual gestures, making or using derogatory comments, epithets, slurs, or jokes, physical touching or assault, impeding or blocking movements, and actual or threatened retaliation.

1.3 Reporting Harassment

Video Game Heaven Inc. takes a proactive role in preventing and quickly responding to any reports of harassment of our associates. This includes sexual harassment but also includes any harassment based upon race, religion, color, national origin, age, disability, sex (which includes sexual harassment, gender harassment, and harassment due to pregnancy, childbirth, or related medical conditions), marital status, sexual orientation, gender identity and/or expression, veteran status, or any other status protected by law.

In order to allow the company to prevent unlawful harassing discriminatory conduct, it is essential that associates immediately report each instance of harassment or discriminatory conduct to the company and that the company receives information about every instance of conduct. Any associate who feels that he or she has been subjected to harassment must report such conduct to any Video Game Heaven Inc. management representative without fear of retaliation, intimidation, or reprisal. Video Game Heaven Inc. associates are protected from coercion, intimidation, interference or discrimination for filing a complaint or assisting or participating in an investigation. Associates are similarly required to report any incident of retaliation.

- Associates must immediately report the incident to their Store manager, General Manager, or Human Resources Department.
- •Any incident of harassment, including inappropriate conduct, must be reported regardless of whether or not it is reported or perceived to be serious or severe.
- All reports of harassment will be promptly investigated, and anyone with information regarding the matter will be interviewed.
- Associates who make good faith complaints and/or who participate in a complaint investigation will not suffer any form of retaliation for having made their complaint or participated in the investigation.
- Reports of harassment and information developed during an investigation will be kept as confidential as possible to protect the privacy of the persons involved without impeding the investigation process.
- Based on the results of that investigation, appropriate action will be taken to stop the harassment and ensure it will not continue.
- Upon conclusion of the investigation a determination will be made and the results communicated to the complainant, to the alleged harasser and, as appropriate, to all others directly concerned.
- Knowingly making false allegations of harassment, discrimination, or retaliation is a serious act of misconduct which may lead to corrective action, up to and including termination of employment.

1.4 Supervisor's Responsibility

Any supervisor who witnesses or receives a report of any harassing conduct must act promptly and fairly to investigate the allegations whether or not there has been a formal complaint. The supervisor must:

- Discuss the incident with the associate in a private setting.
- Write down the details of the incident from the supervisor's preliminary interview with the associate who makes the report.
- Inform the associate that the company will conduct a timely investigation and take appropriate action based on the results of the investigation. The associate should also be asked to immediately report any subsequent incidents of harassment or retaliation.
- Immediately notify their manager, General Manager, or Human Resources Representative.
- Treat all parties with dignity and respect and in a non-confrontational or judgmental manner.
- Report any subsequent incidents of harassment or retaliation to the General Manager or Human Resources Manager.
- Review the information with the General Manager or Human Resources Representative.

 After consultation with the General Manager or Human Resources Representative, the company will take appropriate action, up to termination of employment, in an effort to prevent the prohibited conduct from reoccurring.

1.5 Retaliation

Video Game Heaven Inc. prohibits any form of retaliation against associates who make a good faith report of a violation of Video Game Heaven Inc.'s policies concerning harassment or discrimination in the workplace. Associates are required to report any retaliatory conduct in accordance with the procedures set forth in this policy.

1.6 Third-Party Harassment

Video Game Heaven Inc. recognizes that unwelcome harassment can also be perpetrated by a customer, visitor, vendor, or employee of a vendor of the company. Harassment of any kind by any outside parties will not be tolerated. Should this occur, the reporting and investigation procedures discussed above will be followed. Associates who believe they have been subjected to harassing behavior by a customer or outside third party must:

- Politely excuse themselves and notify the supervisor-on-duty of the situation.
- Inform the Store Manager/Supervisor as soon as possible, if the conduct continues.
- Refrain from personally confronting the harassing party, if the conduct continues.

Please report and subsequent incidents of harassment so that management may take appropriate action to stop any further harassment.

The Store Manager should:

- Review the complaint with the General Manager or Human Resources Manager.
- Take appropriate action based on the severity of the incident.
- Observe the behavior first hand, if possible.
- Take the customer or outside party aside away from other customers and insist that the behavior stop immediately because it is making a member of the store staff uncomfortable.
- If the behavior continues, ask the person to leave the store, and contact the General Manager or Human Resources Manager to discuss the incident and further corrective action that should be taken under the circumstances.
- Contact security or the police if the person refuses to leave the store.
- Depending on the severity of the incident, an employee of a third party vendor may be informed that he/she is no longer authorized to conduct business with the company.

1.7 Enforcement

Based upon the results of the investigation, the company will undertake appropriate measures to ensure that any harassment ceases. Any associate who engages in any form of harassment or any associate who retaliates against another associate for reporting harassment may be subject to disciplinary action up to and including termination of employment.

INSPECTIONS, SUBPOENAS AND SERVING OF PROCESS

1.1 Policy

In instances where a store is visited by a local, state or federal inspector or is served with legal documents, it is critical that store management respond in a timely and appropriate manner to protect themselves and Video Game Heaven Inc. from liability or legal penalty.

1.2 Procedure

In all cases of visits by an inspector or process server, the store's supervisor must:

- Always request the inspector or server to show valid identification.
- Note the date and time of the visit.
- Immediately contact your General Manager.
- Save any papers to be handed off to the General Manager that he or she is able to accept under this policy, unless otherwise directed. Such papers include citations, notices, summonses, certifications or audit reports.

1.3 Government Inspectors

Periodic, non-scheduled visits to stores may be made by inspectors representing:

- OSHA (Occupational Safety and Health Administration)
- U.S. Immigration and Naturalization Service
- Department of Labor, Wage and Hour Division (state or federal)
- Local Fire Department or Inspector
- Local building code compliance office
- Local Department of Health

Inspectors from these and other local, state and federal agencies have the right to enter stores and examine appropriate facilities or records and in cases of OSHA or Department of Labor inspections, interview associates but not Store Managers. If an inspector visits a store the supervisor on duty must:

- Verify the inspector's identity
- Explain that all official documents and company records are kept at the Home Office.
- Request that the inspector make an appointment and return at a scheduled time to meet with the General Manager in order to gather requested documents or secure the official company records located at the Home Office.
- Remain with the Inspector until the inspection is complete.
- Secure all paperwork relating to the inspection, after the inspector leaves.
- Immediately contact the Store Manager, General Manager, or Human Resources Department.

1.4 Process Server Procedures

When a process server attempts to serve a subpoena, summons, lawsuit, writ or complaint at the store, the supervisor on duty must:

- Examine the document to ensure Video Game Heaven Inc. is the addressee.
- If Video Game Heaven Inc. or an employee of your location is not listed, inform the process server the documents must be served elsewhere.
- Immediately notify the Store Manager, General Manager and the Human Resources Department.

- The Human Resources Department representative will instruct you how to send the information and to whom it should be directed.
- Never accept a process serving for another associate. Most states require that employees be made available by their employers to receive service in issues such as legal separation, divorce, child support or domestic violence. If an associate is the addressee, make arrangements with the server to serve the document at a later time when the associate will be available.
- 1.5 Documents Received by Mail or Delivery Service

 Documents received by mail or delivery service should be accepted and opened immediately. After examining the documents, the Store Manager should contact the General Manager for instructions.
- 1.6 Non-Government Investigators and Private Citizens Managers or Supervisors are not permitted to answer questions, allow associates to answer questions or to allow inspections by any individual with no appropriate government affiliation, including attorneys, paralegals, or former employees without permission of an authorized Human Resources Representative.
- 1.7 Employment Verifications Representatives of government agencies may personally visit a store to verify employment of a former associate applying employment in that agency. In such instances, the manager must inform the agent that he/she is not permitted to respond and direct the agent to our Human Resources Department. Similarly, all requests for references and employment verifications from nongovernment agencies must be forwarded to the Human Resources Department.

LOST AND FOUND

1.1 Overview

During the regular course of business, customers may leave items behind such as Driver Licenses, wallets, Military IDs, credit cards, etc. Every effort should be made to return lost items to the customer. In the event items are left behind the following procedure should be followed.

Customer Contact – Let the customer know you have found their lost item.

- If the customer's identity can be determined, look up contact information and attempt to call the customer to inform them of the property they have left in your store.
- Inform the customer that you will hold on to their lost items for 30 days only.

Storing Lost Items – Place lost items in your store's safe.

- Mark the date that you found the item an attempted to contact the customer on a piece of paper.
- Affix the note to the lost item with a paper clip or rubber band and place it in the store's safe. Make sure the date the item was lost is written on the note.

Retention – Store lost items for 30 days.

- If the customer has not called or returned to claim their lost item after 30 days, the item should be destroyed and thrown away.
- Make sure that items with sensitive information such as credit cards, Driver's Licenses, and Military I.D.'s should be given to the Human Resources Department to dispose of legally.

MEDIA AND PUBLIC RELATIONS COMMUNICATION

1.1 POLICY

Video Game Heaven Inc.'s communication objectives are to maintain the company's reputation as a responsible local citizen, enhance the company's image as one of the most respected local companies and authentically communicate news and information. Professional considerations must be made when the company wishes to communicate publically – whether to the marketplace or to the general public – to uphold necessary state, legal, and regulatory guidelines.

1.2 MEDIA AND PUBLIC RELATIONS COMMUNICATION

Television, newspapers, or radio media may on occasion contact a store to request an interview about products we sell or to obtain other information about the company. Under no circumstances may an associate act as a representative of the company and conduct a news media interview or discuss non-public information about the company without proper authorization. The following media and public relations communications situations require involvement and approval by the Owner, General Manager (or his or her designee):

- Any requests or engagement, both active and reactive, from local, statewide, national or international news media outlets, journalists, and citizen journalists. This applies to all traditional and social media channels, including (but not limited to) Facebook, Twitter, Wikipedia, game forums, online publisher communities, blogs, websites, and all micro blogs.
- Requests to photograph the interior of the store or property, both still photographs and video. The only exception is with prior clearance.
- Any media communications on a crisis matter, controversial topic, or issue that could have a major impact on the company, even when these matters are being discussed with local media.
- Any communication regarding the business performance of the company.
- Any official engagement with elected and volunteer local, state or national officials, including parent/teacher associations and advocacy groups.

Our company believes in dialogue among associates and with our partners. Such dialogue is inherent in our business model and does not require involvement or approval unless the communication is connected with a venue where journalists and/or members of the media may be present.

1.3 INTERNET USAGE

Our associates are expected to be loyal to the company. The company prohibits associates from representing or misrepresenting the company in any internet discussions, blogs, or postings. Associates are prohibited from posting confidential company information, picture, or false or disparaging remarks about the company, its policies or any associates on the internet. This is regardless of whether or not the associate is using a company provided computer or is engaging in this conduct outside of his or her working hours. All internet usage must comply with the ethical standards of the company and not disparage, discriminate or harass any associate, customer, vendor, or other person.

