

Hourly Paid

**WEST ONE
FOODS W1F**

WEST END & CITY



Employee Handbook

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INTRODUCTION TO YOUR HANDBOOK

This is your hourly paid employee handbook. Please read it carefully. It gives you information that you need to know about your employment with West One Foods. If you have any questions please speak to your manager.

The Contractual section, together with the Particulars of Employment you received at your Orientation, sets out the main terms and conditions relating to your employment with West One Foods Ltd (also referred to as 'the Company' or W1F).

The Non-Contractual section and introduction provide information which relates to employment but which does not form part of the terms and conditions of employment.

Policies and other matters set out in this handbook are necessary for a business, especially one like ours; they help us function in an efficient and orderly manner.

Throughout the handbook we have used the generic term "manager" to describe your Business Manager, unless otherwise stated. However this may also refer to your shift manager.

You must comply at all times with any Company rules, policies and procedures in place relating to diversity, discrimination, harassment, health and safety and any other rules and procedures introduced by the Company. Breach of any Company rules, policies or procedures may result in disciplinary action.

We reserve the right to make changes to this handbook and to amend existing policies or to introduce new policies. As changes are made and policies amended or introduced, these will be incorporated at the appropriate time. This handbook supersedes all previous handbooks and, in so far as matters within it are defined as contractual, incorporated into your terms and conditions of employment

Welcome to West One Foods...

... and welcome to the team working in McDonald's restaurants in London's West End and City. I'm delighted that you've chosen to join us and I hope you enjoy being part of our continuing success story. Your manager will make sure you're fully trained to do your job and will help you familiarise yourself with the restaurant. If you have any questions, remember that there's always someone close by ready to help.

Every day, hundreds of thousands of people choose to visit our restaurants despite an ever-increasing choice of places to eat out. We aim to provide our customers with quality food, with fast and friendly service, in clean, well-presented surroundings. We can only achieve this through the efforts of people like you.

Each customer who walks through our doors expects the same high standards of Quality, Service and Cleanliness (or QS&C) every time they visit, 364 days of the year. To our customers, you are McDonald's. If you meet or exceed a customer's expectations every time they visit, they'll keep coming back.

The fact that 75% of our restaurant managers and above originally joined as crew members shows that the possibilities really are endless. Whether you're a part-timer such as a student funding their studies or a mum working during school hours; whether you're a full-timer wanting a regular income or taking your first step on a long career ladder – you'll always find a place for you at West One Foods.

Once you've got to know your fellow crew and the management team, I'm sure you'll discover just how much fun it is to be part of the team.

A handwritten signature in black ink, appearing to read 'Peter Sullivan', with a long horizontal line extending to the right.

Peter Sullivan
Managing Director

YOUR FIRST DAY

It's your first day at W1F. For some of you, it may be the first day you have ever been to work. It's very important that you find out what you can expect from us, your new employer. Equally, it's useful for us to tell you what we expect from you! This is why we have a Welcome Meeting (Orientation)

Below are some of the things that you will need to know for your first day. If there's anything else don't be afraid to ask the manager. Remember that the only way to find something out is by asking!

When do I get my uniform?

By the time you read this, you should have been given at least one full set of uniform in your size. If you're available to work two or more consecutive shifts per week, we will make sure that you have at least two uniforms.

What happens about pay?

You will be paid based on an hourly rate. The rate you are paid may increase if you work between the hours of midnight and 6am. You will hear the terms "regular rate" and "premium rate". "Regular rate" currently applies between midnight and 6am. The current hourly rates in your restaurant are available from your manager.

What's the schedule?

One of the many benefits of working at West One Foods is some flexibility in work schedule. You should ensure that your availability has been agreed with your manager and this should be recorded on your Particulars of Employment. At your orientation you should make a note of your first few shifts.

YOUR FIRST SHIFT

Your very first shift can be daunting, but don't worry, because one of the great things about us is that everyone you'll meet who works for the Company has been in the same position that you are in today – having to learn for the first time what working in a restaurant is really like.

What time should I get in?

You should aim to arrive about 20 minutes before your shift is schedule to start. This will give you enough time to get yourself ready. If for any reason you are going to be late, you should inform your manager giving as much notice as possible – at least two hours before you are schedule to start work.

How do I clock in and out?

This is very important as it makes sure you get paid! You'll need to key your clock card number when you start, when you start and finish your breaks and before you go home. No one is allowed to clock you in or out on your behalf. You must not alter any entry on your clock card, or that of anyone else. Abuse or misuse of clock cards will be treated very seriously and will lead to disciplinary action. If you forget to clock in or make a mistake, inform a manager.

YOUR FIRST PAY DAY

Every other Thursday is pay day. You'll receive a pay slip at the restaurant, but your actual pay will go directly into your bank account.

NI No. - your national insurance number

automatically allocated by the time recorder

the store I.D. where you are based

the 2 week pay period covered by a particular payslip

Employee No.	Employee Name	Store/Dept No.	Pay Date	Pay Period
215000	YOUR NAME APPEARS HERE	218	26/02/2004	2002/17
000100	NAME OF YOUR BANK APPEARS HERE	Pay Method	Sort Code	Account No.

N.I. NUMBER: NB16204B

TAX CODE: SEL

START DATE: 01/04/2001

HOLIDAY ENTITLEMENT ACCRUED

HOLIDAY PAY ACCRUED

TAXABLE GROSS: 657.53

Your sort code and account no. appear here.

PAYMENTS				DEDUCTIONS		
Description	Hours	Rate	Payments	Description	Amount	%D.
REG HRS	61.58	4.70	289.43	P.A.Y.E.	43.40	15.18
PREM HRS	15.42	5.20	80.18	NAT INS.	23.01	46.03
TOTAL PAY				TOTAL DEDUCTIONS	66.41	
				NET PAY	303.20	

Message Box - Company messages may show here

Deductions Section:
P.A.Y.E - tax deducted for the 2 weeks. In the case of a refund this will be shown as a negative figure
NAT INS - National Insurance contributions deducted for the 2 week pay period

Net Pay - total amount of money paid to you (Total pay less total deductions)

Payment Section:
REG HRS - total 'Regular' hours worked 6am to midnight
PREM HRS - total 'Premium' hours worked midnight to 6am.
HOL PAY - If you have taken a holiday, the payment will appear here
BACK PAY - this is the gross amount of any monies outstanding from previous pay periods
IN LIEU - payment in lieu of notice, being a lump sum covering the applicable period
SSP/SMP - payment for Statutory Sick Pay or Statutory Maternity Pay

PROBATIONARY PERIOD

Your first 4 weeks of employment with West One Foods are your probationary period. During your probationary period your performance will be evaluated in the following areas

- Work standards
- Customer focus
- Teamwork and communication
- Personal standards and approach to work

This will also be your opportunity to decide if this job is the right place for you.

If you do not meet the required standards of performance, and/or conduct, your employment can be terminated at any time during your probationary period.

Please note that if your employment is terminated during your probationary period you do not have the right to appeal against this decision.

OPPORTUNITIES FOR YOU

Many of our finest managers and senior personnel have been promoted from within our restaurants. We are committed to training all of our employees and, if you do well in your job, your manager may well consider you for promotion to Training Squad or Shift Running Manager and beyond.

Within our Company there are many employees with potential to go further in their career and it has always been our aim to seek out and develop these talented individuals. We are always on the look out for restaurant employees who show the necessary skill, dedication and enthusiasm. It doesn't matter whether you have worked for us for a day or a decade.

So, whether you have joined us on a part time basis to help finance your education, or have chosen to work with us while you are deciding which career path to follow, there are opportunities for you with us.

SECURITY

Where do I store my personal belongings?

We will provide as many lockers as needed in the crew room, as far as space allows, and that these will be kept in good working order. Most restaurants secure lockers via a padlock system.

Your personal belongings must be kept in a locker whilst working.

At the end of each shift all lockers must be cleared of all personal belongings and left unlocked so that people on the next shift can use them. You will not be able to keep personal property, e.g. mobile phones, pagers, jewellery or cash in the safe. Mobile phones should only be used during breaks and should not be used when you are working. If you do feel it necessary to bring a phone or other items of value, you must make sure that you lock them away securely. They are your sole responsibility and you bring them at your own risk.

The Company does not accept responsibility for the loss of, or damage to, any personal property and it is your responsibility to report any loss/theft/damage to personal property to your manager and/or the police.

Am I allowed in the restaurant when I'm not working?

