



"There shall be no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race (including colour, nationality or ethnic origin), religion, belief, age, disability, gender, gender re-assignment, marital status, sexual orientation, union membership or political affiliation..."

SIGNATURE FLATBREADS (UK) LTD EMPLOYEE GUIDEBOOK



Table of Contents

.....	0
INTRODUCTION.....	3
EQUAL OPPORTUNITIES POLICY	3
ANTI HARASSMENT & BULLYING POLICY	4
CUSTOMER SERVICE.....	7
GENERAL POLICIES AND PROCEDURES	7
PERSONAL APPEARANCE	7
JOB FLEXIBILITY	8
PLACE OF WORK	8
HEALTH SCREENING.....	9
REMOVAL OR EXCLUSION FROM SITE.....	10
SMOKING, ALCOHOL AND DRUGS	10
CARS AND COMPANY VEHICLES	12
DATA PROTECTION POLICY	13
RECORDING OF MEETINGS AND COVERT RECORDINGS	21
MONITORING	21
SOCIAL MEDIA POLICY	22
GAMBLING POLICY	24
ADVERSE WEATHER POLICY.....	24
PAY AND BENEFITS.....	25
AGENCY WORKERS	26
HOURS	27
HOURS OF WORK.....	27
ADDITIONAL HOURS.....	27
ATTENDANCE.....	27
RECORDING HOURS WORKED	27
BREAKS.....	27
ABSENCE AND LEAVE.....	27
HOLIDAY.....	28
SICK ABSENCE AND HOLIDAY	33
FLEXIBLE WORKING POLICY	34
ABSENCE REPORTING PROCEDURE	38
STATUTORY SICK PAY (SSP)	39
DOCUMENTATION	39
INFECTIOUS DISEASES	40
EXAMINATIONS	40
RETURN TO WORK INTERVIEWS	40
MATERNITY LEAVE / ADOPTION LEAVE / PATERNITY LEAVE / SHARED PARENTAL LEAVE /	
PARENTAL BEREAVEMENT LEAVE/ PARENTAL LEAVE / CARERS LEAVE.....	40
BEREAVEMENT/ COMPASSIONATE LEAVE.....	40
MEDICAL APPOINTMENTS.....	40
JURY OR WITNESS SERVICE	41
RESERVE FORCES LEAVE	41
SPECIAL UNPAID LEAVE.....	41
ETHICS	41
BUSINESS CONFLICT OF INTEREST	41
PERSONAL CONFLICT OF INTEREST.....	42
OTHER EMPLOYMENT CONFLICT OF INTEREST	42
DEALING WITH CONFLICT OF INTEREST	43
REPORTING CONCERNS PROCEDURE – FRAUD AND UNETHICAL CONDUCT	43
Fraud and Unethical Behaviour	44
Definition of Unethical Behaviour.....	44
Reporting Concerns Procedure	44
Authorisation for investigating Suspected Fraud	46
ELECTRONIC INFORMATION AND COMMUNICATION POLICY	46
SOCIAL ACTIVITIES POLICY	47
CONTROLLING RISK.....	47

CONFIDENTIALITY	49
HEALTH AND SAFETY	50
SIGNATURE FLATBREADS RESPONSIBILITIES	51
MANAGER'S AND SUPERVISOR'S RESPONSIBILITIES	52
EMPLOYEE'S RESPONSIBILITIES	52
HEALTH AND SAFETY COMMITTEE.....	52
ACCIDENTS	53
INCIDENTS.....	53
HAZARD REPORTING.....	54
NEAR MISSES.....	54
SUBSTANDARD PRACTICES	54
RISK ASSESSMENTS.....	55
DISPLAY SCREEN EQUIPMENT (DSE).....	55
VIOLENCE AT WORK	56
CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH).....	57
MANUAL HANDLING.....	58
PERSONAL PROTECTIVE EQUIPMENT (PPE)	58
EMERGENCY PROCEDURES	59
STRESS.....	60
THE DISCIPLINARY PROCEDURE.....	60
CAPABILITY PROCEDURE	67
GRIEVANCE PROCEDURE.....	71
WHISTLEBLOWING POLICY	73
WELLBEING POLICY	74
MENOPAUSE POLICY	77
ETHICAL TRADING POLICY STATEMENT.....	81
LEAVING SIGNATURE FLATBREADS (UK) LTD.....	82

INTRODUCTION

This Guidebook applies to all Signature Flatbreads UK employees and is intended to help you to become familiar with the Company and its policies and procedures. It also provides you with information and guidelines that you will need throughout your employment with Signature Flatbreads UK.

You are expected to read this Guidebook to ensure that you are familiar with and understand the information it contains.