1.4 SOCIAL MEDIA COMMUNICATION

We respect the rights of associates to use social media channels as a medium of self-expression. However, associates must speak as individuals, not as representatives of the company. The following communication guidelines must be adhered to by all associates using social media channels for personal use. This applies to all social media channels, including but not limited to Facebook, Twitter and Internet Blogs.

- Associates are not to disclose any information that is confidential or proprietary to the company
 or to any third party that has disclosed information to us. This includes information obtained
 from vendors and their representatives.
- Associates are to be respectful to the company, our associates, our customers, our partners, affiliates, and others (including our competitors). Associates should not identify particular guests, vendors, or other associates.
- Associates should not disparage the company, its associates, vendors, or guests or defame any individual or damage and person's reputation.
- If your blog or post concerns your job, you should prominently post a disclaimer stating that you are expressing only personal opinions that are not endorsed by and do not represent the opinions and viewpoints of the company.
- Associates must comply with the policies of the company concerning ethical behavior and discrimination and harassment. No blog or post should disparage, discriminate, or harass any other associate, customer, or vendor on any basis prohibited by law, including sex, race, color, religion, national origin, age, disability, marital status, sexual preference or sexual identity.
- Associates may not provide links from personal websites to the company's website. Associates
 may also not use the company logo or any other nameplate owned by the company (including
 but not limited to Video Game Heaven and Cool Stuff).
- Business related concepts, information, and procedures that are developed or produced as a result of employment with the company are considered proprietary information and may not be published or communicated in any media forum.
- Associates are expected to provide accurate employment information with the company when using professional networking sites (including but not limited to Linkedin).

1.5 COMMUNICATIONS GUIDELINES

On occasion, a guest or other individual or group may confront store associates regarding:

- Compromised product (e.g., storage devices with inappropriate content)
- Regulatory or other violations (e.g., M-rated game sales to minors)
- Derogatory information regarding the company (e.g., rumors of buyouts)

In such cases, gather any information the guest wishes to provide and contact your General Manager as soon as possible. Using the information provided we will act accordingly or advise the associate on how to proceed.

1.6 ENFORCEMENT

Associates who violate this policy will be subject to Final Warning, up to termination of employment.

PERFORMANCE IMPROVEMENT & COACHING

1.1 Policy

Video Game Heaven Inc. believes our continued success depends on the success off all our associates. For this reason, we have established policies, practices, and directives in order to maintain a safe and productive environment for our guests and associates. It is expected that leaders at all levels of responsibility will maximize performance through clearly communicated goals, behavior-based feedback, and development plans that fully leverage every associate's talents. In this instances where egregious violations of company policy have occurred, a final warning may also be taken, which may include the termination of an associate's employment.

1.2 Performance Coaching

The performance coaching process is intended to treat associates fairly and to provide every associate with opportunities to be more successful. The performance coaching process also provides a constructive and interactive way for associates and managers to work together in the development of an action plan for success. Minor performance opportunities are generally addressed via one or more verbal coaching discussions that clarify the nature of the problem, how it affects associates, guests, and our business; seeks feedback and ideas from the associates; seeks agreement between the manager and associate on how to best resolve the problem; and finally, identifies how progress will be measured. In instances of significantly poor job performance, personal misconduct, negligence, or serious violations of policies, practices, rules, directives or instructions, associates may be subject to a documented 1st coaching discussion or a Final Warning discussion, based on the severity of the performance issue. If substandard performance does not improve or is repeated, a documented 2nd Coaching discussion may occur, or in cases where an associate was previously issued a Final Warning, termination of one's employment may occur. Certain actions or policy violations on the part of the associate may require bypassing all or part of the performance coaching process and may necessitate immediate termination of employment without prior performance coaching or a Final Warning. Associates are not guaranteed a specific number of performance coaching sessions, and are not guaranteed a uniform rime period for the correction of substandard job performance. The main purpose of the performance coaching process is to provide associates with an opportunity to improve performance for the benefit of the associate and our company. Additionally, this process provides a documented record of the performance discussions and outlines the expectations for follow up and improvement. It in no way constitutes a contract of employment. Employment with our company is for no set period and may be terminated either by associate or the company at any time, and for any reason. We may extend, abbreviate or otherwise alter the performance coaching process based on individual circumstances and demonstrated business needs.

1.3 Written Performance Coaching Procedure

You may want to partner with your General Manager or Human Resources Department about
the associates performance, conduct or attendance that has not met company standards to
obtain additional input and determine the appropriate performance coaching plan to the issue.
Remember that generally, verbal discussions that emphasize a development partnership
between you and your associate will yield far more favorable results than a 1st written coaching.

- 2. Open the discussion and then clarify the performance or behavioral issues with the associate based upon credible, behavior-based observations you may have made be specific, using behavior-based feedback so that the associate clearly understands how his or her behaviors affect business results.
- 3. Ask the associate for information and feedback. What factors do they feel are contributing to the problem? This part of the discussion is critical for reaching agreement about the nature of the problem, how it affects the business, and to identify any underlying causes for which you may be unaware.
- 4. Document the coaching or Final Warning discussion using the Performance Coaching Plan. Complete the plan being specific about the performance objectives that were not met. Develop an action plan with the associate, list the steps to improve performance and indicate targeted completion dates.
- 5. The Performance Coaching Plan will be reviewed with your Human Resources Department prior to presenting to the associate for additional guidance and recommendations.
- 6. Present the Performance Coaching Plan to the associate in a private setting. Discussions should be kept confidential on a need-to-know only basis with other members of management. Explain that the purpose of related documentation is to clarify your shared understanding of how you will work together to address this opportunity as well.
- 7. To reinforce that performance improvement is a partnership between you and the associates, the associate must be given an opportunity to add his/her own comments. The associate must acknowledge the coaching. The associate's acknowledgement does not signify that they agree with the Performance Coaching Plan, but only that the discussion has taken place and that the information has been reviewed with them.
- 8. If an associate refuses to acknowledge the Performance Coaching Plan, the associate will not be subjected to further performance coaching plans or final warnings for refusing to acknowledge the coaching. In this instance, contact the Human Resources for further instructions.
- 9. If the associate is issued a 1st Coaching or 2nd Coaching, managers must determine a follow up meeting time frame to review the Performance Coaching Plan and determine if objectives were met or not met. No follow up is required for Final Warnings.
- 10. When the follow up meeting is conducted, if the associate has improved in their development and performance based on the action plan, provide complete results on the Coaching Performance Plan. If the associate did not improve in their development and performance, either a 2nd Coaching will be completed or termination of employment may result if the associate has already received a 2nd Coaching.

1.4 Verbal Coaching Discussions

Performance issues unrelated to egregious violations of company policy should be handled as opportunities to develop and retain talent. In many instances, such performance issues are temporary and can be easily addressed through a positive discussions that builds and maintains self-esteem. Managers will document verbal coaching discussions on a Performance Coaching Plan to document that a discussion took place. Associates are not required to acknowledge verbal coachings.

1.5 First Coaching

This may be the first step in an attempt to have the associate correct the job performance or behavior issue(s). A 1st Coaching is issued after an associate has received a previous verbal coaching,

or when the performance issue is serious enough that it requires immediate documentation and discussion.

1.6 Second Coaching

If an associate has already received a 1st Coaching for a particular performance or behavior issue and the performance or behavior issue continues or does not improve, the associate should be issued a 2nd Coaching. At any time after a 2nd Coaching has been issued, if significant improvement has not been noted or if a similar performance issue(s) reoccurs, termination of employment should result.

1.7 Final Warnings

If an associate has violated a company policy that would warrant immediate termination over the course of employment with the company, then a Final Warning should be issued. Associates may also be issued a Final Warning for conduct-related issues that must never again be repeated or reoccur again while employed. Final Warnings do not expire and are to be considered the only warning an associate may receive regarding a policy violation that did not result in immediate termination of employment.

1.8 Terminations

Certain actions on the part of an associate may require bypassing all or part of the performance coaching process and may necessitate immediate termination of an associate's employment with or without prior performance coaching discussions or a final warning. Termination may also result from an associate having several different performance and/or conduct issues, while one of these standing issues alone may not normally warrant termination without further performance coaching. No associate should be terminated without prior review and concurrence from either the General Manager or Human Resources Department.

1.9 Inappropriate Conduct

The nature of the work environment has a direct effect on job performance. Certain standards of conduct based on generally accepted behavior, common sense, and the needs of our business have been established top apply to all store associates. Failure to comply with these standards or failure to maintain satisfactory job performance will result in performance coaching, which may range from a verbal coaching discussion to termination of employment. The following are examples of conduct and policy violations that may result in a final warning up to and including termination.

- Theft of or complicity in theft, vandalism, conclusive evidence of dishonesty, or unauthorized removal of company property or the property of others from company premises.
- Unauthorized use of company facilities, services, equipment or resources, including unauthorized long distance or toll calls using store phones or data network.
- Violation of the company's discount policies and procedures, including ringing up your own purchases/transactions or giving out additional customer discounts.
- Violation of the company's Equal Opportunity or harassment policies.
- Cashing personal checks, checks of another associate, credit card transactions for cash or making loans to self or associates from register funds or petty cash.
- Physical violence, fighting, or verbal or physical intimidation or harassment of fellow associates or guests. Extreme rudeness or discourtesy to a guest or co-worker.
- Violation of company's solicitation policy. Includes purchasing products from or selling personal merchandise directly to a customer.
- Violation of the company's policy covering other employment/conflict of interest. Includes selling products purchased or obtained from the store on internet site for profit.

- Illegal activities while at work, on company premises, or while conducting company business, including gambling.
- Possession, sale, use, transfer of alcohol or drugs on company premises, or reporting to work under the influence of alcohol or drugs, including breaks or meal periods.
- Possession/concealment of merchandise sold by the company without a valid receipt or which has not been properly "checked out"
- Falsification of any company document or record, whether paper or electronic. Also includes the misrepresentation of time worked for self or another associate, or violation of other time recording policies or procedures.
- Unauthorized copying or distribution of software, DVDs, modifying game systems to play copied software or assisting others to do so. Includes possession of unauthorized software copies and tampering with the company's computer/network/hardware.
- Release of confidential information, including contents of personnel files, wages, company finances and sales information to outside parties, including unauthorized dissemination, distribution or use of supervisor's codes or store keys.
- Leaving store premises during work time without permission of your Manager or supervisor without another key holder present.
- Negligence, carelessness or recklessness resulting in a loss to the company including contributing to the injury of any person or damage to company property. Includes having knowledge of an associate theft, fraud, or other store loss and not reporting it to management.
- Obstructing, impeding, or failing to comply/cooperate with a company a company investigation, including inspection of personal belongings. Deliberately obstructing or interfering with work output or the performance of any task before the end of the work shift.
- Conviction of any felony or crime or any other conduct or behavior which can be reasonably construed to indicate that continued employment would constitute a threat or hazard to fellow associates, guests, the company, its property, or its reputation.
- Conduct that is considered detrimental to the operation of the business. This includes dishonesty, unprofessional behavior or cheating.
- Job abandonment. Waking off the job or having absences for 2 consecutive scheduled days and not contacting a supervisor or reporting to work.
- Use of company computer system for any purpose that is not job related, including any harassing or discriminatory activity.
- Insubordination, refusal to perform work as described by a supervisor or the willful disregard of supervisor or company directives. This includes selling a new release prior to its official street date.
- Allowing visitors in the backroom or in the store during non-business hours. Includes allowing
 associates to remain in store or entering store before or after regularly scheduled hours without
 management approval.
- Giving out your alarm code and/or safe code to another employee without prior approval of the Human Resources Department.
- Posting confidential company information or unauthorized pictures on the internet or social media sites.
- Breaking vendor street dates without prior approval from the District manager or Operations Specialist.