You should arrive at the restaurant no earlier than 20 minutes before your scheduled shift and you should leave the restaurant within 15 minutes of finishing work.

If you are off duty you are not permitted to enter the crew room without the manager's permission.

If you visit the restaurant as a customer and purchase any food and drink, you must ensure that you ask for and keep your receipt, as proof of payment.

Can I serve my friends and family?

In order to protect your own interests, you should not serve relatives or friends. If you can't avoid it, call a manager who will assist you.

COMMUNICATION

How do I find out about what is happening in my restaurant?

It is very important that everyone knows about new initiatives and procedures in the restaurant and how we, as a Company, are performing. We have several ways in which these are communicated:

- **Restaurant meetings**

Your manager will hold regular meetings to discuss policy, procedures, products and what's new in the restaurant. You should attend the meetings. Please take this opportunity to ask any questions you may have about your job or the Company.

- **Communication Sessions**

Communication Sessions are small discussions between restaurant employees and a Company representative for the purpose of discussing ideas, suggestions and problems. These sessions are also an opportunity to make your views known to the Company and make suggestions on how to improve the restaurant.

- **Notice boards**

The notice boards in your restaurant give you information on what is happening both locally and throughout the Company. You should refer to your notice board frequently as it is a very important means of communication. You should not put anything on the notice boards without authorisation from your manager.

What are the daily rest periods?

Adult workers are entitled to a rest period of not less than 11 consecutive hours in each 24 hours period.

Young workers are entitled to a rest period of not less than 12 consecutive hours in each 24 hours period.

What are the weekly rest periods?

Adult workers are entitled to an uninterrupted rest period of not less than 24 hours in each seven day period.

Young workers are entitled to a rest period of not less than 48 hours in each seven days period. These minimum periods can not include the minimum break between shifts.

Who are night workers?

Adult workers who normally work at least three hours of their daily working time between 11pm and 6am are classed as night workers.

Young workers who work any hours between 10pm and 6am are classed as night workers. A young worker is not allowed to work between the hours of midnight and 4am.

If your hours of work classify you as a night worker, you will be offered a health assessment before starting night work. The purpose of the health assessment is to determine whether an employee is fit to carry out the night work. Night workers are also given the opportunity to have further assessments at annual intervals, or earlier if there have been significant changes in the matters to which the assessment relates. Any employee wishing to have a further assessment should speak to their manager.

Changes in legislation

Where legislation changes, Company policies will be amended in line with these changes. These will be communicated in due course.

CONTRACTUAL SECTION

ELIGIBILITY TO WORK IN THE UK

You may at any time be required to provide evidence, satisfactory to the Company, of your right to live and work in the UK. This is a legal requirement.

DATA PROTECTION

We need to process personal information relating to you that you have provided to the Company or that the Company acquires about you.

You agree that the Company may process this information for any administrative and management purposes connected with your employment; for example, in order to calculate pay, to make payments, to make decisions regarding potential promotion or disciplinary action and to send work-related items to home addresses, where applicable.

Personal information may be disclosed to third parties contracted by the Company for the same purpose. Additionally, the Company may transfer this information out of the UK to countries that do not have laws, or have different laws, relating to data protection (such as the USA). You must keep the Company informed of any changes to personal details, such as home address, marital status, bank details and next of kin.

In the course of your employment you may have access to personal information relating to other people. You must treat this information in the strictest confidence and take all steps as may be specified by the Company to prevent unauthorized disclosure of any such information or any processing of it which may be contrary to the provisions of Data Protection Act 1998 (as amended and superseded from time to time) Failure by you to take such steps as have been specified by the Company or any unauthorised disclosure or processing of personal information may constitute gross misconduct.

PLACE OF EMPLOYMENT

Will I be asked to work elsewhere?

You may be required to move to another restaurant (which is within reasonable traveling distance) due to operational requirements and/or to broaden your restaurant experience.

Although the Company will endeavor to base you as near to home as possible, it is nevertheless a condition of employment that you move when asked to do so. We will always attempt to ensure that you suffer no financial loss in respect of travel.

Can I transfer to another restaurant?

If you wish to transfer to another restaurant, please consult your manager. You should however note that transfers are not guaranteed.

HOURS OF WORK

What will my hours of work be?

One of the many benefits at our Company is some flexibility in work schedules.

At the time you were hired you will have set up your work availability with your manager. This is recorded on the Particulars of Employment letter which was given to you when you joined.

Your hours of work cannot be permanently guaranteed because the number of shifts available depends on how busy the restaurant is. Sometimes it may be necessary to increase or reduce the number of hours you work to take these fluctuations into account. If changes need to be made, your manager will tell you about it as far in advance as possible.

What if I want to change my availability?

If you want to change your availability, you must put your request in writing to your manager at least a month in advance. He/she will then review your request with you and, if it is operationally possible, adjust your availability.

When is the schedule posted?

The schedule for next week will normally be posted in sufficient time for you to plan your week.

What if I want a specific day off?

You may request time off in the special request book which is kept in your restaurant. Such requests should be made in writing to your scheduling manager at least 14 days in advance so that the schedule can be adjusted if possible.

Wherever possible and based on operational needs, you requested time off will normally be given. However not all requests can be guaranteed.

Can I swap shifts with other crew?

If you need to change your shift at short notice, you can arrange to swap shifts with another crew member; however the swap must be

authorised by the scheduling manager. This is to ensure that there are enough experienced crew members on each shift.

Do I have to clock in and out?

A time recording machine system has been installed in each restaurant to ensure a record of the hours you have worked and the rates of pay you receive are accurate.

You will be shown how to clock in and out. Remember it is your responsibility to clock in and out when you start and finish work. You are also required to clock out when taking a meal break and clock in again afterwards.

If you forget to clock in or make a mistake, please inform the manager immediately. No one is allowed to clock in or out on your behalf. You must not alter any clocking entry on your card, or that of anyone else. Abuse and misuse of clock cards will be treated very seriously and can lead to disciplinary action.

Will I ever be asked to work extra hours?

From time to time you may be asked if you can work extra hours in order to help the restaurant run smoothly. If you are asked to come in to work when you are not scheduled you will be offered a minimum of three hours work.

Due to the nature of our business, on occasions you may be asked to continue working a little past your normal finishing time. We will endeavour to release you as soon as possible. Of course you will be paid for all the time you have worked.

What breaks are I entitled to?

Your break entitlement will depend on the length of shift you are working. There are, however, legal requirements for breaks, which are:

Adult workers (aged 18 and over) are entitled to a 20 minutes uninterrupted break during shifts of six hours or over.

Young workers (over school leaving age but under 18) are entitled to a 30 minutes break during shifts of four and a half hours or over.

Break allowances are:

Daily Hours Worked	Breaks
Up to three hours	No break
Over three hours and up to four hours	15 minutes
Over four hours and up to five hours	30 minutes
Over five hours and up to ten hours	45 minutes
Over ten hours	One x 45 minutes and one x 20 minutes

However, our employees are not usually scheduled to work more than eight hours per day.

You must take your break at the time specified by your manager. For legal and payroll purposes you are required to clock out for meal breaks, as breaks are unpaid. However, should you be scheduled to work over three hours and up to four hours, you are not required to clock out for your break of 15 minutes as these breaks are paid.

Are there any restrictions on my working hours?

Legislation places restrictions on the amount of time you must have off between your shifts, and the amount of time you have off each week. There is additional legislation for night workers, which is summarized below. The legal minimum requirements are also dependent on your age.

Due to employment legislation, the maximum number of hours you can work on average in a week is 48. If you are under 18 you can only work up to 40 hours each week. If you have another job then you must inform your manager so that he/she can monitor your total hours of work in both jobs, in order to ensure that you do not exceed the 18 or 40 hours limit. It is, however, Company policy that you should not normally work more than 39 hours per week. Under 18 years old are also restricted to shifts of 8 hours or less and can not work between midnight and 4am. These are legal requirements.

PAY

How is my pay calculated?

You will be paid an hourly rate of pay; the rate of pay increases between the hours of midnight and 6am

Regular rate – Currently applies when working between 6am and midnight

Premium rate – Currently applies when working between midnight and 6am

The current hourly rates applicable in your restaurant are available from your manager.

How do I get paid?

We will pay your wages directly into your bank account every two weeks.

A bank account is essential, but if you do not have one, the W1F Recruitment Centre will advise you how to open an account.