Whilst the information in the Guidebook is important and should be read in conjunction with your Statement of Terms, the Guidebook and the policies and procedures in it are not contractual. If there is any conflict between the contents in the Guidebook and your Statement of Terms, your Statement will take precedence. You should speak to your manager if there is anything in this Guidebook or your Statement of Terms that you do not understand.

Our rules, policies, procedures are not contractual and can be changed, revised, or withdrawn, at any time, at Signature Flatbreads UK's discretion. The most recent version takes precedence over earlier versions.

When we refer to the term "manager" it is used to mean your immediate line manager or any Signature Flatbreads UK Senior Manager depending on who is the most appropriate.

For ease of reference, "We," "the Company" or "Signature Flatbreads UK" will be used to mean, generically, the following company

Signature Flatbreads UK Ltd

This Guidebook applies (unless otherwise specified) to all individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term employees, volunteers, interns, casual workers, and agency employees (collectively referred to as employees in this policy).

"You" refers to anyone to whom this Guidebook applies.

Some of the policies and procedure only apply to employees of the Company i.e., those employed under a contract of employment.

EQUAL OPPORTUNITIES POLICY

We are committed to providing equal employment opportunities for all employees and job applicants. The Company does not discriminate against employees or job applicants on the grounds of their race, colour, nationality, gender, sexual orientation, age, religion, belief, ethnic origin, disability, marital or civil partnership status, gender reassignment, pregnancy, or maternity.

The principles of non-discrimination and equality of opportunity also apply to the way in which employees treat visitors, clients, customers, suppliers, and former employees' members.

Employment decisions including those relating to recruitment, promotions, remuneration, benefits, transfers, performance management and training will be based on an individual's skills, abilities, performance, and behaviour, and how these relate to the requirements of the business.

We are committed to making full use of the talents and resources of all members of employees, and to ensuring that no member of employees receives unjustified less favourable treatment on the grounds of their race, colour, nationality, gender, sexual orientation, age, religion, belief, ethnic origin, disability, marital or civil partnership status, gender reassignment, pregnancy or maternity, part-time or fixed term status or parental responsibilities.

Anyone working for the Company at any level (including senior managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term employees,

volunteers, interns, casual workers and agency employees) has a duty to act in accordance with this policy and treat colleagues with dignity at all times, and not to discriminate against or harass other members of employees, regardless of their status.

Failure to comply with this policy will lead to disciplinary action being taken and serious breaches will be treated as gross misconduct.

RESPONSIBILITIES

Signature Flatbreads UK will ensure that all its policies and procedures are regularly reviewed to make sure that they operate within this equal opportunity policy.

Managers have particular responsibility for the implementation of this policy and must set an appropriate standard of behaviour. However, all employees are required to ensure that the policy is followed.

COMPLAINTS

In the first instance, if you have any complaints relating to equal opportunities you may prefer to raise the matter informally with either the individual concerned, or with your manager.

Alternatively, or if your complaint has not been resolved informally, your complaint should be reported formally in writing to your manager or to the HR Department, who will arrange for an investigation into your complaint in accordance with the Company's Grievance Procedure. Please see below contact details for all employees wishing to express grievance or feedback to the business. Feedback or grievance can be anonymous, or you can disclose your name if you wish to do so.

ANTI HARASSMENT & BULLYING POLICY

We recognise that all employees have the right to be treated with dignity and respect. We therefore want to provide an environment that is free from bullying, unsolicited and unwelcome forms of behaviour and attention from either other employees or third parties. Harassment and bullying are forms of unlawful conduct, which can have a detrimental effect upon health, confidence, morale, and performance at work. All employees are required to behave in a way that does not cause offence to others.

The Anti-Harassment & Bullying Policy should be read in conjunction with the policy on Equal Opportunities.

The policy applies not only to employee's interaction whilst working at Signature Flatbreads UK premises but also extends to time spent travelling away from home whilst on business, on training courses, conferences, and social events with other members of employees. The Policy applies to anyone working for the Company at any level (including senior managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term employees, volunteers, interns, casual workers, and agency employees). Managers have particular responsibility for the implementation of this policy and must set an appropriate standard of behaviour. However, all employees are required to ensure that the policy is followed.

Employees are assured that they will not be victimised for raising informal or formal complaints. Any person who is found to have victimised or retaliated against another for complaining, supporting an employee, or giving evidence about harassment or bullying, will be subject to disciplinary action.

The Equality Act 2010 makes it unlawful for an individual to be harassed for a reason related to their race, colour nationality, gender, sexual orientation, age, religion, belief, ethnic origin, disability, marital or civil partnership status, gender reassignment, pregnancy, or maternity.