- Violation of company trade-in policies.
- Extreme rudeness to guests, vendors, or another company associate or providing poor guest services.

Please note that the list is not all-inclusive. There may exist additional types of conduct serious enough to warrant disciplinary action up to and including termination.

1.10 Commendations

To acknowledge an associates outstanding performance, accomplishment or an area of performance an associate may be presented a commendation by their supervisor. Commendations can be issued using a Commendation Record and should be sent to the Human Resources Supervisor to be put in their personnel file. Commendations may be issued for a variety of reasons by management, which may include providing exceptional guest service, outstanding monthly store/individual performance or making an exceptional contribution above standard normal job expectations which is consistent with the company's goals and objectives.



Employee Commendation Record

Employee Information				
en de castera	P.11			
Employee Name:	Date:			
Employee ID:	Job Title:			
Manager:	Store:			
	Outstanding Accomplishment or Area of Per (include the specific accomplishment, which serves as a benchmark for or			
	Positive Impact:			
	(Indicate the specific impact that the accomplishment created for the guest	and/or within the business)		
Acknowledgment of Commendation				
	Employee Signature	Date		
	Manager Signature	 Date		



Employee Performance Coaching Plan

Employee Information				
Employee Name:		Date:		
Employee ID:		Job Title:		
Manager:		Store:		
	Тур	pe of Coaching		
Verbal	1st Coaching	2 nd Coaching	Final Coaching	
		e of Observation: sing only the facts of the event)		
		sults of Issue:		
	(Be specific, what were the consequen		esc or the business)	
		an of Action: remove said behavior or issue from	occurring again)	
	(What is the plan, going forward, to	Temove said behavior of issue from	occurring againy	
		Comments:		
	Employee Signature		Date	
	Manager Signature		Date	

PERSONAL APPEARANCE AND DRESS

1.1 Policy

Store associates must always be dressed and groomed in a manner appropriate and consistent with our standards. Associates appearance should assist them in earning the respect and confidence of our local community and clientele. Compared to most business entities, we have a very lax dress code as we want our guests to know they are interacting with us personally so they can rely on us to not seem disingenuous.

1.2 Personal Appearance and Dress Guidelines

- All clothing must be in good repair (i.e. clean, not torn or frayed)
- Hair must be well groomed and "combed" (i.e. not just out of bed)
- Men's facial hair must be neat (i.e. not just out of bed)
- Associates must report to work clean and without unpleasant odor.
- No Tank Tops.
- No Open-toed shoes.
- Proper undergarments are to be worn at all times
- Sexually suggestive attire as well as clothing that display potentially offensive or controversial words or pictures is prohibited
- Buttons, pins, and emblems including but not limited to, political campaigns, religious or controversial statements are considered inappropriate and may not be worn.
- Bare midriff are not acceptable.

1.3 Enforcement

Managers and Supervisors are responsible for ensuring all associates report to work dressed appropriately. Management reserves the right to make a final determination as to what is deemed appropriate or inappropriate for the environment. Associates should not be allowed to work unless they are dressed according to policy guidelines and should be sent home to change prior to beginning their scheduled shift. The time required to do so is unpaid. Associates who violate this policy will be subject to performance coaching, up to termination of employment.

1.4 Exceptions

Exceptions required for medical needs may be permitted with certification from a physician or other health care provider.

1.5 Policy Changes and Interpretation

This policy is not all-inclusive, but merely representative of the general guidelines for appearance, hygiene and dress in the work environment. The company reserves the right to alter, change, or interpret the guidelines as appropriate in individual business situations and as fashion changes.

PAYSTUBS

1.1 Policy

In an effort to be a less wasteful, "green", and community friendly company: Video Game Heaven Inc. only uses Direct Deposit when paying its employees. This eliminates the need for physical checks and printed "paystubs" (A paystub is the physical breakdown of what an employee is paid, and includes the amounts taken out of your check for taxes, Medicare. Etc.) and is better for the environment and has the added benefit of saving money.

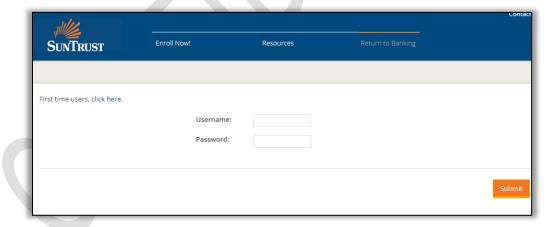
1.2 Printing Paystubs

Sometimes, it will be necessary for an employee to print and have available access to viewing their paystubs. For example, when applying for a Homeowner's Loan the mortgage company will require several months of your paystubs before they can make you an offer on what type of loan amount you will receive. Thankfully this can be done, by the employee, at home or at work anytime. Below are the instructions for printing your paystub:

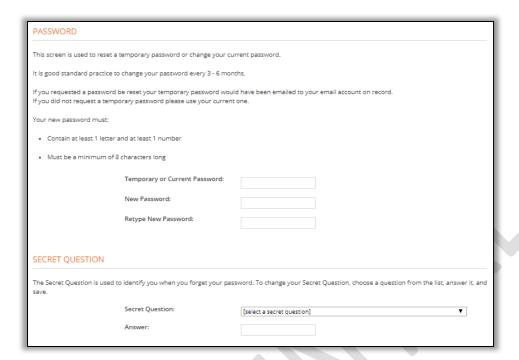
If you wish to view your paystubs online or print your paystubs, then follow the directions below:

Open your email and locate any notification from SunTrust Online Payroll notifications@suntrust-payroll.com and click the provided link to log into your SunTrust account online or just visit https://payroll.suntrust.com/SPF/Login/EE Auth.aspx

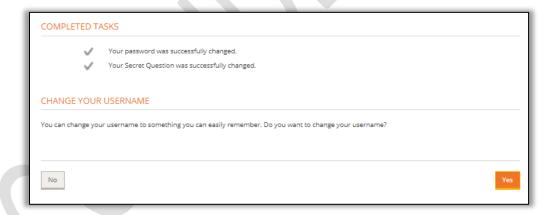
Log into to webpage with your SunTrust Payroll username and password. If this is your first-time logging in, then you will need to use the username you have been provided by your HR coordinator. Your default password will be your social security number (numbers only).



If you're logging in for the first time, you will be prompted to change your password and create a secret question.



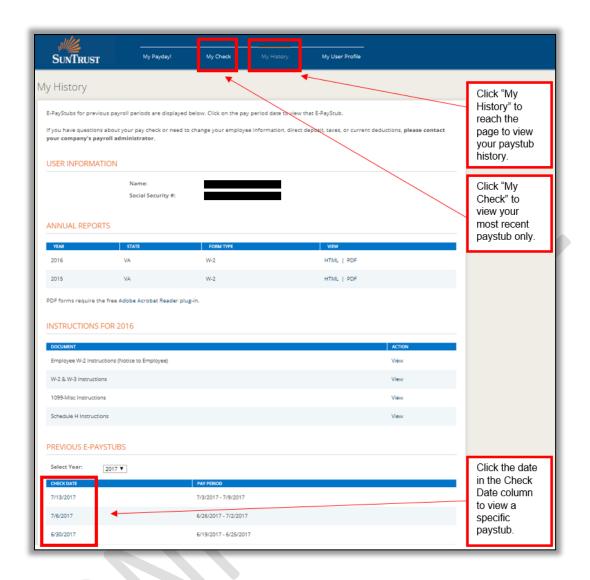
Once you have successfully changed your password, you will have an opportunity to change your username to something easier to remember if you wish. Select "Yes" if you wish to change your username or select "No" if you do not wish to change your username. If you select "Yes", you will be prompted to create your new username and enter in your new password.



Once you've proceeded past this step, you may edit your primary email if you wish to receive your payroll notifications to a different email address.

Once you're logged in, you can view your paystub in a couple of ways.

- 1. Click "My Check" at the top to view your most recent paystub.
- 2. Click "My History" to view your paystub history and scroll to the bottom of the page to view different pay periods. In the "Check Date" column, click the pay date associated with the pay period you wish to view.



PROTECTING CONFIDENTIAL COMPANY INFORMATION

All Video Game Heaven Inc. employees have an obligation to protect confidential company information. This includes, but is not limited to:

- 1. Sales figures, including company and store sales history, sales plans, and average daily weekly and annual sales, and product/vendor specific sales information.
- 2. Profit figures, including company and store profit history, profit plans, profit margins and all other profit and loss information.
- 3. Payroll information, including individual salaries, salary guidelines, store payroll hour budgets, etc. (talking about it on the sales floor for customers and non-staff members to overhear)
- 4. Personal information, including home addresses and phone numbers of store associates, performance appraisals, Performance Reports, etc.
- 5. Anything regarding our Point of Sale, Distributors, Vendors, etc.

Never release this information, or any other confidential data, to anyone not employed by the company or to any company associate not authorized to receive the information. Contact your General Manager with any questions or concerns.

All requests for job references for current or former associates must be directed to Human Resources. Employment verification, with dates of employment and all other employment data requests must be referred to Human Resources.

Do not leave documentation such as Sales Plans, Price Change information, Directives, Emails, Inventory Print Outs or other company documents laying around the store unattended where they are accessible to the public.

When talking to guests, remember that you never really know to whom you may be giving information. The person may be a competitor (current or future), or a reporter. Always speak in very general terms when a guest asks about our company and our business. Even if it is just a "curious customer", remember that what you say represents our entire company and may be spread, inaccurately, to many other people. All comments made to guests and to friends regarding the company should be of a positive nature.

If a guest requests the phone number to the Home Office, give it to them (757-547-7577 ext. 8)

RETURNS AND EXCHANGES

1.1 Return Policy

As part of the Video Game Heaven Inc.'s commitment to excellent customer service, if someone is not satisfied with a purchase, we will help them with a replacement or exchange. Receipt is required.