Should you need to change any of your account details, you will need to inform your manager. You must ensure that this is done as quickly as possible (and not later than the Saturday before pay day) so that changes can be processed.

The pay period runs from Sunday to Saturday for two weeks. Due to the time required to process and distribute the payroll, your pay will be credited to your bank account by the close of bank business on the following Thursday.

Please note that the Company will not cash any personal cheques or give cash on wages.

Sometimes, due to bank holidays, banks are not open to process our payments. This may mean that, very rarely, payments may not be made on a Thursday. If this is going to happen, your manager will be told well in advance and this information will be displayed in your crew room.

What should I do if I have a Tax query?

Only the Inland Revenue can alter your tax code, so if your personal circumstances change, for example by getting married, you should tell the tax office immediately.

If you have a tax query you should contact the tax office below which deals with all Company employees, no matter where they live, quoting the Company PAYE or Tax reference number which is **961/BZ89369** and your NI number (which is detailed on your pay slip).

**Her Majesty's Inspector of Taxes
Customer Service Centre 1
Queensway House
East Kilbride
Glasgow G79 1AA**

**Tel: 0845 0703703 (local rates)
E-mail: EKCC@inlandrevenue.go.uk
Website: www.gateway.gov.uk**

Why do I need a National Insurance Number?

All employees must provide their employer with their own National Insurance (NI) prior to starting work. Normally your NI number will be on your P45, or you may have a NI card with the number on. If you do not have a National Insurance Number then you should contact your local Benefits Agency.

If you do not provide your correct NI number, your contributions may not be credited to the correct account.

Employees over the state pension age are entitled to pay reduce rate National Insurance contributions and should therefore submit form CA4140 (CF384) to the Payroll Department.

Will I be paid extra if I work Bank Holidays?

Because of the nature of our business, you may be required to work on a day designated by the Company as a bank holiday. The days designated by the Company as bank holidays for these purposes may not necessarily correspond with the traditional bank holidays as designated by the Government.

In each calendar year eight days will be designated by the Company as bank holidays.

Currently if you work on a day designated by the Company as a bank holiday, you will not be entitled to receive an enhanced payment for actual hours worked.

A list of the designated bank holidays is available from your manager.

What happens if I am overpaid?

Any overpayments made in error will be recovered by the Company at the earliest opportunity. This would normally be discussed with you on a one-to-one basis before any deduction take place.

PERFORMANCE REVIEW POLICY

How will I know how well I am doing?

The Company's policy is to "pay for performance". We will tell you when you do a good job and also point out where things can improve. Particularly in the first few weeks your progress will be monitored carefully.

When you have your performance review your rating will be based on your personal standards, teamwork, work standards, hygiene, initiative and customer focus. You will receive a copy of your performance reviews, so you will be able to see how well you are doing. As long as your performance is satisfactory you may receive a pay increase. Your performance and pay will be reviewed annually, at the end of every September.

Our pay for performance system is constructed in such a way that our best performers will be rewarded with higher percentage pay increases.

If your performance does not meet the required standard, or at your manager's discretion, an extra interim review may be conducted at an interval of less than six months.

A "Needs Improvement" rating on two consecutive performance reviews may result in disciplinary action being taken. Thereafter a satisfactory standard must be achieved or further disciplinary action will normally be taken. An "unsatisfactory" rating will normally result in disciplinary action being taken.

What happens to my pay if I have reached the maximum pay rate?

If you have reached the maximum pay rate in your band, you will receive only 50% of any awarded increase at subsequent pay reviews.

Current pay scales including maximum pay rates for each position are available from your manager.

HOLIDAY ENTITLEMENT

What is my holiday entitlement?

When you join W1F, you will start to accumulate holiday entitlement.

Holiday entitlement for all hourly paid employees is 4 weeks per holiday leave year. The holiday leave year for all employees runs from 1st January to 31st December, with pro rata allowances for those without 12 month's service.

It is legal requirement that you take your holidays and holiday pay cannot be taken in lieu. At the end of your holiday leave year, you will receive any outstanding holiday pay accrued during that holiday leave year. Holiday entitlement cannot be carried over to the next holiday year. You will begin accruing holiday pay from the start of each holiday leave year. The Company reserves the right to allocate holiday dates. December is the busiest month for the Company and holidays are not usually permitted unless in exceptional circumstances and/or at your manager's discretion. If you have any queries regarding your holiday pay you should speak to your manager.

In the event of you leaving the Company, you will be paid all outstanding holiday pay accrued during your holiday leave year.

How do I book holidays?

If you wish to take a holiday you must get permission from your manager. We have to take into account business needs and as such, holiday requests may be refused. All holidays must be booked with your manager, giving him/her at least double the length of notice for the leave that you are requesting (e.g. if you want to take 2 weeks' holiday, you must give at least 4 weeks' notice)

What else do I need to know about holidays?

You cannot take holiday after notice to terminate employment has been given by either you or the Company, unless this has been agreed by your manager at the time. If you are dismissed for gross misconduct, resign without notice, or are absent from work without explanation and fail to return despite formal company communication, you will be entitled to the holiday payment which has been accrued under the Working Time Regulations 1998 (and any subsequent amendments) which is four weeks per complete holiday year.

SICKNESS ABSENCE

Will I receive pay whilst I'm absent from work due to sickness?

If you are unable to work due to sickness or injury, you must notify your manager no later than two hours before the start of your shift where possible.

If you are absent due to sickness for four or more consecutive days you may be eligible for Statutory Sick Pay (SSP)

SSP may be changed by the Government, but the following is correct at the time of printing.

The rules are:

1. You must notify your manager that you are ill before your scheduled shift giving as much notice as possible
2. The minimum period of illness which qualifies for SSP is four consecutive days. This can include weekends, bank holidays, and days you are not scheduled to work
3. From the fourth day of absence due to sickness, SSP may be payable for scheduled days if your average weekly earnings over the period of eight weeks exceeded the minimum requirements.
4. When you return to work after a period of sickness of between four and seven days, you must provide a "self certificate", which is available from your manager, your Doctor or DWP (Department for Work and Pensions) Office.
5. If your illness lasts for more than seven days, you must obtain a Doctor's Certificate stating the nature of the illness and ensure your manager receives this. You should also complete a "self certificate" which should also be sent to your manager.

Employees not eligible for SSP:

You will be excluded from SSP if you:

1. are over the minimum state pension age on the first day of sickness
2. were taken on for a specified period of no more than three months (unless the contract is extended to more than three months)
3. have average weekly gross earnings less than the lower weekly earnings limit for National Insurance contributions liability.
4. go sick within 57 days of a previous claim for one of these state benefits:
 - sickness benefit
 - invalidity pension
 - severe disablement allowance
 - maternity allowance
 - unemployment benefit (but only in very limited circumstances)
5. have done no work for the Company under the contract of employment
6. go sick during a stoppage of work at your place of employment due to a trade dispute, unless you have not taken part in the trade dispute and have no direct interest in it
7. are off sick during the time starting 11 weeks before single period of incapacity for work.
8. have already been paid 28 weeks' SSP in any period of incapacity for work
9. are sick while abroad outside the European Union
10. are in legal custody

If you are not eligible for SSP from the Company you will be notified and given an SSP (1) form.

What if I'm late notifying my absence?

If you are late notifying your absence, without good cause, the Company may, at its discretion, withhold SSP for the same number of days as notification was late

Will I be required to have a Medical Examination?

The Company may require you to undertake an independent medical examination. If required to do so, the Company will pay the relevant fees.

Can the Company see my medical reports?

Subject to the Company complying with the Access to Medical Reports Act 1988, you agree that the doctor carrying out the examination may disclose to you and discuss with the Company the results of such examinations and that the Company may use this information for management purposes in relation to your employment.

OTHER ABSENCES FROM WORK

Am I entitled to take time off for any other reason?

Yes, in certain circumstances, as follows.

- **Court Attendance/ Jury Duty**

If you are called upon for jury duty you should notify your manager as soon as you are aware of the date. The Company will normally make up any loss of earnings between your basic rate of pay and the jury allowance, provided you declare the amount received from the court.

- **Funeral/Compassionate Leave**

In the event of a death in your immediate family, you will be granted one day's paid leave to attend the funeral. Additional paid leave may be granted at the discretion of your manager.

Military Service

The Company will be supportive of employees required for service in the armed forces, or as substitutes for regular armed service personnel, in the event of a British Reserve Armed Forces or TAVR call up. If this applies to you, please ask your management to print you a copy of the policy which is available on the Intranet.