In addition, the Protection from Harassment Act 1997 makes it unlawful to pursue a course of conduct which an individual knows or ought to know would be harassment, which includes causing someone alarm or distress.

What is harassment & bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour, and/or abuse or misuse of power that is meant to undermine, humiliate, or injure the person on the receiving end. Power does not always mean being in a position of authority but can include both personal strength and the power to coerce through fear or intimidation. Bullying is something that happens to someone that is unwelcome, unwarranted and causes a detrimental effect.

Bullying may comprise one incident but is perhaps more often carried out over a period of time.

Examples of bullying

Bullying can take a variety of different forms. Behaviour that may appear trivial can constitute bullying. This behaviour may not be intentional but may be unacceptable if felt to be so by the recipient.

Bullying can take the form of physical, verbal, and non-verbal conduct. Bullying may include, but is not limited to, the following examples: -

- shouting at, being sarcastic towards, ridiculing or demeaning others;
- physical or psychological threats;
- overbearing and intimidating levels of supervision;
- inappropriate and/or derogatory remarks about someone's performance;
- abuse of authority or power by those in positions of seniority; or
- deliberately excluding someone from meetings or communications without good reason.

However legitimate reasonable and constructive criticism of a relevant individual's performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

Harassment is any unwanted verbal, non-verbal or physical act or omission which: -

has the purpose or effect of violating a person's dignity and/or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
is reasonably considered by that person to have the purpose or effect of violating his/her dignity and/or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her, even if this effect was not intended by the person responsible for the conduct.

Treating someone less favourably because, in the past, they have submitted to or refused to submit to the above behaviour; and

Conduct of a sexual nature (sexual harassment) or it may be related to their race, colour nationality, gender, sexual orientation, age, religion, belief, ethnic origin, disability, marital or civil partnership status, gender reassignment, pregnancy, or maternity.

A single incident can amount to harassment. Harassment is unacceptable even if it does not fall within any of these categories.

Conduct may become harassment if it continues, once it has been made clear by the recipient, that it is regarded as offensive.

The following types of behaviour may amount to harassment (the list gives examples only and is not exhaustive):

- Suggestive or offensive language, comments, gossip, or jokes
- Unwanted physical contact or "horseplay," whether or not of a sexual nature including touching, pinching, pushing, grabbing, brushing past someone, invading their personal space, and more serious forms of physical or sexual assault
- unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless), and suggestions that sexual favours may further a career or that a refusal may hinder it
- Suggestive or offensive gestures
- continued suggestions for social activity after it has been made clear that such suggestions are unwelcome

- sending or displaying material that is pornographic or that some people may find offensive (including e-mails, graffiti, pictures, postcards, calendars, text messages, video clips and images sent by mobile phone or posted on the internet)
- unwelcome remarks including suggestions, propositions, mocking, jokes and banter either related to race, colour nationality, gender, sexual orientation, age, religion, belief, ethnic origin, disability, marital or civil partnership status, gender reassignment, pregnancy, or maternity
- offensive or intimidating comments or gestures, or insensitive jokes or pranks;
- mocking, mimicking, or belittling a person's disability;
- racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group or gender
- outing or threatening to out someone as gay or lesbian
- ignoring, isolating, or shunning someone, for example, by deliberately excluding them from a conversation or a workplace social activity
- Isolation or ostracism
- Insults, ridicule, teasing or bullying
- Humiliating, demeaning, threatening or persistently criticising an individual
- Unfair allocation of work or responsibilities
- Display or circulation of sexually suggestive, pornographic, racist, or offensive pictures or other material or transmitting any such messages or images via electronic mail
- Making any inappropriate, offensive, or injurious remarks about any customer, competitor, employee, or any other party on social networking websites

Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment or supported someone else's complaint.

Any acts of bullying, harassment or victimisation will be dealt with under Signature Flatbreads UK's disciplinary procedure, and this may result in summary dismissal in the case of a serious breach of this policy. Disciplinary or other action may also be taken against any employee, or third party found to have made malicious or vexatious allegations of harassment.

Employee responsibilities and complaints procedure

It is the responsibility of all employees to comply with this policy and to treat all others with respect and dignity. You must take reasonable steps to ensure that harassment, bullying or victimisation does not occur, and you must report any incidents to your manager or to the HR Department.

Wherever possible, if you feel that you have been the subject of any form of harassment, bullying or victimisation from either another employee, or a third party, you should firstly inform the person responsible that their behaviour is unwelcome and ask them to stop. If you feel unable to raise the matter directly with the individual, you can raise the matter informally with your manager.