- 24 Hour "Like It" exchange on games. If, for any reason, the customer does not like a game they bought they have 24 hours to exchange the game towards another game. No cash back. Any difference in price will be charged or credited back to the customer's account.
- Factory Sealed games may not be exchanged or returned once they have been opened (New Releases or Retro).
- 30 Day Exchange for Defective Systems. Items must be in same condition as when it was sold. Item must have warranty label present and not removed or tampered with. Item will be exchanged for another of the same item. No cash back.
- 30 Day Exchange for Defective Accessories. Items must be in same condition as when it was sold. Item will be exchanged for another of the same item. No cash back.
- 7 Day Exchange for Defective Items. Item must be in the same condition as when it was sold. Item will be exchanged for another of the same item. No cash back.
- No Refunds. All items will be handled as an exchange or store credit will be given when we do not have a replacement item.

Receipts are a very important part of our return policy. Due to the many competitors selling the same products as Video Game Heaven Inc. as well as loss prevention concerns within our own company, receipts help ensure that the items(s) were purchased from a Video Game Heaven Inc. retailer, the price that was paid, and the date of the purchase.

Due to the collectible nature of video games, once a game has been opened it potentially loses a great deal of value. In a situation where a guest wants to return a game that was bought factory sealed, but it has been opened, they must trade the game in for store credit or cash in the same way we take normal trades from a guest.

1.2 Customer Service for Returns

The reason for our return policy is to protect the assets of our company while supporting our vendors and to give customers the comfort of knowing that a sale is not necessarily final. Our goal is to satisfy as many customers as we can, therefore store management has the right to accept any return. The opportunity presented by a customer return can result in either a happy satisfied customer that provides positive "word of mouth" advertising and potential sales or in a disappointed irritated customer leading to negative "word of mouth" advertising and having negative impact on future sales.

Interpreting the return policy for customer satisfaction will vary depending on the situation. Your good judgement and desire to make the customer shop with us again is the best guide.

1.3 Verification of Return Items

Before accepting a return, the package should be checked to ensure that the entire contents of the package are present. Check the return item carefully to prevent exchanging an empty box or an item that is different than what should be in the box for merchandise. Check boxes that were factory sealed to ensure that the box was not re-sealed and the item switched.

When a customer brings in a game console for exchange, verify that the item has not been tampered with by verifying that the warranty label has not been removed. Warranty labels should be placed on the system at time of sale and over top a part that would be necessary for the label to be removed to open the systems casing.

STREET-DATED MERCHANDISE POLICY

1.1 Policy

All Video Game Heaven Inc. locations must comply with all street dates established by game publishers and vendors.

1.2 Street Dates

In business, a street date is the date a particular product is to be released for sale to the public. Street-dated shipments will typically arrive a few days prior to the street date.

1.3 Why is adhering to Street Dates important?

Selling product before the street date is know as "breaking" the street date and can have serious consequences to the company. Breaking street date can damage relationships with our vendors, hurt or reputation, lead to fines and potentially lead to withdrawing our ability to distribute future products. Therefore, compliance to street date agreements is critical and breaking street date will not be tolerated.

1.4 Street Date Procedures

In order to fully comply with street-dated merchandise policy, all associates:

- Will be trained of street-dated merchandise policy
- Will not sell street-dated merchandise before the street date
- Will not check out street-dated merchandise prior to the street date
- Will not demo street-dated merchandise prior to the street date unless otherwise authorized by the Senior Management Staff.
- Will not display physical copies of street-dated games on the sales floor or behind the cashwrap prior to the street date
- Will not take and disperse photographs of street-dated merchandise at any time

1.5 Enforcement

Associates who violate any portion of the Street-Dated Merchandise policy will be given an appropriate coaching plan, up to termination of employment.

The following performance coaching will result when an associate sells street-dated merchandise prior to the actual street date:

- The associate will be subject to immediate termination of employment.
- The associate's store manager will receive a Final Warning Performance Coaching Plan that will
 expire 12 months from the date of the infraction and may be subject to additional performance
 coaching, up to termination of employment.

ACKNOWLEDGMENT OF RECIEPT OF STREET-DATED MERCHANDISE POLICY

I hereby acknowledge that I have read, understand, and agree to follow the Street-Dated Merchandise Policy. I further understand that any failure to comply with any provisions of the policy may result in the immediate termination of my employment.

ASSOCIATES NAME:	 	
ASSOCIATES SIGNATURE:	 	
DATE:		

TELEMARKETERS AND OUTSIDE VENDORS

1.1 Telemarketers

Because Video Game Heaven Inc purchases all supplies and services through the Home Office, store associates should NEVER purchase products or services over the phone. Some common items offered by telemarketers are:

- Yellow Page or directory assistance listings
- POS supplies such as receipt tape and ink cartridges
- Federal and State required posters
- First Aid kits
- · Banking supplies
- Office supplies
- No-cost introductory offers for services

In addition, some vendors may contact you with offers of better rates on services such as long distance and credit card transaction fees.

If you are contacted by a telemarketer. Politely let them know that the Home Office is responsible for all services and purchasing decisions. Because such offers are often scams, it is important to END THE CALL AS QUICKLY AS POSSIBLE. Do not offer to verify information such as:

- Are you the store manager?
- Is your address....?
- Are you located in.....?

Doing so will often enter you into an agreement to purchase goods or services. Never say YES to any offer.

Should a telemarketer wish to contact the Home Office, ask them to send a WRITTEN inquiry to:

Video Game Heaven Inc.

Attn: Accounting 1911 Colonial Ave Norfolk, VA 23517

On occasion, you may receive invoices and other such items in the mail. Should you receive an invoice of any sort, set this aside for your General Manager to pick up. Let them know about this invoice ASAP.

Should you receive a check in the mail, do NOT deposit it. In most cases, cashing such checks will enter you into a service agreement.

1.2 Outside Vendors

In addition to telemarketers, outside vendors may contact your store to get their product or service placed in your stores. It is Video Game Heaven Inc.'s policy not to allow of the following items in our stores:

- Pay-as-you-go candy boxes (usually donations)
- Bottled water services

Candy or bubblegum machines

If you are approached about one of these items, politely decline and let the vendor or organization know that, as a policy, Video Game Heaven Inc. prohibits its placement in our stores.

If you are approached by someone asking if we carry their product in our stores, let them know that all product mix decisions are made by the buying team at the Home Office. Should a vendor wish to contact the Home Office regarding placement of their product in our stores, ask that they send a written inquiry to:

Video Game Heaven Inc. Attn: Merchandising 1911 Colonial Ave Norfolk, VA 23517

1.3 Donation Requests

At Video Game Heaven Inc, we are committed to being a good neighbor and contributing to local nonprofit organizations that focus on the community where we operate. All donation decisions should be made directly by the Home Office. As a paid representative of Video Game Heaven Inc., you are not authorized to make any donation decisions, or to give a donation to anyone or any organization while you are on the clock representing the company. Often, when you make a personal donation (to things like the "police officers ball" or a youth sports group) you are putting the company on a list and these organizations pass the information around. This leads to phone calls at each instance of said event. In these cases, in can takes years to be removed from this list.

If anyone approaches you about a donation, let them know that all donation decisions (including on your personal behalf) are made by the Home Office. Should they wish to contact the Home Office regarding a donation, ask them to send a written inquiry to:

Video Game Heaven Inc. Attn: Donations and Charity 1911 Colonial Ave Norfolk, VA 23517

Do NOT accept any paperwork on behalf of a volunteer soliciting donations with the promise that you will give it to someone in the Home Office, all inquiries must be made above.

THE CUSTOMER EXPERIENCE

1.1 Customer Experience

Very little separates retailers from one another. At Video Game Heaven Inc., it's the relationships our customers have with our associates and other members of the store team that define our brand and gives us a competitive edge. The quality of each customer's experience will determine if he or she becomes a loyal and/or frequent customer. For this reason, it is the single most important thing we do.

Every customer and his or her needs are unique. Start every customer relationship with a warm greeting and open-ended questions that will help you understand why they chose Video Game Heaven or Cool Stuff and how you can ensure they feel they made a great choice. Example of questions to get your customers into a conversation are:

- "What brings you in today?"
- "What game are you currently playing?"
- "Is there an item your looking for that I may help you with?"
- "Did you know we take items in for trade towards the item your looking at?"

Every store associate is empowered and encouraged to meet special customer needs at the store level. This is especially true of problems, during which the customers will need to know that:

- You know how they are feeling and why they are feeling that way.
- You OWN the solution. The problem may not have been created directly by you or someone on your team, but you are taking full responsibility for resolving it.
- You are willing to be creative and flexible to help find a solution together.
- Where the solution they had in mind may not be entirely possible, you know how to express regret professionally and then offer alternative solutions: "Unfortunately, what you've asked for falls outside of our regular return program, but there are several things that I can do to help you, including (and then offer several other alternatives)".

View problems as opportunities. A routine, satisfactory transaction is far less memorable for most customers than how you handle special problems. How you respond to and handle special problems will determine in large measure whether you keep or lose a guest.

- Acknowledge the feeling and what caused it, own the solution, be creative and flexible, and take responsibility for finding a store level solution.
- Admit that you may need help. There are some situations where you may need help. These should be rare. Own the solution before reaching out for help.
- Respond positively "Your business is important to me and my store. I'm sorry that I haven't been able to find a solution for you, so I hope you don't mind my asking some of my team members to see if they can help?"

1.2 Customer Experience – Situational

Most complaints that the Home Office fields are limited to a handful of recurring issues. These issues are shown below. The example responses should be used as a guideline to assist you in your effort to accommodate these customers.

Lack of Acknowledgement. Many customers know that you are busy and they are willing to wait their turn. That said, few want to feel ignored. Consider greetings and acknowledgments that will help customers feel valued.

- "I'm so sorry for the wait. We give every customer personal attention and will be focusing on your needs as quickly as possible"
- "Thanks so much for waiting, I'll be with you in a few minutes. I do appreciate your patience".

Rudeness/Unprofessionalism – In many cases, rudeness is more of a perception than a reality. However, it's an important perception and it's just as critical to manage the perception as it is to manage specific behaviors in your store. Some of the things that can lead to a perception of rudeness are:

- Customer feels that tasks are more important than they are.
- Customer sees personal and potentially unprofessional conversations between associates.
- Customer questions are answered either incompletely, abruptly, sarcastically or in a condescending manner.
- Customer feels that his or her concerns, questions, or complaints are being ignored most customers simply want to be heard.
- Customer feels it is being assumed by the associate that he or she is dishonest or is otherwise trying to cheat or manipulate the store.

Unattended Minors in the Store – Always use your best judgment, remember – this age group is extremely important to the sales in your store and alienating them is never a sound approach. It is also important to consider the safety of the minors and to handle the situation in a professional manner. There are several factors for you to consider when deciding the best course of action to take, including:

- Are the kids being disruptive to other customer's shopping experience? Will their behavior lead to other customer complaints?
- Are you being overly critical because of the additional work that very engaged children in the store may create?
- What is the age of the children, quantity of kids, and length of time they are in the store?