If you are a member of the Territorial or Reserve Forces, and are required to attend annual training, leave to cover the training period will be granted. Adequate notice must be given and the agreement of your manager obtained. This leave would be in addition to normal annual paid holiday entitlement and TAVR service pay will be made up to normal pay on production of the relevant documents.

Personal Leave

Occasionally you may need time off to attend to unforeseen and personal matters. In this respect the Company will take a compassionate approach to such absence provided no alternative arrangements could have been made. Every effort must be made by you to contact your manager before any such absence. Normally you will not be paid for these absences but the Company reserves the right to consider each case on its individual merits.

Parental Leave

This allows a parent to be absent from work for at least three months for the purpose of caring for a child.

If you have one year's continuous service, and have parental responsibility, you are entitled to unpaid leave for 13 weeks for the purpose of caring for a child. This applies to children up to the age of five (or 18 for children entitled to a disability living allowance)

At least 21 days' notice in writing must be given by you. The Company may postpone a period of Parental Leave for up to six months. Parental Leave can be taken in blocks of on to four weeks per annum.

Domestic Leave

This gives an entitlement for time off for family emergencies.

You will have an entitlement to reasonable unpaid time off to deal with emergencies involving a dependant (e.g. spouse, child, parent) No qualifying service is needed.

Adoption Leave

This is a period of time off work when a child is newly placed for adoption in the UK. It is available to you or your partner if you are adopting as a couple through an Approved Adoption Agency. If you are adopting jointly, it is up to you to decide who takes the leave.

Adopters will be entitled to up to 26 weeks Ordinary Adoption Leave followed immediately by up to 26 weeks' Additional Adoption Leave –a total of 52 weeks' leave. If you meet the eligibility criteria, Ordinary Adoption Leave will be paid leave.

Only one period of leave will be available regardless of whether more than one child is placed for adoption as part of the same arrangement. If the child's placement ends during the adoption leave period, the adopter will be able to continue adoption leave for up to eight weeks after the end of the arrangement.

Paternity Leave

This is a period of time off work to care for a baby and support the mother.

It can be up to 2 weeks and can only be taken in one block. It is up to you to decide whether you wish to take 1 or 2 weeks' leave. If you chose 2 weeks, then they must be together.

To qualify, you need to have worked for the Company continuously for 26 weeks prior to the 15th week before the baby is due. If you meet the eligibility criteria, Paternity Leave will be paid leave.

MATERNITY PAY AND LEAVE

Below are some of the frequently asked questions about maternity. For full details, please ask your manager to print you an Hourly Paid Maternity Pack, which is available on the Intranet. The Pack explains your entitlements, tells you what happens to your benefits, gives you information regarding you and your baby's health and safety at work, includes details of external internet sites that may be of interest, contains a maternity checklist and provides all the forms you will need.

When do I need to tell my manager that I am pregnant?

It is advisable to inform your manager as soon as possible.

Can I take time off to go to antenatal appointments?

Yes, you have the right to a reasonable amount of time off for your antenatal appointments. This will be paid if it is during a scheduled shift. Wherever possible, such appointments should be made at a time that is mutually convenient for you and your manager. You will be paid for reasonable time to get to and from your appointment. Your manager may ask to see your appointment card.

What happens if my Performance Review is due whilst I am on maternity leave?

Your PR date will remain unchanged. A work review should be conducted before you commence your maternity. If your review is due whilst you are off, any pay increase due will be effective from the date you return to work from maternity leave.

What maternity leave am I entitled to?

There are two types of maternity leave depending on how long you have been working for the Company. These are known as Ordinary Maternity Leave (OML) and Additional Maternity Leave (AML)

What is Ordinary Maternity Leave (OML)?

OML is 26 weeks leave from work. Everybody qualifies for OML regardless of length of service.

How do I apply for OML?

You must complete a Maternity Leave Application Form as soon as you get your MATB1 from your midwife (this is a form containing confirmation of when your baby is due and is normally available from your midwife after 24 weeks of pregnancy).

When can I start OML?

The earliest time is 11 weeks before your baby is due and the latest is the Sunday before.

How do I return to work after OML?

You do not have to give notice that you are returning to work if you intend to return at the end of OML. However, if you would like to return earlier

What is Additional Maternity Leave (AML)?

AML is another 26 weeks leave from work from the end of your OML. You are entitled to AML if you have worked for 26 weeks by the 15th week before your baby is due. The maximum maternity leave is therefore 52 weeks. AML is unpaid.

How can I apply for AML?

If you have the applicable length of service, then tick both boxes on the maternity form.

How do I return from AML?

You do not have to give notice that you are returning to work if you intend to return at the end of AML (26 weeks). However, if you want to return earlier, you must give 28 days notice in writing to your manager.

Am I entitled to return to my job after AML?

You will return to the same job unless this is not practicable, in which case you will be given a job on very similar terms and conditions.

How do I qualify for Statutory Maternity Pay (SMP)?

To qualify for SMP you must have worked for the Company for at least 26 weeks by the end of your qualifying week (15 weeks before the beginning of the week in which your baby is due). You must also have average weekly gross earnings above the earnings limit for national insurance contributions liability in the 8 weeks before the end of your qualifying week.

How much is SMP?

The first six weeks are paid at 90% of your average earnings. The remaining 20 weeks are paid at the statutory rate if you qualify for SMP.

What if I don't qualify for SMP?

If you do not qualify for SMP – for example if your earnings are too low- you may be entitled to a Maternity Allowance. Once you have submitted your MATB1 to the Payroll Department you will be sent a form called a SMP1. You should contact your local Benefits Agency.

Are there any different uniforms for when I am pregnant?

A range of maternity wear is available and can be ordered in the normal way by your manager.

What happens to my benefits while I am on maternity leave?

There is an explanation of what happens to your benefits in the Hourly Paid Maternity Pack.

NON-DISCLOSURE OF INFORMATION

In order protect the best interests of the Company, we operate a strict policy of not disclosure of information to other parties.

You may not, during the continuance of your employment (except so far as may be necessary in the ordinary course of your employment) or after the termination of your employment, utilise for your own purpose or disclose to any person any information relating the Company, its subsidiaries or associates, its business affairs, its customers, finances, or any of its trade secrets. You will immediately, upon termination of employment, surrender to the Company any notes, memoranda of any information, Company documentation, trade secrets or property which may be in or come into your possession.

PERIOD OF NOTICE

If I decide to leave, how much notice do I need to give?

We hope that you enjoy your work with us and want to stay. However, if you wish to leave you must give at least on week’s notice in writing. You will normally be required to work your notice period.

If my employment is terminated how much notice will be given?

The Company is required to give you the following periods of notice, except in cases where summary dismissal may be justified.

Period of continuous service	Notice
Less than four weeks	Nil
Four weeks or more but less than two years	Two weeks
Two years or more, but less than 12 years	One week for each year of continuous service
12 years and over	12 weeks

Instead of giving the notice to which you may be entitled, the Company reserves the right to terminate your employment without notice upon payment to you of the wages you would reasonably have expected to receive had you worked your period of notice. This would be subject to income tax and NI.

Acts of dishonesty or gross misconduct may result in you being summarily dismissed. Summary dismissal means dismissal without notice, or payment in lieu of notice.

RETIREMENT

Do I have to retire at a certain age?

The Company retirement age is 65. You will be notified of your retirement in writing 6 to 12 months before the date you are due to retire. 3 to 6 months before your retirement date you can request that your employment continues beyond the retirement date. This request must be in writing, state that it is made under Paragraph 5 of Schedule 6 of the Age Discrimination Regulations and must state whether you wish your employment to continue indefinitely, for a stated period or until a stated date. A meeting will then be convened to consider your request and you can, if you wish, be accompanied to this meeting by a Company employee of our choice (within reason)

Following the meeting, the Company will notify you of its decision in writing. Your employment continues until this decision is issued.

You have the right to appeal against this decision – any appeal must be in writing and set out the grounds for your appeal. An appeal hearing will be held and the Company will then confirm its decision in writing. The lodging of an appeal does not extend employment past your normal retirement date.

INTERVIEWS WITH THE NEWS MEDIA

As a Company trading as McDonald's Restaurants Ltd, we may attract enquires from newspapers, TV, radio stations and all sections of the media for information or interviews.

So that accurate and up to date information can always be given, all such requests must be referred to your manager.