Alternatively, or if your complaint has not been resolved informally, your complaint should be reported formally in writing to your manager or to the HR Department, who will arrange for an investigation into your complaint in accordance with the Company's Grievance Procedure. In the first instance, if you have any complaints relating to equal opportunities you may prefer to raise the matter informally with either the individual concerned, or with your manager. Please see below contact details for all employees wishing to express grievance or feedback to the business. Feedback or grievance can be anonymous, or you can disclose your name if you wish to do so.

Email: Feedback@signatureflatbreads.com

Phone: 01582 676466

You should try to provide as much information as possible and may consider including the following details:

- The name of the person whose behaviour is believed to constitute bullying/harassment
- The type of behaviour causing offence, together with specific examples if possible
- Dates and times of the incident(s)

- Names of any witnesses or anyone who may also have been subjected to the same behaviour/treatment
- Any action that has already been taken to attempt to resolve the situation.

The Company will treat complaints of discrimination, bullying or harassment sensitively and maintain confidentiality as far as is reasonable possible. As a general principle, the decision whether to progress a complaint is up to you. However, the Company has a duty to protect all employees and may pursue the matter independently if, in all the circumstances, is considered appropriate to do so.

CUSTOMER SERVICE

GENERAL STANDARDS

Our business strategy is to deliver the highest standard of external and internal customer service. All employees must fulfil Signature Flatbreads UK's basic customer service requirements. You must greet customers with a smile and treat them with politeness, no matter how they treat you. Never get into arguments with customers and never answer with rudeness. Do not hesitate to ask your manager for help if a customer gets difficult. Offensive language or behaviour by employees or customers will not be tolerated.

You should be aware of and follow the principles and standards expected by Signature Flatbreads UK in relation to customer service. This will be covered during your induction. If you are not clear about this, or have any concerns, you should speak to your manager. Your job description provides a brief outline of the duties you are expected to perform. These will be fully explained to you by your manager. In addition to the duties outlined in your job description, you will also be expected to comply with any reasonable work request which your manager requires you to carry out.

Failure to comply with any of the standards of customer service outlined in this section of the Guidebook may result in disciplinary action being taken against you.

GENERAL POLICIES AND PROCEDURES

PERSONAL APPEARANCE

An external person or customer's first impression of Signature Flatbreads UK is often based on the appearance of the employees they meet. You should therefore maintain good personal hygiene and a neat, tidy, and professional appearance at all times whilst at work. The following is illustrative of the Signature Flatbreads UK dress code for employees and indicates the general standards required, but it is not exhaustive:

Dress

As a representative of the Company, you should present yourself in a manner that is appropriate for your position. You should always report to work in a clean and presentable state. For health and safety reasons, if you are a food handler or work with machinery, long hair must be tied back, and jewellery kept to a minimum.

Uniform

Where overalls or uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis.

Identity Badges

If you have been issued with an identity badge or security pass, it must be worn and visible at all times when at work. Wearing badges, which are not part of your uniform, or excessive jewellery is not permitted.

Footwear

You must wear clean, appropriate footwear which cover the whole foot, and which has non-slip soles. This is to ensure your feet are protected.

Personal Hygiene

The Company encourages a high level of personal hygiene to be maintained at all times. You may be asked to remove visible body piercings whilst dealing with customers or on the grounds of health and safety.

Hair

You are expected to maintain your hair in a neat, tidy, and professional looking manner and meet the standards required by the Company. In production areas you will be required to cover your hair and if you have a beard this must also be covered. Failure to comply with rules relating to hair covering may result in disciplinary action being taken against you.

Religious dress

Religious and cultural dress may only be worn if it does not breach this policy and does not compromise the health and safety of the wearer, their colleagues, or any other person.

If you report to work failing to meet the required standards, you may be sent home until you return to work properly presented.

If you are unsure about any aspect of the dress code, you should seek advice from your manager. For Health and Safety purposes, you are responsible for ensuring that you wear appropriate clothing and footwear correctly to ensure you are protected

JOB FLEXIBILITY

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within the Company's business. This flexibility is essential as the type and volume of work is always subject to change, and it allows the Company to operate efficiently and promote maximum potential from its workforce. Whenever job flexibility or a transfer to another department is required, your manager will inform you.

PLACE OF WORK

Although you are initially employed at one particular site, it is an express written condition of your employment that you are prepared, whenever practicable, to transfer to any other of our sites as dictated by the needs of the business. This flexibility is essential in ensuring the efficient running of the Company.

PERSONAL RELATIONSHIPS AT WORK

While Signature Flatbreads UK Ltd will not wish to interfere with employees' personal lives or relationships, it may nevertheless be appropriate and necessary for the company to:

- prevent two family members from working together where one has managerial or supervisory authority over the other;
- be informed if two colleagues working together form a romantic relationship;
- seek, where necessary for the smooth running of the business or department, to transfer one or both of the employees involved in a personal relationship, so as to prevent their working together; and
- ensure that all employees behave in an appropriate and professional manner while at work.