NEVER ASK CHILDREN TO LEAVE THE STORE WITHOUT PARENTAL SUPERVISION. If action is required after considering the factors above, consider asking the children where their parents are, offering to contact a parent or guardian, or notifying local authorities when appropriate.

Trade Values and Fees – customers who do not understand how they are being compensated for trades (or how they are being charged fees) may wonder if they are being unpaid or overcharged. Many of these problems can be prevented by sharing information at the beginning of the transaction.

- "I will scan each of your trades to find the trade price and based on the age and popularity of the game".
- "Pricing is also affected by the age, condition, and availability of the systems it can be played on".
- "We can accept most games and systems including those that need repair before they can be made available for sale to others. In those situations, a fee is deducted from your trade value".

1.3 Anti-Discrimination Policy

Video Game Heaven Inc. will not tolerate discrimination against any customer based on race, national origin, color, religion, disability or other status protected by local, state or federal law. You may receive requests for accommodation from customers with disabilities. If any customer who may have a disability requests assistance or an accommodation, immediately notify your Store manager. Video Game Heaven Inc. requires that all customers be treated with dignity and respect.



DIRT AND INFESTATIONS

1.1 Trade Conditions

As part of our day to day business, we take in used items from customers in exchange for trade credit or cash. In some cases, these items will not be in the "best" of shape. Oftentimes, these items will need to be cleaned before selling to a customer. It is our duty to ensure the items we resell to our guests is in an acceptable condition. Failure to do so can result in negative feedback from the guest, and potential coaching for those responsible for accepting and cleaning the item. Please see Associates Handbook or ask a Manager for further details on how to properly clean specific items.

1.2 Excessive Filth

In RARE occasions, an item may be unacceptable for trade. Examples of this are:

- The item/items have been permanently stained to the point where recovery is impossible.
- The item/items have a strong pungent odor.
- The item/items have burn damage that leaves "soot" on the fingers.
- The item/items have animal urine or feces on them.
- The item/items have bugs or a bug infestation.

In these RARE instances, you should turn the item/items away. It is important that this is done with great care as to not offend the guest, as this can lead to negative feedback on digital forums. Usually, not reacting negatively to the item and telling the guest that you don't currently have a need for the item is a better way to "let them down" than to directly confront them about the cleanliness.

1.3 Part of the Job

It is important to recognize that touching dirty items, cleaning dirty items, and potentially handling infested items is "Part of the Job". It is part of everyone employed at Video Game Heaven Inc.'s job. No one is exempt.

EMPLOYEE BENEFITS

1.1 Policy

As an employee of Video Game Heaven, you are eligible for many fun benefits throughout the company. Most benefits apply to all businesses under the Video Game Heaven Inc. blanket, and will be noted in the descriptions below. All benefits are intended as a reward, and not to be abused. For example, repairs on a system must be from your personal collection and for you only. If an employee is having the repair shop work on items they intend to resell or make a profit on, they will be terminated. Any, and all, benefits can be taken away by management as they see fit. Failure to comply with the rules set within these benefits will lead to coaching up to termination.

1.2 Weekly Pay

We pay all employees on a weekly basis. Starting pay is determined by the Human Resources Coordinator. Our pay scale is competitive with other "small businesses". Below is a pay rate chart for the company.

- Inexperienced Sales Clerks: Starting Pay \$7.25, Pay caps at \$10.00 for review purposes.
- Experienced Sales Clerk: Starting Pay \$8.00, Pay caps at \$10.00 for review purposes.
- Keyholder: Starting Pay \$9.00, Pay caps at \$11.00 for review purposes.
- Assistant Manager: Starting Pay \$9.50, Pay caps at \$12.00 for review purposes.
- Store Manager: Starting Pay \$10.00. Pay caps at \$14.00 for review purposes.

The above is to be used as an "idea" and is not set in stone. For example, it is probable that a clerk could reach the cap of \$10.00 per hour and be promoted to Assistant Manager. This employee would still get a raise as part of the promotion, but the pay cap would remain the same.

1.3 Annual Review

Every employee will receive a review in July each year (if they have worked more than 4 months with the company, if less the employee will be reviewed on the next review cycle).

During this review period, your manager and HR coordinator will review your progress in ability and your growth in knowledge. Any, and all, satisfactory review will net the employee a raise based on the review score. Raises are percentage based, and the percentage directly relates to your reviews score. For example, a score of 3 (based on 0-5) will give the reviewee a 3% raise. All of this can vary, and it is possible but very rare, that an employee can receive a higher raise for merit.

For those employees that have worked more than 4 months, but less than a year: the raise will be pro-rated. This mean, no matter how positive the review, the raise will have a cap on the amount it can be, since the employee is new and has not had the chance for growth that someone that's been here for a year.

1.4 Employee Discounts

Every employee is entitled to a discount that applies at all stores owned by Video Game Heaven Inc. Discounts can ONLY be used on pre-owned, non-modded items! We do not receive a discount on new items. The discount amount is as follows:

• Sales Clerks and Keyholders: 15%

Assistant Managers and Managers: 20%

• Home Office: 25%

• Dave Leary: 100% (He's the owner, yo. It's all his anyways!)

The employee discount CANNOT stack with any other sales or promotions. If there is a sale with a higher discount, it is the higher discount you will get.

Extra Trade Credit

We want your trades, and will reward you for them. When trading in games, all employees will enjoy more trade in credit than a normal customer. This is harder to define, as the percentage is based on what we would normally give for the item. For example, if it's an item that we would normally take in for 50% of its resell value, we would possibly offer 60-65% of the resell value. BUT if it the item is a bin game like Madden 12, which is an item we pay very low on, you would still get more for the item but not 60-65% of its resell value. Employees may NEVER receive more than 75% of an items resell value.

This extra trade credit MUST be handled by the store manager or assistant manager. When receiving a trade from an employee, this must also be noted in the comments section who gave the trade and who took the trade.

Other Discounts

At times, we will offer the employees a higher discount on certain items (or all items). You would be notified via email or through physical means. For example, almost every employee receives a coupon on their birthday for 30% off any used, non-modded item.

Repair Work

Our repair shop in Ghent can fix your broken items! As an employee, you can have our repair techs look at and fix broken systems or phones, and you only pay the cost of parts (no labor).

1.5 Special Ordering

We want our employees to be able to purchase new releases from us instead of our competitors. Being a smaller business, it can sometimes be harder to get an item than a big box location. If you are looking forward to a particular release and want it at your store, please let the General Manager know via email as soon as you can. The earlier the better. This is not a guarantee that we will get the item, though, as some items (Nintendo for example) are often allocated.

1.6 Borrowing Items

Employees will enjoy the benefit of being able to "borrow" an item from the store to take home and use. This is not only a way for our employees to save money by not having to buy games to play, but is also a tool for the employee to use to be able to talk about a product with a guest. The following rules apply to all item(s) held:

- Borrow Log must be filled out completely.
- Managers MUST be the witness for a Sales Clerk and a Sales Clerk MUST be the witness for the manager.
- A maximum of three (3) items can be checked out at any given time.
- The maximum amount of time an item may be checked out is 14 days.
- No "New" or factory sealed items may be checked out.
- Newer releases (used) may not be checked out within thirty (30) days of its launch date. When someone trades in a used item, the likelihood of selling the item is higher during this window of time.
- No Modded items may be checked out.

1.7 Hold Bins

Every employee will be assigned an area in which they can hold items for later purchase. The following rules apply:

Video Game Heaven

Each employee can hold up to 4 items in their hold area, with a maximum value of \$400. Exceptions may be made, but ONLY with direct permission from the General Manager. An example would be a single game that costs more than \$400. Each employee can only have holds at the store they are currently working at. If you would like an item from another store, it must be transferred to your location.

Cool Stuff

Each employee can hold up to 4 items and up to 6 DVD/Blu Rays in their hold area, with a maximum value of \$400. Exceptions may be made, but ONLY with direct permission from the General Manager. An example would be a single game that costs more than \$400. Each employee can only have holds at the store they are currently working at. If you would like an item from another store, it must be transferred to your location.

1.8 Health Insurance

Full time Management employees can qualify for Health and Dental Insurance. Open Enrollment for insurance benefits is in April of each year. If you would like to see your insurance options, please email your Human Resources Coordinator.

1.9 Paid Time Off (PTO)

Assistant managers and store managers that work full time (more than 32 hours per week) qualify for Paid Time Off (PTO). PTO is a way for a manager to take a break and take some extra time off when needed. Paid time off starts and resets on July 1st. All non-used PTO hours will be cashed out for the employee but will not be paid out upon leaving the job. There is a black-out period where PTO cannot be used: This is from November 20th through January 4th. This is due to the increased traffic of the Holidays.

Paid Time Off is earned in the following way:

All Assistant and Store Managers that have been a manager for AT LEAST a year: 1 Week PTO All Assistant and Store Managers that have been a manager for three years: 2 Weeks PTO All Assistant and Store Managers that have been a manager for five years: 3 Weeks PTO

When PTO is used, it must be used in "full shift" increments. In other words, PTO cannot be used to leave work 2 hours early. It is meant as a day off. PTO CAN be used in an instance when you are sick to make up the hours you lost for being out.

All PTO usage must be requested a minimum of TWO WEEKS IN ADVANCE to allow the Home Office to get someone to cover these shifts.

As a company, we also close the stores for certain Holidays throughout the years. Some Holidays are Paid Time off for Store Manager only (not Assistant Managers). This is a benefit that is a reward for reaching this level of management.

- Easter (Paid)
- Independence Day (NOT Paid)
- Thanksgiving (Paid)
- Christmas (Paid)

All stores will close at 8pm for New Year's Eve, and open at 12pm (Noon) on New Year's Day.

SAFETY

1.1 Policy

Video Game Heaven Inc. is committed to providing a safe and healthy work environment in every store and business operation. Safety is important to the health and well-being of all associates. Supervisors are responsible for maintaining safe work and shopping environments that are free of hazards for our associates and guests.

1.2 Guidelines

No function at our company is so important that it requires a compromise of safety. In order to establish consistent efforts to reduce accidents and injuries, and to mitigate the results of those that do occur, all associates must adhere to established safety guidelines.

- Report any emergency or accident no matter how minor to your supervisor immediately.
- Report any hazardous situation to your supervisor immediately, and take action to correct it.
- Maintain a clean and safe store. Do not leave debris lying around and do not ignore water or liquids on the floor.
- Follow all safety guidelines established for use of equipment, material handling, and emergency procedures.
- Horseplay or other activity which may endanger your safety, other associates, or merchandise or equipment is prohibited.
- If possible, associates should always leave the store together upon closing.
- Use proper lifting techniques to bend at knees and not at the waist, or get help lifting heavy loads.
- Cut boxes in the direction away from your body when using a box cutter.
- Never use a faulty ladder or stand on a chair, box, shelf, or wall fixture.

This list is illustrative only. Please use your best judgement to avoid accidents and hazardous conditions.