You should never, under any circumstances, divulge information to the media. Even harmless comments can be taken out of context and result in distorted, inaccurate or damaging reports.

Any approach from a reporter should be referred to your manager.

CONFLICTS OF INTEREST

It is the policy of the Company to respect your privacy. You are entitled to engage in activities of a private nature, provided that these activities do not detract from your ability to fulfill your obligations and provided that such activities do not conflict with or reflect adversely upon the interests of the Company. You must avoid any situation that conflicts with or appears to conflict with Company's interests. Please also see the Criminal acts section.

OUTSIDE BUSINESS INTERESTS

During employment you may not, without the consent of the Company, engage in or be interested in any other occupation or business whatsoever other than as a holder of shares or other securities of any Company when such securities are at the time being quoted on any recognized Stock Exchange and where your interest in them does not exceed 1% of the aggregate amount of such security. If you intend to undertake outside employment you must request written permission from your manager. Where W1F is not your only job you must understand that it is your responsibility to ensure that your overall working pattern complies with the Working Time Regulations (as amended or superseded from time to time) W1F reserves the right to reduce your hours to comply with the Working Time Regulations in such circumstances. This may also mean that your availability may have to be amended.

Any questions regarding exceptions to this policy, interpretation of the Company's conflict of interest policy or questions regarding application of the policy to particular situations should be discussed initially with your manager. All such enquires will be treated in the strictest of confidence.

CANVASSING

Conducting personal business, including the canvassing for membership or funds, distribution of literature or carrying on such activities at any time within the Company restaurants/offices is strictly prohibited.

Canvassing by outside persons for funds, or membership to outside organizations or causes, or distribution of literature for any purposes is also prohibited within the restaurants or offices.

CONFIDENTIALITY

Nothing in your terms and conditions of employment will prevent you from disclosing information to comply with a Court order, perform any statutory obligation on you to do so or from exercising your rights under Employment Rights Acts 1996 (as amended by the Public Disclosure Act 1998)

USE OF TELEPHONE AND OTHER Co EQUIPMENT

The internet, telephones and e-mail are for business purposes only unless otherwise permitted by the Internet, telephone and E-mail policy (which your manager can obtain from the Intranet)

The policy also explains that the use of Internet, telephone and e-mail may be monitored and recorded.

Telephone Use

Restaurants should not be called during busy trading periods, e.g. lunch time.

If you need to contact the restaurant at any time, you must call the restaurant directly and not leave text or voice messages on managers' personal mobile phones.

Receipt of personal calls via the restaurant's phone must also be limited to emergency calls only.

NON CONTRACTUAL SECTION

HEALTH & SAFETY

The Health and Safety of our employees, customers and visitors is our number one priority. We all have a responsibility to ensure that the risk of injury or ill-health is minimized.

As with all other aspects of our business, we seek to continually improve our performance. This will involve measuring our performance against standards and reviewing progress on a regular basis. The Company will regard any neglect of health and safety requirements as a serious breach of discipline. Co-operation on the part of us all is vital to the success of the Health and Safety Policy.

The following information constitutes part of the Health and Safety Policy. A Health and Safety Manual is available at each restaurant for further guidance and reference.

What are my responsibilities?

As an employee your responsibilities are to:

- Take reasonable care for the health and safety of yourself and of other persons who may be affected by your act or omissions at work
- Co-operate with members of the management team and others so far as is necessary to comply with Company policy and enable the Company to fulfill its statutory obligations;
- Observe all safety rules and procedures, use the protective clothing or other safeguards provided and not misuse or recklessly interfere with anything that, in fulfilment of a statutory requirement, is provided in the interest of health and safety

Managers have additional responsibilities for the training and supervision of others during their shifts, and ensuring that crew adhere to the correct procedures.

What should I do if witness a Health or Safety hazard?

If any specific health or safety hazard, which is not covered by the established rules and procedures, comes to your attention you should ensure that you or others are not in imminent danger (e.g. isolate the area or equipment concerned), and report it to your manager who will take any necessary action and inform the appropriate member of hierarchy.

Every restaurant also has a Hazard Reporting Book which must be used to record any hazards that you see. Failure to make appropriate entries in the accident book and to follow health and safety procedures will be treated extremely seriously and may result in disciplinary action.

How will I be informed of current Health & Safety issues?

Health and Safety is an integral part of all procedures, additionally specific training in safety matters is included in various training courses in line with your responsibilities. A Health & Safety Manual is provided at each restaurant and gives detail of:

1. The safety policy
2. The organization and arrangements for implementing and developing that policy
3. Risk assessments for various tasks equipment and chemicals

Safety Bulletins are issued at regular intervals to highlight safety issues and Safety Circle meetings are held at regular intervals to review the progress of safety within the restaurant.

Will I be consulted about safety issues?

The Company supports the involvement of crew and managers in the development and operation of the Health and Safety Policy. There are regular opportunities to raise and discuss safety matters at managers' meetings or what are known as Safety Circle meetings. Additionally, we welcome any specific or general comments on health and safety matters at any time by contacting your manager.

Where are the risk assessments for my restaurant?

As with any workplace, there is a risk of injury or ill health to yourself or others if you are not aware of the hazards and do not follow Company policies and procedures. Your manager will be able to supply you with detailed risk assessments which are contained in the Health & Safety Manual. Your manager can also provide more information about some of the common risk areas and brief guidelines from the Hygiene and Safety page on the Intranet.

What should I do if there is an accident?

All injuries, however slight, must be reported to your manager and an entry must be made in the Accident Book. Shift running managers must ensure that their first aid qualification remains current.

If you are running a shift and an accident occurs, please refer to the guidelines on the Accident Procedure Checklist, which is posted in the office, or on the inside cover of your Accident Book.

The Checklist also summarizes the legal obligation to report specified types of injury to employees or customers, absences from work following an injury, or incidents known as "Dangerous Occurrences" to the Local Authority within strictly defined time periods. The shift running manager at the time of the incident is responsible for communicating the appropriate information to the Hygiene & Safety Department without delay to enable the Company to fulfil its statutory duties. If in doubt, always call your Hygiene & Safety Advisor for advice.

Health, safety and welfare of new and expectant mothers at work

Some of the changes you experience through your pregnancy can result in some increased risks associated with your work. The following guidance is designed to enable you and your manager to minimize any additional risk, so that you can continue to work safely until your maternity leave commences. The control measures consist of common sense precautions.

What are the risks and how can we work together to reduce those risks?

Pregnancy may result in:

1. Increased risk of injury, or risk of miscarriage, from lifting and carrying. Therefore do not assist with deliveries, heavy lifting or heavy physical work.
2. Tiredness and fatigue due to:
 - Standing
 - Physical work
 - Extreme of heat and cold; or
 - Stress

Therefore longer or more frequent breaks may be required. Avoid working in the grill area for long periods, or when the restaurant is very busy. Discuss possible changes in your hours or type of work with your manager if tiredness starts to become a problem

3. Morning sickness (which may be related to the time of day or to certain smells). Please inform your manager and he/she will take this into account when scheduling your work hours and activities
4. Later in pregnancy the risks from using ladders and working at heights increase as your sense of balance and judgment of reach may be affected. You should avoid tasks involving ladders of heights, especially during the later stages of pregnancy. Ensure sensible footwear is worn

Other concerns might include:

Chemicals

We have assessed the chemicals you may come into contact with during your work and none of them contain any substances known to be an additional risk for new and/or expectant mothers.

General note

Risks to new and expectant mothers will vary greatly between individuals and at different stages of pregnancy.

Please keep your manager informed of any changes in your condition that may affect your safety at work so that we can work together to ensure that you do not face additional risks at work during, or immediately following , your pregnancy .Please discuss any safety issues with your manager.

Your manager will be able to show you the risk assessment which is contained in the restaurant's Health and Safety Manual.

HYGIENE & FOOD SAFETY

As we run a restaurant business, it is extremely important to ensure that our customers are not exposed to any risk of infection or illness.

What personal hygiene practices must I follow?

You must always wash your hands before you start your shift, or before starting work on any food handling station, after any break, after using the toilet, after carrying out cleaning tasks, after touching your hair or face, after coughing or sneezing into your hands, after any dirty task such as rubbish disposal, or after any other activities where your hands may become dirty or contaminated. If no such activities have been performed then hands should be washed in line with the "Timed Hand washing Programme"

- **DON'T** smoke, eat or drink in any unauthorized area and never cough or sneeze over food
- **DON'T** wear your own clothing over your uniform in food preparation, storage or service areas
- **DO** always wear your hair under a uniform hat when working as a food handler. Any hair that is worn outside the uniform must be covered with a hair net
- **DO** always wear aprons whilst working in the kitchen area
- **DO** always practice good personal and kitchen hygiene as taught during your Welcome Meeting and other training sessions

What do I have to do if I have an illness or a disease?