We will not seek to prevent or deter personal relationships at work on a blanket basis. Where two employees do not work together on a regular basis, for example where their jobs are in separate departments, there should be no barrier to their having a family or romantic relationship. However, were one person having the ability to exert influence over another, then the company is likely to insist that one of the people romantically involved will work elsewhere.

The key underlying aim for the company is that personal relationships between colleagues do not affect the smooth running of Signature Flatbreads UK Ltd. We will deal with these matters sensitively and we will:

- ensure effective communication amongst colleagues at all times;
- ensure transparency in the way that they treat their staff;
- deal promptly and fairly with any instance of unfavourable treatment of one employee by another, for example where a relationship breaks down or comes to an end;
- ensure that employee morale is not harmed as a result of personal or family relationships; and
- seek to identify solutions in the event of any perceived conflicts of interest.

Employees Disclosing Personal Relationships

Because personal relationships may give rise to conflicts between staff at work it is a requirement of the Company that you advise your Line Manager if you have entered into a close personal relationship with a colleague.

Any information declared or disclosed should be recorded on both employees' personal files and treated in strict confidence. The same principle applies to any employee who becomes involved in a close personal relationship with a client, customer, contractor or supplier, or someone who works for one of Signature Flatbreads UK Ltd's competitors.

If you have any queries regarding this subject do not hesitate to contact the HR Department.

HEALTH SCREENING

Depending on your role, your offer of employment with Signature Flatbreads UK may be subject to satisfactory completion of a Medical Questionnaire and from time to time where necessary and appropriate, a medical assessment. You may be required to complete a Medical Questionnaire in the following circumstances:

- to assess you are physically able to undertake the role;
- where there is a fitness requirement for a strenuous role;
- where the role requires a particular level of eyesight;
- in order to qualify for any private medical health insurance scheme; or
- to assess your general health if you are a senior member of employees.

The Company undertakes not to discriminate against you on health grounds. If as a result of our health screening process it is found that the job you have been offered is unsuitable, we will endeavour to find you a suitable alternative. If no suitable alternative is available, the Company reserves the right to

withdraw its offer of employment. If you have already started work and there is no suitable alternative available, the Company reserves the right to terminate your employment by giving the appropriate notice in accordance with your terms and conditions of employment.

If you have withheld any relevant information or provided false information, the Company reserves the right to terminate your employment without notice or payment in lieu of notice.

REMOVAL OR EXCLUSION FROM SITE

Very occasionally, the Company is instructed by a customer to cease permitting a particular member of employees from visiting their site, either temporarily or permanently. In the unlikely event that this should occur, the Company will make every effort to reorganise your work or find you suitable alternative employment. However, if such action is not possible or no suitable alternative work can be found then the Company reserves the right to terminate your employment on notice.

SMOKING, ALCOHOL AND DRUGS

Smoking

We do not tolerate employees smoking at any of our premises, unless in a designated smoking area. Smoking is not permitted in any of our vehicles.

Alcohol & Drugs

The Company is required, by law, to provide a safe working environment; equally employees have a legal duty to take reasonable care of themselves and others who may be affected by their behaviour at work and the way they carry out their work. The use of any substances which affect job performance or the welfare of other members of employees will result in disciplinary action, possibly dismissal. The consumption of illegal drugs during work, provision, or purchase of such drugs to or from third parties whilst at work, possession of illegal substances on our premises or conviction for use of such substances may be a criminal offence.

Alcohol and drug misuse can have an adverse effect not just on an individual but on their colleagues, customers and the public. Having a safe working environment, providing excellent customer service by maintaining productivity levels and avoiding days being lost to illness are all critical to our success.

Alcohol consumption at any of our premises or in any of our vehicles is also prohibited. The only exception is in the event of an organised social event where your attendance is with the permission of your line manager.

You must not supply or offer to supply, purchase, use, consume, possess, manufacture, distribute, dispense, or transport any illegal substance, or abuse any controlled substance on our premises at any time.

Random Drug/Alcohol Testing

The Company reserves the right to require employees to undergo random alcohol and drug tests or screening and this policy sets out the applicable procedure. The Company also reserves the right to search its premises at any time for drugs/alcohol or other unauthorised substances or equipment or items associated with their use. Such screening and searches may be necessary in order that the Company can comply with its duty to provide a safe working environment.

Drug Screening

Employees may be required to participate in a drug screening programme.

“With Cause” Testing

The Company reserves the right to refer an employee for drug testing where there is suspicion that he/she is under the influence while at work.