1.3 Workplace Free From Violence

The company intends to provide a safe workplace free from violence and will hold its associates accountable for their actions. The company will not tolerate acts or threats of violence which occur on company premises or which are directed at company associates or guests. The company will follow up with a performance coaching plan, up to and including termination of employment, against any associate who engages in any threatening behavior or acts of violence or who uses obscene, abusive or threatening language or gestures. The company will exercise all available legal rights to ensure the safety of associates against any former associates, guests, visitors, or vendors who engage in violent, threatening, or abusive behavior on store premises. Associates are directed to report immediately to their supervisor or Human Resources Manager to report any instances or threats of workplace violence.

1.4 Supervisor Responsibilities

Supervisors are responsible for ensuring that associates under their supervision understand and comply with all company safety rules, regulations and procedures. Store managers are responsible for maintaining a safe work environment, training associates in safe work practices and reporting any associate or guest accident or injury timely. Management must also initiate performance coaching in instances of safety violations. Supervisors that receive any report of workplace violence

or threatening behavior should take all reasonable steps to minimize or remove the threat, but should not attempt to use force themselves. Supervisors should contact law enforcement authorities as necessary. Store managers must report any instances of threats of workplace violence to their General Manager or Human Resources Manager.

1.5 Associate Injuries

Associates injured on-the-job are covered by Workers' Compensation Insurance according to the laws in the state in which they are employed. Every on-the-job accident or injury, no matter how minor, MUST be reported to the companied Human Resource Representative.

1.6 Guest Injuries

Associates should not dismiss or ignore any guest injury, no matter the severity. Management should handle customer injury reports and report the incident to the Human Resources Manager immediately. Refer to the Customer Accident Report section of the Operations Manual for guidelines reporting guest injuries.

1.7 Enforcement

Willful violation of company safety rules, including unsafe acts that result in an associate or customer injury will subject the associate to a performance coaching plan up to and including termination of employment.

BOMB THREATS

1.1 Bomb Threats

Most bomb threats are not real. Bomb threats are intended to disrupt business, and negatively affect an individual's feeling of safety. However, all bomb threats must be treated as real and given full attention and reaction.

In the event of a bomb threat:

- · React quickly and calmly
- Stop whatever you are doing to devote complete attention to the caller

Take written notes of exactly what the caller is saying pay attention to:

- What the caller is saying
- Where the bomb is located
- When the bomb is supposed to go off
- Why the caller has planted the bomb
- The caller's speech and speech patterns
- Any background noises

Advise customers and employees NOT to use any cell phones in the proximity of the store until everyone is evacuated to prevent the possibility of setting off a potential bomb.

Evacuate the store:

- Advise all customers and employees to immediately evacuate the store
- IMMEDIATELY call 911 to report the bomb threat
- Do not re-enter store for any reason until allowed to do so by emergency personnel
- Follow instructions given to you by emergency personnel and assist as requested
- Contact your General Manager to report the situation and for further instructions
- Watch for signs of attempted theft of company merchandise and property during this vulnerable time

If you notice a suspicious package or device:

- A suspicious package or device may be an item like what was described by the caller, or may be ANY item that appears out of place, or not normally inside or around one of our stores.
- NEVER touch, move, or tamper with ANY suspicious package or device.
- Direct emergency personnel to where the package or device is located and allow them to handle the situation. Assist emergency personnel as requested.
- Always advise all customers and employees to move away from and not tamper with suspicious package or device.

Only after the "all clear" is given by emergency personnel:

- Re-enter the store and resume normal store operations
- Attempt to re-establish a calm business environment as soon as possible.
- Update your General Manager on the current situation.
- Refer all media requests regarding the event to the Home Office.

BURGLARIES

1.1 Burglary Overview

Burglary is the crime of breaking in or out of an unoccupied building for the purposes of stealing money, merchandise, or information. Most burglaries can be deterred through the proper use of installed physical security systems and by adhering to Video Game Heaven Inc.'s policies and procedures.

1.2 Deterrence

Video Game Heaven Inc. has installed various physical deterrents to burglary in the stores (i.e. alarm systems, lock systems, gates). The types of deterrents installed are based on the risk factor for each individual store. Video Game Heaven Inc. store associates are responsible for making sure that these systems are utilized properly so that we are doing all we can to protect ourselves from theft. In the event of a burglary or attempt, the personal safety of everyone involved is our highest priority.

Ideally, we would never have to deal with burglary issues. Realistically, we know there are things we can do to prevent attempted break-ins and/or theft. Following is a list of deterrents to burglaries. It is very important that stores complete each of them at closing:

- Check the store carefully before closing to ensure that all doors are locked securely and that there is no one hiding in the store.
- Where gates are used, lock them in place.
- Remove all funds from cash drawers (if till can fit in your safe) and lock in safe. Leave cash drawers open (if till can fit in your safe).
- Whenever possible remove any shipment boxes from the sales floors and secure within the stockroom out of sight.
- Ensure that the lighting level is correct for closed hours. If you are designated as a high-risk area, please leave all lights on after close.
- Follow the procedures detailed for use of the alarm system.
- Leave the store, locking the door (and gates where applicable) securely behind you. Check all other doors to be sure they are locked.

1.3 Burglary Procedures with Alarm Notification

Even with the doors locked and alarms set, burglaries may still occur. In most cases a burglary will set off store alarms, and the alarm companies will alert the Store Manager and/or associates listed as emergency contacts.

If contacted by the alarm company, the responding key holder should do the following:

- Do NOT enter the store without the police. Police officers will usually be at the site in response to the alarm call. Call them to come back if they have already left the scene.
- Contact the General Manager and inform them of the situation.
- There should be a minimum of two Video Game Heaven Inc. associates in the store after the police leave. Typically, this would be the General Manager and a Keyholder.
- Answer any questions from the police regarding the incident. Inform them of any unusual things that may have happened during the day (persons checking the building, inquiring about the alarm

systems, etc.) Do NOT give a specific total of losses. If asked, inform police that specific totals cannot be given until a full inventory has been taken.

- The General Manager will need to contact the specified company to repair any structural damage to the building (broken glass, door, ceiling or wall damage).
- Determine the categories that were affected by the burglary.
- Assess what items were stolen from what areas and try to put together a list of items stolen.
- The first associate on the scene should prepare a written statement of what has occurred, and forward it to the General Manager. Detail any items that you believe to have been lost on the report (generalized numbers like 5 Xbox games, 10 Gamecubes, etc.). Where possible list the name of missing items with substantial value.
- Obtain a copy of the police report taken at the scene. This usually requires going to the police station the next day. You may have to pay for the report, you will be reimbursed.

1.4 Burglary Procedures Without Alarm Notification

In the event that a burglary occurs without setting off the store alarm, the following steps should be taken to ensure the safety of our Video Game Heaven Inc. team members and customers. It is very important that all team members be familiar with this information. The safety of our team is our highest priority!

- Do not touch anything or permit anyone else to.
- Call the police from a location other than the store.
- Notify your General Manager.
- Do not enter the building without the police.
- There should be a minimum of two Video Game Heaven Inc. associates in the store after the police leave. Typically, this would be the General Manager and a Keyholder.
- Answer any questions from the police regarding the incident. Inform them of any unusual things that may have happened during the day (persons checking the building, inquiring about the alarm systems, etc.) Do NOT give a specific total of losses. If asked, inform police that specific totals cannot be given until a full inventory has been taken.
- The General Manager will need to contact the specified company to repair any structural damage to the building (broken glass, door, ceiling or wall damage).
- Determine the categories that were affected by the burglary.
- Asses what items were stolen from what areas and try to put together a list of items stolen.
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- Obtain a copy of the police report taken at the scene. This usually requires going to the police station the next day. You may have to pay for the report, you will be reimbursed.

EMERGENCY STORE CLOSINGS

1.1 Emergency Store Closings

Occasionally, it may become necessary to close your store due to severe weather or conditions that do not allow for regular store operations. This section is designed to assist store employees with deciding how to handle these situations.

1.2 Customer and Employee Safety

The most important thing to remember is to insure the safety of customers and all store employees. Don't endanger yourself or others by trying to stay in the store to complete a process if it is not safe to be there. The task will wait until you are able to return to the store safely.

1.3 Closing Procedures

If an emergency should arise in your store, please follow these guidelines to secure your store. When you are given enough warning, all closeout procedures should be completed. This should be the goal ONLY if possible.

If, however, you are given the directive to close the store immediately, please follow the following guidelines.

- 1. Announce to your guests that you have been given the directive from your management staff to immediately close the store. If they have something to buy at that moment, assist them as necessary, but ask everyone politely to leave.
- 2. Count down register as normal, and make any necessary safe drops.
- 3. Lock up leave.
- 4. Contact your Supervisor and let them know when you are home safe.

1.4 Re-opening Store

When you are able to return to the store, complete any duties that were not finished when you left the store.

1.5 Temporary Loss of Electricity

If the electricity should go out, immediately clear customers out of the store and secure the store by closing the gate/door. Place a handwritten sign on the door explaining that the store is temporarily closed due to a power outage.

Associates should wait in the store until electricity has been restored and the store is able to reopen, or in an extreme case leave when your supervisor gives permission to do so.

Employees in the store during a power outage are still being paid, so please use this time effectively.

NATURAL DISASTER

1.1 Natural Disaster

We hope you never need to close your store in the event of natural disasters or civil unrest. Should it ever become an issue, please follow the general guidelines listed below and specifically see information regarding tornadoes, earthquakes, floods, and fires. Remember that you and your customer's safety are our highest priority.

1.2 Severe Weather

If there is a threat of a severe weather condition:

- Monitor local weather conditions if available and evaluate your risk.
- Be prepared to seek shelter immediately if conditions worsen.

In the event of an actual severe weather event:

- Remain as calm as possible
- Close business.
- Advise customers and staff in store to seek shelter immediately.
- Watch for signs of attempted theft of company merchandise or property during this time of vulnerability. However, remember that your safety is the top priority.

Once the severe weather event has passed:

- Ensure all employees and guests are safe.
- Assess any store damage.
- Contact upper management on your safety status.
- If safe to do so, re-open store for business and resume normal operations.

If anyone has been injured:

- Contact emergency personnel.
- Provide comfort and assistance to injured until emergency personnel arrives.
- Document injuries to customers and/or employees on company accident forms.

In the event of store damage:

- Assess the extent of the damage. If necessary and safe to do so, evacuate your store.
- Contact upper management.
- Contact emergency personnel as needed using local emergency numbers.
- Conduct emergency repairs as needed:
- Raise merchandise off floor to protect from water damage.
- Contact upper management about any product damage.
- O Place buckets or trash cans under any leaks.
- Secure and segregate any damaged/unsafe areas.
- Remove freestanding water from store, avoiding electrical hazards.
- If the store was evacuated, do not re-enter store for any reason unless given the all clear by emergency personnel.
- Refer any and all media requests regarding the event to upper management.

• If the store cannot be reopened for business based on damage, contact upper management for assistance in securing the store and its contents until repairs can be made.