If you contact, or are exposed, to any illness or disease that could be transmitted to others, you must immediately cease work and report the matter to your manager.

All food handlers have a responsibility to our employees and customers not to work if they are suffering from food poisoning, or suffering from the symptoms of food poisoning i.e. vomiting or diarrhoea. If you are suffering from these symptoms you will not be allowed to work again until you show no symptoms for a 48 hour period and have ceased medication for any such symptoms for 48 hours.

Failure to report such conditions is an offence under the Food Safety Regulations and may lead to prosecution as well as being classed as an example of a gross misconduct offence. If you require more information see the poster relating to "Fit to Work" in your restaurant or ask your manager.

What guidance must I follow as a food handler?

- **DON'T** work if you are suffering from any confirmed or suspected case of illness that is likely to be transmitted by food, e.g. food poisoning such as salmonella or dysentery.
- **DON'T** work if you are suffering from vomiting, fever, nausea etc
- **DON'T** work if you are suffering from infected, scaling, weeping, or discharging wounds, skin infections, eye or ear infections or sores, especially on exposed parts of your skin. Inform your manager so that he/she can decide if the wound etc. can be effectively covered. Wounds must be covered with a blue waterproof plaster of appropriate dressing. These must be changed on a regular basis and at least at the beginning of your shift
- **DON'T** work if you are suffering from a heavy cold, flu and any other infection of the respiratory system
- **DO** notify your manager immediately if you are suffering from any of the conditions mention above.
- **DO** tell your manager if anyone in the same household as you or who is a very close contact is suffering from confirmed or suspected food poisoning or vomiting or diarrhoea
- **DO** report to your manager on returning from holiday if you have had any confirmed or suspected illness or vomiting or diarrhoea. Also inform your manager if you have travelled to an area where enteric fevers (e.g. typhoid) are present. (This is particularly the case if you have travelled outside Europe or North America)

What extra guidance is there for hourly paid managers?

- **DON'T** allow food handlers to work if they are suffering from any of the above symptoms.
- **DO** seek advice from your Regional Hygiene & Safety advisor if food poisoning is suspected or if you are unsure about any particular illness.
- **DO** advise employees of their legal obligation to report any infectious or potentially infectious conditions

APPEARANCE GUIDELINES

Are there any rules regarding appearance and hygiene standards?

The Appearance Policy is based on hygiene requirements, but also takes into account the appearance we present to our customers.

- **Uniform** – You should wear a neat, clean uniform which must not be worn outside work
- **Shoes** – You must wear dark polish shoes which must be flat, comfortable, have slip resistant soles and cover the foot. Open toe sandals, canvas shoes and training shoes must not be worn for safety reasons.
- **Hair** – Hairstyles should be neat and tidy. Hair must be kept under the hat and away from face and styled or tied back, e.g. in a pony tail, so that it is close to the head. Hairnets will be required for hairstyles that do not comply with this. Extra-ordinary hairstyles and/or hair colouring, hair beads/ornaments, can be a source of physical contamination and are not permitted, unless they are hidden by uniform hats. Hair extensions may also be a risk and should be firmly secured and/or covered.

The Company respects employees' religious beliefs and recognizes that some women wear religious headscarf, or hajji, and some men wear a turban. Both of these may be worn. Any headscarf or turban should be clean and free from frayed edges, tassels etc, as they could get trapped in equipment. The Company does not supply such headwear.

- Beards – A clean shaven appearance is required. Beards are only permitted on genuine religious, cultural or medical grounds. Any beards must be short, neat and clean. Beards which cannot be trimmed for any of the above reasons must be neatly secured and covered with a beard net or snood of designs which have been approved by the Company. Beards which cannot be contained within a beard net or snood are not permitted. Moustaches and sideburns are permitted, provided they are short, neat and clean.
- Jewellery - No watches, small badges or jewellery of any sort (including tooth jewellery), with the exception of a plain wedding band, are to be worn in restaurants as they could get caught in equipment, trap dirt and become a food safety risk or source of physical contamination. The jewellery requirement extends to include any visible body piercing, including tongue, eyebrow and nose piercing. However, studs in parts of the body that are covered, e.g. navels, are acceptable. Extraordinary styled glasses and/or coloured and patterned contact lenses are also not allowed. The use of self-adhesive plasters, or similar, to cover jewellery or newly pierced visible body parts, is not allowed.
- Religious Symbols – Although jewellery is not allowed to be worn in restaurants for safety reasons, religious symbols can be worn. However you may be asked to wear a bracelet or necklace under your shirt or wear a long sleeved shirt with a tight fitting cuff.
- Medical Bracelets/Necklaces – As these are worn for a specific medical reason and need to be retained on the person's body so that they are readily accessible in the event of a medical emergency they are allowed. You may be asked to wear a long sleeved shirt with a tight fitting cuff. Copper bangles etc. should not be worn while working.

Tattoos – Tattoos, including Henna tattoos that are visible whilst wearing uniform will only be permitted if they are unobtrusive and inoffensive.

- Personal Hygiene – Personal hygiene must include regular bathing, shampooing hair, use of deodorant, keeping hands and fingernails clean, etc.
- Finger Nails and Make up – nails must be kept clean and short (i.e. not extending beyond the finger tip). The wearing of false nails and nail varnish is not permitted. Make up should not be excessive.

UNIFORM

Will I be given a uniform?

Uniforms will be provided without cost to you although you are responsible for their cleaning and keeping them in good condition. If your uniform is no longer presentable, due to age or normal wear, please let your managers know so that it can be replaced.

The wearing of uniforms provided by the Company and adherence to the Company's code of appearance are obligatory.

If you are available to work two or more consecutive shifts per week, your manager will make sure you have at least two uniforms.

If you cease employment at W1F, you must return your uniform(s) to your restaurant. If you fail to account for all your issued clothing you may be charged for missing items.

You are personally responsible for your uniform. If you damage or lose it, you may have to pay towards the cost of repair or replacement. Uniforms must not be altered without the approval of the management.

Uniforms must not be worn outside of work. You should change into your uniform on arrival for work. Only over-clothing issued by the Company can be worn over your uniform e.g. jackets when working on drive-thru, delivery.

MEAL ARRANGEMENTS

Do I get a meal when I am at work?

Whilst you are working you will be given a meal allowance to be taken on your break.

For every shift you work you will receive a meal allowance, details of which are available at your restaurant. Please check the current policy in your restaurant with your manager.

It is your responsibility to record your meals for checking and verification by a manager.

Free food and drinks are only for your own consumption in designated areas on the premises. They cannot be consumed in the kitchen area. The taking/giving of food without authority or payment is a disciplinary offence which may result in summary dismissal.

DIVERSITY POLICY

What is diversity?

W1F strives to promote a working environment which is free from unlawful harassment, bullying and discrimination. W1F regards all of its employees as members of a team where everyone's opinion is valued, everyone is regarded as equal in status and everyone must always be treated with fairness and respect.

W1F Diversity Policy exists to ensure that no job applicant or existing employee is treated less favourably on their gender, marital status, disability, race, colour, sexual orientation, nationality, ethnic origin, religion or belief and that no-one is disadvantaged by conditions, requirements or practices which cannot be shown to be just and fair.

The way we recruit and work should ensure that employees are selected, promoted and treated according to their ability and that everyone has an equal opportunity to receive training and development.

What is discrimination?

Discrimination is treating a person less favourably because of gender, marital status, disability, ethnic origin or race and can be either direct or indirect. Direct discrimination occurs when a person is treated less favourably for a reason unconnected with their ability to perform either the job they are doing or the job they are being consider for.

Indirect discrimination occurs where an unjustifiable requirement or condition is applied which, although in theory applies to everyone, in practice is more difficult for one particular group to meet or fulfil.

Examples of direct discrimination include:

- Making decisions about whether someone should be offered, or not offered, a job because of their ethnic background
- Making decisions about who should, or should not be promoted or trained because of their disability
- Dismissing an employee because she is pregnant or withdrawing a job offer due to the applicant's pregnancy

Examples of indirect discrimination include:

- Segregating employees onto different work stations or shifts
- Setting standards which some employees are less likely to be able to achieve because of their gender, race, disability etc.