The benefit of testing is that it provides an objective way of measuring whether an employee has used alcohol or drugs rather than relying on the personal opinion of a colleague.

Test procedure

Tests are undertaken on a random basis with no prior warning. The employee's line manager will ask the employee to attend private room so that a sample may be taken. The sample may be blood, urine or breath.

Prescribed medication

If you are taking prescribed medication, or otherwise, which does or may affect your work, you must inform your manager. Also, before the test, you will be asked to declare, in confidence, any medication that they are taking which may interfere with the test result. If necessary, the person appointed to take the test sample may need to make further enquiries into the possible impact of the medication on the sample.

Tests under this policy should present no risk to pregnant employees. However, it is advisable for pregnant employees who are asked to provide a sample that they declare their pregnancy to the person appointed to take the sample. The employee will have the opportunity to raise any concerns they have. This information will be treated with the strictest confidence.

The test will be carried out by the line manager under a tightly controlled environment, ensuring the results are fair, accurate and objective. Tests are carried out in the strictest confidence and privacy, and will ensure the employee's dignity.

Once the test is complete, the employee will be asked to confirm in writing that the sample belongs to them and it will be sent away for testing.

Refusal to take test

An employee refusing to be tested under the provisions of this policy may be subject to disciplinary action under the Company's disciplinary procedures, up to and including dismissal. The procedure may be waived if the employee has a good medical reason for refusal. Other reasons which are not medically related will not be accepted and the employee will be required to take the test.

Positive results

Employees will be informed of their test results by their line Manager or HR Representative. Employees who have tested positive may be subject to action under the Company's disciplinary procedure, up to and including dismissal.

The Company will consider whether a further test may be of assistance, however, this will depend on the circumstances. If the length of time which has passed since the first test is of such a duration that it is likely that any evidence of alcohol or drug use may have disappeared, a further test will be deemed unhelpful.

Failure to comply with the above and/or refusing to consent to a drug screening test may lead to disciplinary action, including summary dismissal.

ANIMALS

Animals are not allowed to enter our premises, except those that are necessary to assist with disabilities or physical impairment, or those that are required and have been approved for security reasons.

CARS AND COMPANY VEHICLES

Any person driving a Company vehicle must hold the appropriate current driving licence for the vehicle in question and have formal authorisation from the Company to drive such a vehicle. You must ensure that you comply with all the rules and procedures laid down in the Company Car/Vehicle Policy. In particular you must ensure that you:

- Obey the Highway Code at all times.
- Observe the speed limit at all times.
- Do not drive whilst under the influence of alcohol or drugs.
- Notify the Company of any incidents which occur whilst driving a Company vehicle.
- This includes accidents, disputes, prosecutions whether or not they result in penalty points.

The Company does not pay the fines of drivers who breach the law. For the avoidance of doubt, this includes speeding fines, parking fines, and fines for use of mobile phones whilst driving. Any driver found to have done so will be subject to disciplinary action up to and including summary dismissal. Any fines or tickets, court or bailiff fees associated with fines or tickets are the driver's responsibility and will be deducted from your pay if you do not pay them directly.

If you are an authorised Company Vehicle driver, you must provide the Company with your driving licence for inspection whenever required to do so. If you receive a driving ban, for whatever reason or duration, you must inform the Company immediately. If you are banned from driving, this could result in the Company terminating your employment.

When on Company business, you should never use a mobile phone whilst driving a Company, hired or private car. If you must use your phone, you should stop the car in a safe place and then make (or take) your calls.

Car Care

You shall:

- a) take good care of the car and ensure that the provisions of any policy of insurance relating to the car are observed;
- b) be responsible for payment of all fines incurred for traffic offences and parking fines;
- c) notify the Company of any accidents involving the car (whether or not these take place while you are on business);
- d) immediately inform the Company if you are convicted of a driving offence or disqualified from driving; and
- e) return the car, its keys and all documents relating to it to the Company's registered office or such other place as the Company may reasonably stipulate immediately on the termination of your employment howsoever arising or on your becoming no longer legally entitled to drive.

If you drive a Company car you must read and follow the Company Car Policy and procedures. You must also follow all legal requirements and failure to do so may be regarded as gross misconduct.

If you use your own car on Company business, you should read and comply with the Driving Your Own Car on Company Business policy.

