

# South Bank Corporation Procedure

## Marketing

**SUBJECT:** Locker Hire  
**DATE CREATED:** March 1999  
**REVIEW DATE:** Annual

### Policy

To take responsible care and control of the keyless coin lockers and assist Vendquest International to supply customers with easy access to and operation of same.

### Procedure

- Customers use lockers according to instructions posted on locker face. They should not require assistance for normal operation.
- If a locker is found to be damaged or requiring maintenance, call Vendquest International maintenance number printed on front of Eurolocker Manual located on the left-hand shelf of central desk.
- If a customer is unable to enter their locker for any reason, take the locker key kept in the right-hand drawer of central desk and follow customer to the locker in question.
- Refer to the Eurolocker Manual for procedure to access supervisor mode and open locker. Be sure to verify customer's identity and description of belongings before allowing access to locker.
- If problem still persists, call Vendquest and seek assistance.