What is harassment?

Harassment is a form of discrimination and is behaviour which the recipient finds unacceptable and unacceptable and unwelcome. Sexual harassment may be directed at both men and women and means any unwelcome comments, looks, actions, jokes, innuendoes, suggestions or physical contact of a sexual nature that upsets or offends the recipient.

Racial harassment is any unwelcome and/or unwanted comments or behaviours, such as racial mockery, innuendo, abusive language or derogatory remarks based on a person's race, colour or ethnic origin.

Examples of sexual harassment include:

- Insensitive jokes, innuendo or pranks
- Lewd comments about appearance
- Unnecessary body contact
- Threatened or actual sexual violence

Examples of racial harassment include:

- Racial name calling
- Abusive language, mockery and racist jokes
- Display or circulation of racially offensive material
- Exclusion from normal workplace conversation or social events, i.e. being “frozen out”

What is bullying

Bullying is the intentional intimidation of someone through the misuse of power or position which leaves the person feeling upset, undermines their self-confidence and causes harmful stress.

Examples of bullying include:

- Verbal abuse – swearing or threatening a person
- Physical abuse – shaking, pushing or blocking someone’s way
- Excessive supervision or the misuse of power

Harassment and bullying can be summed up as any threatening, abusive or insulting words, behaviour or written signs which affect the dignity of the individual.

What part do I have to play?

We all have a part to play. All employees have the responsibility to challenge questionable behaviour and practices.

Managers have a specific responsibility to manage their teams in a way which creates a working environment where differences in individuals are valued and respected.

What do I do if I have a complaint?

If you think you are being harassed, bullied or discriminated against:

- Ask the person to stop
- Ask for help
- Speak to an appropriate manager

All complaints will be treated seriously and confidentially while an investigation is conducted. No employee bringing a complaint will suffer any detriment as a result of having brought a complaint. Any employee who feels he or she has experienced discrimination, harassment or bullying may be accompanied by a company employee of their choice at any stage of the procedure.

Until an investigation has been completed, there will be no assumption made that the alleged harasser is guilty of the allegations and he/she will be treated fairly and with confidentiality. Appropriate disciplinary action will be taken against employees found to have committed an act deemed to be harassment or discrimination. Disciplinary action will be taken against employees whose allegations are found to have been malicious.

If the complainant is not satisfied with the way that the complaint has been handled, or with the outcome of the investigation, he/she may ask for it to be reconsidered by the Director of Operations, whose decision will be final.

TRAINING POLICY

What training will I receive?

At W1F we believe that training is the foundation of our success. It is an on-going process, a process that involves all employees – in simple terms “Training is everyone’s job, every day”

It is our aim to provide all employees with the training and development they need to allow them to develop their full potential.

Crew Development Programme

The Crew Training Programme is predominantly an on-the-job vocational training programme which ensures that all our employees receive training in each area of the restaurant.

On your first day at work you will attend a Welcome Meeting (Orientation) which marks the start of your induction programme. Once you begin work Training Squad members or experienced crew will work shoulder-to-shoulder with you while you learn the operational skills necessary for working each of the areas of the restaurant.

Step-by-step guides, job procedure cards and other materials covering every detail from how to make a hamburger to how to deliver exceptional service will also be used to support your training and development.

Once you have been fully trained and completed your initial training programme further development activities and courses are available to help those taking on additional responsibilities (e.g. Training Squad Members, Customer Care Manager, etc.).

Customers do not differentiate between part and full time employees – neither do we. All employees receive the same training. So regardless of your length of service or level of experience, if you feel you need or would benefit from any additional training please speak to your manager.

DISCIPLINARY PROCEDURE

The Company’s disciplinary procedure helps to promote good employment relations as well as fairness and consistency in the treatment of employees.

It should not be viewed primarily as a means of imposing sanctions. Rather it should be seen as a way of helping and encouraging improvement amongst employees whose conduct or standard of work is unsatisfactory.

It is necessary for the effective and safe running of your restaurant that you comply with the provisions set out in this handbook as well as any rules and instructions that may be in force in your restaurant from time to time.

You are expected to report for work on time, to perform your tasks diligently and to an acceptable standard and to follow the instructions of those in authority. You should not conduct yourself in a manner that is detrimental to the interest of the Company.

What are the main principles of discipline?

The discipline procedure comprises of two phases to follows:

- **Investigation**
the purpose of which is to gather all of the facts, not to come to any conclusions or make any decisions.
- **Discipline**
the purpose of which is to review all of the facts, review possible disciplinary outcomes and make a decision.

General Information

- No disciplinary action will be taken against you until the matter has been fully investigated
- Investigations will be conducted without undue delay
- At all stages in the procedure you will be advise of the nature of the complaint against you and given the opportunity to state your case before any decision is made
- At all stages you will have the right to be accompanied by a Company employee (within reason) of your choice. You also have the right to be accompanied by a trade union official* during any disciplinary meetings (but not investigation meetings)
- You will not be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will be dismissal without notice or payment in lieu of notice
- You will have the right to appeal against any formal disciplinary action imposed
- The procedure may result in disciplinary action at any level if your alleged misconduct warrants it
- At any stage in a disciplinary procedure, where it becomes apparent that dismissal may be possible outcome, the procedure will be conducted by Restaurant Managers and above
- All disciplinary procedures, statements and records will be kept confidential.

*For the purpose of the disciplinary action or grievance procedure a trade union official must be either a full time officer employed by a trade union or have been reasonably certified in writing by the union as having experience of, or as having received training in, acting as an employee's companion at disciplinary meetings. Written confirmation of any necessary certification will be required prior to the start of any hearing.

Disciplinary Procedure

Poor performance or misconduct which is short of gross misconduct can result in the following sanctions being followed:

1. **Caution**
If it is not appropriate to issue a formal verbal warning, e.g. for the first instance of lateness or no show, a verbal caution will be given. Details will be noted on your personal file
2. **Formal Verbal Warning**
Where appropriate a formal verbal warning for misconduct or poor performance will be given and details noted on your personal file
3. **Final Written Warning**
Where the formal verbal warning has not been heeded and any misconduct occurs again, or poor performance continues, or where misconduct is serious enough to merit a final written warning is itself, you will be given a final written warning which will state that if any misconduct occurs again or poor performance continues, dismissal can be the result. Details of final written warnings will be noted on your personal file.

4. Disciplinary Transfers, Demotion or Dismissal

Where a final written warning is not heeded and any misconduct occurs again, or poor performance continues, the final step might be a disciplinary transfer, demotion, or dismissal.

The procedure may be implemented at any stage if the employee's alleged misconduct warrants such actions.

The outcome of a disciplinary meeting may include a transfer to another restaurant.

Demotion may be appropriate for some floor managers and shift running floor managers. This will result in pay decrease and pay will be aligned and appropriate to the new position.

Dismissal, except in the case of gross misconduct, will be with appropriate notice. The Company may decide to make a payment in lieu of notice. Any payment would be subject to tax and National Insurance at the appropriate rates.

Examples of Misconduct which may lead to disciplinary action:

This list is not intended to be exhaustive or imply that there are other cases of dishonesty and/or misconduct that can lead to disciplinary action being taken and finally result in dismissal. They are not listed in any particular order:

- Insubordination and failure to obey instructions or perform work as required or defined.
- Neglect or carelessness which results in the loss, damage, or destruction of the property of the Company or any other person
- Habitual lateness or absence without authority
- Leaving the job without permission whilst working
- Failure to maintain standards of production
- Smoking in unauthorised places or at prohibited times
- Failure to report personal injuries immediately to a manager
- Using obscene, vile or abusive language to fellow employees
- Failure to maintain acceptable standards of personal appearance
- Unprofessional conduct with respect to other employees or customers
- Failure to complete the Daily Product Safety Checklist
- Consuming any food without authority or payment
- Conducting personal affairs/other business without authorisation whilst working
- Posting, defacing or removing notices without authorisation
- Loitering in the crew room outside schedule hours
- Deliberately setting off and/or misusing a fire extinguisher
- Excessive domestic leave
- Inaccurate accounting
- Entering into external service contracts without prior authorisation of the relevant reporting manager.

Are there any special rules for cash handling?