DATA PROTECTION POLICY

1. Introduction

- 1.1. We need to gather and use information or 'data' about you as part of our business and to manage our relationship with you. This Policy sets out the things we must tell you about data protection.
- 1.2. We take the security and privacy of your data seriously and intend to comply with our legal obligations under the *Data Protection Act 2018* (2018 Act) and the *UK General Data Protection Regulation* (GDPR now UK GDPR) in respect of data privacy and security.
- 1.3. This Policy applies to current and former employees, workers, volunteers, apprentices and consultants. If you fall into one of these categories, then you are a 'data subject' for the purposes of this Policy. You should read this Policy alongside your contract and any other notice we issue to you from time to time in relation to your data.
- 1.4. We have measures in place to protect the security of your data in accordance with our Data Protection Policy. A copy of this can be obtained from HR Department.
- 1.5. The Company is a 'data controller' for the purposes of your personal data. This means that we decide how and why we process your personal data.
- 1.6. This Policy explains how we will hold and process your information. It explains your rights as a data subject. It also explains your obligations when obtaining, handling, processing or storing personal data in the course of working for, or on behalf of, the Company.
- 1.7. This Policy does not form part of your contract. We reserve the right to update this Policy at any time. It is intended that this Policy is fully compliant with the 2018 Act and the GDPR. If any conflict arises between those laws and this Policy, the Company intends to comply with the 2018 Act and the GDPR.

2. Data protection principles

- 2.1. Personal data must be processed in accordance with the following 'data protection principles.' It must:
 - a Be processed fairly, lawfully and transparently
 - b Be collected and processed only for specified, explicit and legitimate purposes
 - c Be adequate, relevant and limited to what is necessary for the purposes for which it is processed
 - d Be accurate and kept up to date. Any inaccurate data must be deleted or rectified without delay
 - e Not be kept for longer than is necessary for the purposes for which it is processed
 - f Be processed securely
- 2.2. We are responsible for ensuring and demonstrating compliance with these principles.

3. How we define personal data

- 3.1. 'Personal data' means information which relates to a living person who can be identified from that data (a 'data subject') on its own or when taken together with other information which is likely to come into our possession. It includes any expression of opinion about the person and an indication of the intentions of us or others in respect of that person. It does not include anonymised data.
- 3.2. This Policy applies to all personal data, whether it is stored electronically, on paper or in/on other materials.
- 3.3. This personal data might be provided to us by you or by someone else (such as a former employer, your doctor or a credit reference agency), or it could be created by us. It could be provided or created during the recruitment process or during the course of your contract, or after it has ended. It could be created by your line manager or other colleagues.
- 3.4. We will collect and use the following types of personal data about you:
 - a Recruitment information, such as your application form and CV, references, qualifications and membership of any professional bodies and details of any pre-employment assessments.
 - b Your contact details and date of birth.
 - c The contact details for your emergency contacts.
 - d Your gender.
 - e Your marital status and family details.
 - f Information about your contract, including start and end dates, role and location, working hours, details of promotion, salary (including details of previous remuneration), pension, benefits and holiday entitlement.
 - g Your bank details and information in relation to your tax status, including your National Insurance number.
 - h Your identification documents, including your passport and driving licence and information in relation to your immigration status and right to work for us.
 - i Information relating to disciplinary or grievance investigations and proceedings involving you (whether or not you were the main subject of those proceedings).
 - j Information relating to your performance and behaviour at work.
 - k Training records.
 - l Electronic information in relation to your use of IT systems/swipe cards/telephone systems.
 - m Your images (whether captured on CCTV or video or by photograph).
 - n Additional documents required to complete the right to work checks and personal data of contractors who provide services to the company including certificates of competency .
 - o Any other category of personal data which we may notify you of from time to time.

4. How we define special categories of personal data

- 4.1. 'Special categories of personal data' are types of personal data consisting of information about:
- a Your racial or ethnic origin
 - b Your political opinions
 - c Your religious or philosophical beliefs
 - d Your trade union membership
 - e Your genetic or biometric data
 - f Your health
 - g Your sex life and sexual orientation
- 4.2. We may hold and use any of these special categories of your personal data in accordance with the law.
- 4.3. We may hold and use personal data relating to criminal allegations, offences, proceedings and convictions.

5. How we define processing

- 5.1. 'Processing' means any operation which is performed on personal data, such as:
- a Collection, recording, organisation, structuring or storing
 - b Adaption or alteration
 - c Retrieval, consultation or use
 - d Disclosure by transmission, dissemination or otherwise making available
 - e Alignment or combination
 - f Restriction, destruction or erasure
- 5.2. 'Processing' includes processing personal data which forms part of a filing system and any automated processing.

6. How will we process your personal data?

- 6.1. We will process your personal data (including special categories of personal data) in line with our obligations under the 2018 Act.
- 6.2. We will use your personal data:
- a To perform the contract between us.
 - b To comply with any legal obligation.