1.3 Natural Disaster - Earthquake

In the event of an earthquake:

- Get under a counter, desk, doorway, table or any other sturdy object as quickly as possible.
- If unable to get under something, stand in an inside corner or doorway area away from all glass areas and potential falling objects.
- Remain in a secured area until all shaking stops.
- Remain on alert and ready to seek shelter again immediately in the case of an aftershock event.
- Follow instructions for what to do when a weather event has passed.

1.4 Natural Disaster – Flood

In the event of a flood:

- Contact emergency Services for assistance and direction.
- If possible, emergency supplies may be obtained to prepare and protect the store from substantial flood damage.
- Place all merchandise up and off the floor to decrease water damage to the merchandise.
- Ensure all POS equipment is as protected from water damage as possible.
- In some extreme events where time allows, special provisions may be made with upper management to move all merchandise out of store to secure in another location to protect it from damage.
- Evacuate the store if anyone's safety is threatened or as directed by emergency personnel.
- Follow instructions for what to do once a severe weather event has passed.

1.5 Natural Disaster - Fire

In the event of a fire:

- Remain as calm as possible.
- Ensure all customers and employees are safely away from the area of the fire.
- Ensure someone is calling 911 for the Fire Department.
- Use closest fire extinguisher to put out fire ONLY if it is safe to do so.
- If fire can be safely extinguished:
- Allow Fire Department response to ensure fire is completely extinguished.
- o If fire is extinguished, ensure store operations can safely be resumed.
- o Contact upper management.

Evacuate the store immediately:

- If the safety of the employees is threatened in any way.
- If the sprinkler system in your store is activated (if so equipped).

Evacuation Procedures:

- Advise all customers and employees to leave the store.
- Ensure all funds are secured only if it is safe to do so in a timely manner.
- Evacuate everyone from the store.
- Contact Fire Department from a nearby telephone or by using a cell phone.
- Make certain store is as secure as possible to prevent anyone (other than Fire Department personnel) from entering store.
- DO NOT RE-ENTER STORE UNDER ANY CIRCUMSTANCES FOR ANY REASON UNTIL YOU HAVE BEEN GIVEN PERMISSION BY THE FIRE DEPARTMENT.

Assist Fire Department as needed:

- Direct Fire Department personnel to the scene of the fire if necessary.
- Provide information to Fire Department personnel as to store layout, origin and type of fire and fire location if necessary.

Once fire is out:

- Turn off heating and air conditioning units.
- Open doors to vent out smoke.
- Establish security measures to safeguard cash and merchandise as necessary.
- Contact upper management.
- See In the Event of a Flood for information about water procedures if necessary.
- Document store damage with written notes and pictures.
- Open for business if it is feasible and safe to do so. Otherwise, assess damage as above.

POWER FAILURES

1.1 Power Failures

In the event of a power failure:

- Inform your customers that due to a power failure, you will be temporarily closing the store.
- Post a hand written sign on the door stating that you will temporarily be closed due to a power outage.
- Basic Emergency lighting may come on to provide emergency illumination (dependent on location).
- Contact the power company or visit www.dom.com/help on your cell phone to get an estimation on when the services will be restored.
- Protect store funds by ensuring register drawers are closed and/or store funds can be secured in the safe.
- Advise employees to watch for signs of attempted theft during this vulnerable time period.
- Contact your General Manager with the details of the outage and when it will possibly be serviced.
- The decision to stay closed will remain with upper management. In the meantime, stay in or around store until power services return or you are given permission to leave.

ROBBERIES

1.1 Robbery Overview

Video Game Heaven Inc. has established policies to reduce the exposure of robbery in stores. However, in the event that a robbery should occur in a Video Game Heaven Inc. location, the primary objective is to protect the associates and customers rather than cash or merchandise. The following policies are designed to reduce the exposure of Video Game heaven Inc. to a robbery.

A Robbery is a crime that happens when someone tries to steal cash or merchandise from a person or business through the use or real or threatened force.

Thieves generally target people and/or businesses that seem like easy marks. They will select targets that will give them maximum reward for minimal effort without getting caught. Because of that, an individual or business can protect themselves by appearing "unattractive" to a potential thief. Reducing the availability of cash and merchandise, proper staffing, obvious anti-theft equipment, alarms and lock systems are all things that make a store less attractive to a robber.

Every Video Game Heaven Inc. team member is responsible for following the policies and procedures established to deter a robbery in the store.

1.2 Deterrence

The following policies and procedures should be followed to maintain the safety of our team members and customers. These will go a long way toward protecting stores from robberies.

- Keep all doors to the store locked during non-business hours. Many robberies occur before the store is open for business or after store closing.
- Do not open the doors before opening or after closing for non-personnel for any reason.
- Turn on all lights while the store is occupied. Criminals prefer to operate in the dark areas where they feel less likely to be identified.
- Try not to keep excessive amounts of cash in the register.
- Be discreet about store procedures. Do not discuss publicly any processes regarding safe drops, amounts of money in the store, location of the safe, the kind of safe, deposit procedures, security equipment, etc. Many criminals will receive information to successfully rob a store from overly talkative associates.
- Be observant of surroundings. If someone is acting suspiciously, use extra caution when handling money. If someone has been questioning an associate as to store procedures, communicate that information to all associates and General Manager. Report any criminal incidents in the immediate area to General Manager.
- All bank deposits are to be handled during the day. Never make a deposit in a drop box or otherwise after dark.
- Don't be predictable. Vary times that bank runs are made.
- Registers and safes are NOT to be counted down at any time until all customers have left and the doors are all locked.

1.3 Robbery Procedures

Realistically, robberies do occur. By following the procedures below, stores reduce risk of harm. The safety of our team members and customers is our highest priority. Product can be replaced. People cannot. Be certain that all team members are well familiar with the following procedures.

- Remember that the primary goal is to get the robber out of the store as soon as possible. This is to reduce risk of physical harm to Video Game Heaven Inc. associates as well as customers.
- Follow all instructions made by the robber(s) quickly. If a weapon is seen, or the use of a weapon is threatened, always assume that the weapon is real and that the robber would use it.
- Do not try to trick the robber in any way, attempt to use force or summon help. Do not volunteer any information ("there is more money in a safe in the back").
- Do not attempt to pursue the robber when he leaves the building.
- As soon as the robber is out of sight LOCK THE DOOR AND CALL 911. Report that a robbery has just occurred. Be prepared to give the stores address, a visual description of the robber(s), the direction taken from the store, and a description of any vehicle seen. Inform the police if there have been any injuries.
- Take care of people in the store and treat any minor injuries.
- Request that any customers who were in the store when the robbery occurred remain until the police arrive. Ask people not to discuss the occurrence among themselves and suggest that they write down what they saw. If anyone does not wish to stay, obtain a name and telephone number.
- Write down crucial information, which will be used in the investigation: time of robbery, number of robbers, description of each person (sex, race, clothes, height, build, scars, tattoos, voice, etc.), description of weapon, anything the robber said, anything left behind.
- Contact your General Manager. If you are unable to reach them, contact any member of the Upper Management Staff.
- Avoid further activity involving the registers, safe, or inventory that was involved in the robbery until the police have concluded their investigation, Request that any customer transactions be delayed until the police are finished. Keep everyone away from anything the robber(s) may have touched to preserve evidence.
- Write down what was taken. Amounts of cash and/or merchandise.
- Do not quote a value of any merchandise stolen.
- Comply with all instructions given by the Police and General Manager. Only re-open the store after receiving authorization from both sources.

We fully understand that this situation can be very unsettling and upsetting. If, for any reason whatsoever that you feel you could not continue your shift or need a few personal days off after this experience, please request it. We are partners with Old Dominion Psychiatric Professionals, and if you feel you need to seek further assistance in the matter, please inform and Upper Management team member you are comfortable discussing this with.

SHOPLIFTING

1.1 Shoplifting

Video Game Heaven Inc. policy is to have a proactive shoplifting deterrence program in place to minimize the risk of inventory shortage as the result of shoplifting. Under no circumstances are employees to attempt an apprehension of a shoplifter as it is also our policy to NEVER use physical force in making an apprehension or to do anything that could jeopardize the safety of any associate or customer.

The purpose of these guidelines is to answer the following questions:

- What steps should be taken to deter a shoplifter or what to do if you suspect someone of shoplifting?
- What do I need in order to prosecute a shoplifter?

1.2 If You Suspect That Customer is Shoplifting

Each year millions of dollars of retail inventory simply disappear. Providing the best customer service possible is the most effective way to discourage people from shoplifting. A warm greeting lets customers know that you are there to help and that you are aware that they are in the store; it also reminds the potential shoplifter that you are nearby. Shoplifters do not like to take a chance that they will be caught. If you suspect someone of shoplifting or attempting to shoplift:

- 1. Inform your store supervisor immediately.
- 2. Do not confront the customer or accuse the customer of stealing.
- 3. Offer to help the customer. This will discourage the person and if they have shoplifted, will often cause them to replace or dispose of items previously taken.

1.3 What to do in a shoplifting situation

In order to properly attempt to prosecute a shoplifter, several things are required.

- 1. If a manager is present and can say with 100% accuracy that something was stolen, contact the police immediately and give them as many details as possible about the event. It is very important to give the police a general idea of what area they were heading when they left the store (street names etc.).
- 2. Contact your General Manager and inform him of what happened.
- 3. All employees present for the event should write a statement about the incident. Include as many details as possible like what they looked like, what they were wearing, what did they take, what time they arrived and left, which direction did they go when they left?
- 4. The General Manager should check the DVR and burn a copy of any and all footage pertaining to the event.
- 5. If the police arrive to get statements, comply with all lines of questioning and provide them with a copy of the employees written statements.
- 6. After all of these things have been done, the General Manager will be the sole contact going forward with the investigation.

CUSTOMER ACCIDENT/INCIDENT REPORT

Date of Report:	Store Name/Location:
	Phone Number:
	Exact Time of Accident:
Manager on Duty at time of accid	lent:
	orm:
 Did you witness accident, 	
	of accident/incident?
	me of accident/incident (circle all that apply): clear, cloudy, raining,
Exact location of accident/incider	nt at or outside store
Description of accident/incident	
	nd/or website of manufacturer or supplier of product, equipment, or c/incident (if applicable):
PLEASE SAVE THE PRODUCT OR E	QUIPMENT FOR FURTHER INVESTIGATION!!!!
Did you inspect location immedia	taly after assident/incident2, V. N.
	itely after accident/incident? Y N
Was the location close? V. N.	Number of photos taken of location: Dry? Y N Any signs Posted? Y N
	was cleaned? By Whom?ea:
Describe lighting conditions of an	ed
	INJURED PERSON INFORMATION
Name:	
Home Address:	
	Other Phone #
Age or Date of Birth	Was injured person wearing glasses? Y N
	was wearing?
Describe medical care at scene (d	loctor name, hospital, etc)
·	

Where taken and how?	
Name of injured person companion, if any	
Address:	
Phone number:	
Nitnesses, if any:	
Name:	
Address:	
Phone number:	
Name:	
Address:	
Phone number:	
	_
Name:	
Address:	
Phone number:	
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Name:	
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Phone number:	

Entertainment Software Rating Board: Video Game Rating Symbols



EARLY CHILDHOOD

Titles rated **EC (Early Childhood)** have content that may be suitable for ages 3 and older. Contains no material that parents would find inappropriate.