Obviously the possibility of shortages in our cash registers does exist. We realise that the vast majority of us are honest and hard working and that people sometimes make mistakes. However, we regard cash shortages as a serious matter. You will be instructed in the correct methods of cash handling prior to working on a cash register. If you have cash discrepancies or reductions to orders, you will be notified and retrained in the correct procedures.

Examples of Gross Misconduct Resulting in Dismissal

Gross misconduct which will lead to dismissal is defined as any act which is detrimental to the good conduct of the Company's business. The following are examples of dishonesty and/or gross misconduct which may lead to summary dismissal, i.e. dismissal without notice, or payment in lieu of notice. The list is not intended to be exhaustive or to imply that there are no other cases of dishonesty and/or gross misconduct which will lead to summary dismissal. They are not listed in any particular order:

- Contravention of safety rules or failure to obey any instruction which could affect the safety of any employee or customer (e.g. deliberately filtering shortening incorrectly, using out of date stock).
- Fraudulent completion of Company accounts and/or other documents.
- Removing Company money without authority or failing to place Company monies immediately into safe custody.
- Failing to ring up the full amount of any sale or falsifying "over-ring" slips.
- Receiving, taking or giving away food or other Company property without obtaining full payment or without the appropriate authority.
- Making statements or disclosing to any person, including press, radio, television and media representatives, any information relating to the Company, its business or affairs, its customers or finances, or any of its trade secrets at any time during the continuance of your employment (except so far as may be necessary during the ordinary course of your employment)
- Failing to collect and/or account for any "free food" vouchers
- Removing any food or other property of W1F from the restaurant without authority or payment
- Misuse of Company accounts or funds including Charity money and/or funds
- Gross unprofessional conduct with respect to other employees or customers
- Using obscene, vile, abusive or threatening language to customers
- Failing to report promptly any chronic ailments or communicable diseases, particularly gastric disorders e.g. food poisoning, or deliberately endangering the health of any employee or customer
- Reporting for work under the influence or using, possessing, receiving, consuming, dealing, selling alcohol and/or drugs on the premises. (This will not apply in the case of medicines prescribed by a medical practitioner)
- Failure to observe security rules
- Abuse of paternity or adoption leave
- Assaulting or injuring any employee or customer or threatening or attempting to do the same
- Falsifying an application form or giving false information relating to your employment
- Fraudulent completion of the Daily Product Safety Checklist
- Abuse of Internet, Telephone and E-mail Policy
- Failing to comply with the requirements of the Data Protection Act.
- Harassing, discriminating against or bullying any employee or customer
- Bringing the Company into serious disrepute
- Breach of confidence
- Inappropriate behaviour at company organised social functions
- Falsifying any clock card including using a clock card so as to record a time which has not been worked, making adjustments to hours worked or using the clock card of another employee
- Abuse of the taxi account
- Fraudulent use of an Employee Discount Card
- Damaging, destroying or removing without permission Company equipment or property, or that of fellow employees.
- Victimisation of employee making a disclosure under the Whistle blowing Procedure
- Conviction of an offence deemed by the Company to be serious.

Demotion

An alternative sanction in a case of serious misconduct may be demotion. A demotion will include the appropriate reduction in pay to correspond with the position following demotion.

It should be noted that in situations where you voluntarily request a demotion, you must support your request in writing at the time. Once agreed, your manager will also provide written confirmation of the demotion for you and confirm the relevant changes to pay.

When could I be suspended from work?

Suspension may become necessary in the following circumstances:

- **Suspension with Pay***
If any misconduct occurs you may be suspended with full pay in order that a full investigation can be carried out. Dismissals can only be carried out by Restaurant Managers and/or employees more senior to them
- **Suspension without Pay***
In certain cases where formal disciplinary action is not appropriate the manager may suspend you without pay for the shift or remaining part of the shift as a corrective measure.

APPEAL PROCEDURE

Right to appeal against disciplinary action

Before any disciplinary action is taken against you, you will be given the opportunity to state your own case before any decision is reached. You also have the right to be accompanied by a Company employee (within reason) or a trade union official during the appeal process.

If you are dissatisfied with any disciplinary action taken, you have the right to appeal against it by writing to the Human Resources Department within 14 days of any decision.

Appeals may be raised on a number of grounds, which could include the perceived unfairness of the judgement, the severity of the penalty, new evidence coming to light or procedural irregularities.

These grounds will be considered when deciding the extent of a new investigation and/or hearing. Appeals will be dealt with as promptly as possible. Appeal hearings will normally be held within four weeks of a written appeal request being received.

There will be one appeal to a person from a different operations group, at least one level above the person who took the original disciplinary action and, in any case, not less than the level of Operations Consultant.

The Company will nominate the person who will conduct the appeal, and you will be advised of the appeal meeting details once your written request has been received.

You will formally be advised as to the outcome of an appeal within 14 days. The decision made following the appeal will be final.

CRIMINAL ACTS

What if I commit a criminal act outside of work?

- **Before conviction**

If criminal charges brought against you become known to the Company, the matter will be investigated and all the facts considered. The Company may decide that employment cannot be continued and reserves the right to dismiss you without notice in appropriate cases. In some situations it may be appropriate to suspend you without pay pending the final outcome of a criminal hearing and the Company reserves the right to do so in such circumstances.

If you are ultimately found not guilty you will be entitled to reclaim any money lost as a result of this suspension without pay.

- **After conviction**

If a criminal charge results in conviction, the Company will consider all the facts. The Company may decide that employment cannot be continued and reserves the right to dismiss you without notice in appropriate cases.

Convictions for criminal acts which occur outside employment with the Company and which are not spent convictions within the terms of the Rehabilitation of Offenders Act 1974 but which are relevant to employment (e.g. shoplifting, fraud, assault, or anything that is detrimental to the Company, especially having regard to our nature as a family orientated business, sex offences) may result in summary dismissal

REFERENCES

It is not Company policy to provide open references. However, the Company will respond to any request from a prospective employer to provide a factual reference. Reference requests should be made to the Payroll Department in East Finchley.

WHISTLEBLOWING PROCEDURES

Employees are often the first to realise if something goes seriously wrong within a business. However, employees may not express their concerns because they feel that speaking up would be disloyal to their colleagues or the Company. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may be a suspicion of malpractice.

In the unlikely event that you have any serious concerns about malpractice the Company encourages you to raise these concerns at the earliest practicable stage. Malpractice within the Company is taken very seriously.

The Company's Whistle blowing Procedure provides safeguards for you if you raise concerns about malpractice in connection with the Company. The aim is to provide a rapid mechanism under which genuine concerns can be raised internally and, if necessary, externally without fear of adverse repercussions to the individual. It is also intended to promote throughout the Company a culture of openness and a shared sense of integrity by inviting all employees to act responsibly in order to uphold the reputation of the Company.

This procedure also seeks to balance the need to provide safeguards for you if you raise genuine concerns about malpractice against the need to protect other employees against uninformed or troublesome allegations which can cause serious difficulty to innocent individuals.

GRIEVANCE PROCEDURE

Who can I speak to if I have a problem at work?

Please do not hesitate to talk to your manager if you feel that he/she can help you.

From the time you may have work related problems or concerns about your work, working environment or working relationships that you wish to raise and have addressed. The grievance procedure provides a mechanism for problems that cannot be resolved through informal discussions with your manager. If you feel you have such a problem and have attempted to get it resolved through informal methods, you should follow the formal grievance procedure outlined below.

It is normally anticipated that informal grievances will be resolved by a one to one discussion between you and your managers.

General Points

- Formal grievances should be made in writing to your manager. Where the grievance is against your manager the matter should be raised with his/her reporting manager
- Grievance hearings will be conducted without undue delay (normally within 28 days of the grievance being raised)
- The Company will nominate the person who will investigate the grievance and will advise you of the meeting details
- You have the right to be accompanied by a Company employee (within reason) at any stage in either the informal or formal grievance procedure. You also have the right to be accompanied by a trade union official during the formal procedure.
- Any grievance will be heard by a nominated person.
- You will be advised of the outcome within 14 days.

Stages in Grievance Procedure

There are two stages in the Grievance Procedure

Stage 1 – Operations Consultant

Stage 2 – Operations Support Manager or Franchisee

The decision of the Operations Support Manager or Franchisee will be final.

OFFICE ADDRESSES

How do I contact Head Office if I have a query or problem?

If you need to contact W1F for any reason then you can write or telephone our Head Office:

112, High Holborn
London
WC1V 6JS

Tel: 0207 4050715

E-mail: recruitment@westonefoods.co.uk