VERYONE EVERYONE

Titles rated **E (Everyone)** have content that may be suitable for ages 6 and older. Titles in this category may contain minimal cartoon, fantasy or mild violence and/or infrequent use of mild language.



VERYONE 10+ EVERYONE 10+

Titles rated **E10+** (Everyone 10 and older) have content that may be suitable for ages 10 and older. Titles in this category may contain more cartoon, fantasy or mild violence, mild language and/or minimal suggestive themes.



Titles rated **T (Teen)** have content that may be suitable for ages 13 and older. Titles in this category may contain violence, suggestive themes, crude humor, minimal blood, simulated gambling, and/or infrequent use of strong language.



URE 17+ MATURE

Titles rated **M (Mature)** have content that may be suitable for persons ages 17 and older. Titles in this category may contain intense violence, blood and gore, sexual content and/or strong language.



MUSONLY ADULTS ONLY

Titles rated **AO (Adults Only)** have content that should only be played by persons 18 years and older. Titles in this category may include prolonged scenes of intense violence and/or graphic sexual content and nudity.



RATING PENDING

Titles listed as **RP** (**Rating Pending**) have been submitted to the ESRB and are awaiting final rating. (This symbol appears only in advertising prior to a game's release.)

1.1 What is the ESRB?

The Entertainment Software Rating Board (ESRB) is an independent rating system that was established in September of 1994 by the Interactive Digital Software Association (IDSA), the trade association for the interactive entertainment software industry. The ESRB rating system exists to provide information about age-appropriateness and content elements that may be of interest or concern. The ratings and content descriptors are designed to help parents exercise control over the computer and video games their children play.

1.2 Responsibility

As with movies, video games are based on content. As a responsible retailer, it is your job to understand how the rating system works and to use it to properly guide your guest to the right game for them or their family. Please note the current rating system is established by the Entertainment Software Rating Board (ESRB) and is merely a guideline set to establish the content of an individual game. This is not law, and there is no penalty for selling a Mature Rated title to a minor, we just ask that you use your best judgment.

- We require that all associates be trained on the ESRB Ratings System.
- We are responsible for passing ESRB information on to our guests to help them make informed buying decisions.
- We will NOT demo any Mature rated game or R rated movie in the store at any time.

1.3 Resolving Guest Issues

In the event that an associate sells a Mature rated game or R rated movie to a guest under the age of 17 or if a parent wishes to return a game whose material they find to be inappropriate, we will allow a one-time exchange for the full value of said item within 7 days. This goes against our usual policy, is NOT to be advertised, and exists as a responsible way to handle a customer dispute.

SYSTEM FORMATTING GUIDE

SONY PLAYSTATION 4

Full (Preferred, requires internet connection)

- 1. Push up, then scroll to the right and select SETTINGS.
- Scroll down and select NETWORK.
- 3. Select SET UP INTERNET CONNECTION.
- 4. Select USE WIFI.
- 5. Select EASY.
- 6. Select your internet profile.
- 7. Enter Password (if necessary).
- 8. Select DO NOT USE for Proxy Server.
- 9. Select TEST INTERNET CONNECTION.
- 10. If successful, back out to main menu.
- 11. Push up, then scroll to the right and select SETTINGS.
- 12. Scroll down and select INITIALIAZTION.
- 13. Scroll down and select INITIALIZE PS4.
- 14. Select Quick.

Quick

- 1. Push up, then scroll to the right and select SETTINGS.
- 2. Scroll down and select INITIALIZATION.
- 3. Scroll down and select INITIALIZE PS4.
- 4. Select QUICK.

SONY PLAYSTATION 3

- 1. From Main Menu, scroll all the way to the left to USERS.
- 2. If a USER 1 profile does not exist, Select CREATE NEW USER.
- 3. Enter USER 1 and create the profile. This will log you in as User 1.
- 4. At Main Menu, scroll back to USERS and Log into any account that is NOT called User 1.
- 5. The system will ask you if you would like to log in as that User, select YES.
- 6. At Main Menu, scroll all the way to the right to USERS.
- 7. Select the User you are currently logged in as.
- 8. Scroll down and select DELETE.
- 9. It will ask if you want to delete the profile, select YES.
- 10. Repeat steps 4 through 9 until ONLY User 1 exists.
- 11. At Main Menu scroll right to SETTINGS.
- 12. Scroll down and select SYSTEM SETTINGS.
- 13. Scroll down to RESTORE PS3 SETTINGS.
- 14. The system will ask if you would like to restore the settings, select YES.
- 15. Select QUICK FORMAT.

16. The system will ask if you would like to restore the settings, select YES.

SONY PLAYSTATION VITA

If Memory Card is present

- 1. Using Touch Screen on Main Menu, select SETTINGS.
- 2. Using Touch Screen select START.
- 3. Using Touch Screen, scroll down to and select FORMAT.
- 4. Using Touch Screen, select FORMAT MEMORY CARD.
- 5. The system will ask if you would like to format the card, select FORMAT.

Full (Preferred)

- 1. Using Touch Screen on Main Menu, select SETTINGS.
- 2. Using Touch Screen, select START.
- 3. Using Touch Screen, scroll down to and select FORMAT.
- 4. Using Touch Screen select, RESTORE THIS SYSTEM.
- 5. The system will ask if you want to format the system, select FORMAT.

Safe Mode (in case of Parental Controls)

- 1. Ensure that the PS Vita is turned OFF.
- 2. Hold down the following buttons simultaneously for several seconds: PS Button, Power Button, and Right Trigger.
- 3. As soon as the PS Logo appears, let go of buttons.
- 4. Using the D-Pad, scroll down to and select RESTORE THE PS VITA SYSTEM.
- 5. The system will ask if you want to proceed, select YES.

SONY PSP/PSP GO

If Memory Stick is present

- 1. At Main Menu scroll right to SETTINGS.
- 2. Scroll down to and select SYSTEM SETTINGS.
- 3. Scroll down to and select FORMAT MEMORY STICK.
- 4. The system will ask if you want to format the Memory Stick, select YES.

Full

- 1. At Main Menu scroll right to SETTINGS.
- 2. Scroll down to and select SYSTEM SETTINGS.
- 3. Scroll down to and select RESTORE DEFAULT SETTINGS
- 4. The system will ask if you want to proceed, select YES.

MICROSOFT XBOX ONE

Note: To properly format an Xbox One it has to be connected to the internet. At any point in this process, the Xbox One may require a System Update. In most cases you WILL BE REQUIRED to complete the update before being able to format the system. Always let your customer know in advance that formatting the system could take several minutes.

- 1. From Main Menu press left to get to Options Bar.
- 2. Scroll down to SETTINGS (looks like a gear).
- 3. Select ALL SETTINGS
- 4. Scroll down to NETWORK.
- 5. Select NETWORK SETTINGS.
- 6. Select SET UP WIRELESS NETWORK.
- 7. Find and select your Network.
- 8. Enter Password if necessary.
- 9. From Main Menu press left to get to Options Bar.
- 10. Scroll down to Settings (looks like a gear).
- 11. Select ALL SETTINGS.
- 12. Scroll down to SYSTEM.
- 13. Select CONSOLE INFO AND UPDATES.
- 14. Scroll down to and select RESET CONSOLE.
- 15. Scroll left to and select RESET AND REMOVE EVERYTHING.
- 16. The system may ask if you would like to format your system, select YES.
- 17. Do not turn off system until an image of an Xbox One controller appears on the screen.

MICROSOFT XBOX 360 (Slim and E Model)

- 1. From Main Menu scroll over to SETTINGS.
- 2. IMPORTANT! Select FAMILY and ensure the system has no Parental Restrictions.
- 3. Select SYSTEM.
- 4. Scroll down to and select STORAGE.
- 5. If multiple storage units are present, save the 4gig for last.
- 6. While the Hard Drive Memory is highlighted press (Y) for DEVICE OPTIONS.
- 7. Select FORMAT.
- 8. The system will ask if you would like to format the hard drive, select YES.
- 9. Enter the systems Serial Number if required.
- 10. Do this for each memory source present, saving the 4gig memory source for last.
- 11. Select RESTART CONSOLE.
- 12. After it restarts scroll over to SETTINGS.

- 13. Select SYSTEM.
- 14. Select INITIAL SETUP.
- 15. Run INITIAL SETUP.
- 16. Do not turn off system until an image of an Xbox 360 controller appears.

NINTENDO WII U

- 1. From Main Menu, use Touch Screen to select SYSTEM SETTINGS (the icon will look like a wrench)
- 2. Using the Touch Screen, select the arrow on the right side of the screen (or select the icon at the bottom of the screen) until you reach DELETE ALL CONTENT AND SETTINGS.
- 3. The system will tell you to read all information on the screen. Select NEXT.
- 4. The system will ask if you want to format the system. Select FORMAT.
- 5. It may prompt this message up to three times. Select FORMAT each time.
- 6. If the system has an SD card, remove SD card and format it on your computer. If your computer does not have an applicable SD card slot, please DO NOT SELL this card and set it aside for the District Manager to pick up.

NINTENDO WII

- 1. From Main Menu, using a Wii Remote, select the WII icon at the bottom left side of the screen.
- 2. Select WII SETTINGS.
- 3. Using the arrow on the right side of the screen, scroll over to the last page.
- 4. Select FORMAT WII SYSTEM SETTINGS.
- 5. The system will ask if you want to format the system. Select FORMAT.
- 6. It may prompt this message up to three times. Select FORMAT each time.
- 7. If the system has an SD card, remove SD card and format it on your computer. If your computer does not have an applicable SD card slot, please DO NOT SELL this card and set it aside for the District Manager to pick up.

NINTENDO 3DS/NEW 3DS/2DS/DSI

- 1. From Main Menu select SYSTEM SETTINGS (the icon will look like a wrench)
- 2. Select OTHER SETTINGS.
- 3. Using the arrow on the right side of the screen, scroll over to last page.
- 4. Select FORMAT SYSTEM MEMORY.
- 5. The system will ask if you want to format the system, select FORMAT.
- 6. It may prompt this message up to three times. Select FORMAT each time.
- 7. If the system has an SD card, remove SD card and format it on your computer. If your computer does not have an applicable SD card slot, please DO NOT SELL this card and set it aside for the District Manager to pick up.

NINTENDO DS LITE

The DS Lite can only be Factory Reset fully by removing the battery from the system and putting the battery back in after several minutes. This can be done to easily remove all selections the previous owner made (nickname, favorite color, birthday, etc.). This will avoid the system having any stored profanity.