- c If it is necessary for our legitimate interests (or for the legitimate interests of someone else). However, we can only do this if your interests and rights do not override ours (or theirs). You have the right to challenge our legitimate interests and request that we stop using your personal data. See details of your rights in section 12.
- 6.3. We can process your personal data for the purposes listed directly above without your knowledge or consent. We will not use your personal data for an unrelated purpose without telling you about it and the legal basis that we intend to rely on for processing it.
- 6.4. If you choose not to give us certain personal data, we may not be able to carry out some parts of the contract between us. For example, if we do not have your bank account details, we may not be able to pay you. It might also prevent us from complying with certain legal obligations and duties, such as paying the right amount of tax to HMRC or making reasonable adjustments in relation to any disability you may have.

7. Examples of when we might process your personal data

- 7.1. We have to process your personal data in various situations during your recruitment, employment (or engagement) and even following termination of your employment (or engagement).
- 7.2. For example (and see section 7.6 for more information about the situations marked with asterisks):
- a To decide whether to employ (or engage) you
 - b To decide how much to pay you and the other terms of your contract with us
 - c To check you have the legal right to work for us
 - d To carry out the contract between us, including, where relevant, its termination
 - e To train you and review your performance
 - f To decide whether to promote you
 - g To decide whether and how to manage your performance, absence or conduct
 - h To carry out a disciplinary or grievance investigation or procedure in relation to you or someone else
 - i To determine whether we need to make reasonable adjustments to your workplace or role because of your disability
 - j To monitor diversity and equal opportunities*
 - k To monitor and protect the security (including network security) of the Company, you, our other staff, our customers and others
 - l To monitor and protect your health and safety and that of our other staff, our customers and third parties
 - m To pay you and provide pension and other benefits in accordance with the contract between us
 - n To pay tax and National Insurance

- o To provide a reference upon request from another employer
 - p To pay trade union subscriptions
 - q To monitor compliance by you, us and others with our policies and our contractual obligations
 - r To comply with employment law, immigration law, health and safety law, tax law and other laws which affect us
 - s To answer questions from insurers in respect of any insurance policies which relate to you
 - t To run our business and plan for the future
 - u For the prevention and detection of fraud or other criminal offences
 - v To defend the Company in respect of any investigation or litigation and to comply with any court or tribunal orders for disclosure
 - w To provide information to any customer or professional bodies for the purposes of providing goods and services
 - x For any other reason which we may notify you of from time to time
- 7.3. We will only process special categories of your personal data (see above) in certain situations in accordance with the law. For example, we can do so if we have your explicit consent. If we ask for your consent to process a special category of personal data, then we will explain the reasons for our request. You do not need to consent and can withdraw consent later if you choose to by contacting HR Department.
- 7.4. We do not need your consent to process special categories of your personal data when we process it for the following purposes:
- a Where it is necessary for carrying out rights and obligations under employment law.
 - b Where it is necessary to protect your vital interests or those of another person where you/they are physically or legally incapable of giving consent.
 - c Where you have made the data public.
 - d Where processing is necessary for the establishment, exercise or defence of legal claims.
 - e Where processing is necessary for the purposes of occupational health or for the assessment of your working capacity.
- 7.5. If we require to process data relating to criminal convictions this is likely to be where you are employed in our finance team or have a duty to purchase and or manage stock on our behalf.
- 7.6. We might process special categories of your personal data for the purposes in paragraph 7.2. In particular, we will use information in relation to:
- a Your race, ethnic origin, religion, sexual orientation or gender to monitor equal opportunities.

- b Your sickness absence, health and medical conditions to monitor your absence; assess your fitness for work; pay you benefits; comply with our legal obligations under employment law, including making reasonable adjustments; and look after your health and safety.
 - c Your trade union membership to pay any subscriptions and to comply with our legal obligations in respect of trade union members.
 - d To provide occupational health support to you whilst employed by the company.
- 7.7. We do not take automated decisions about you using your personal data or use profiling in relation to you.

8. Sharing your personal data

- 8.1. Sometimes, we might share your personal data with group companies or our contractors and agents to carry out our obligations under our contract with you or for our legitimate interests. We also share data for the purposes of our customers audits to ensure we comply with the law and or to ensure we maintain any professional registration.
- 8.2. We require those people and companies to keep your personal data confidential and secure and to protect it in accordance with the law and our policies. They are only permitted to process your data for the lawful purpose for which it has been shared and in accordance with our instructions.
- 8.3. We utilise third party providers to ensure that you have access to a work place pension, access to our benefits platform and any other service to the company.
- 8.4. We may send your personal data outside the European Economic Area or the United Kingdom. Where this occurs we ensure our providers have sufficient security to protect your data and that they comply with the relevant law.

9. How should you process personal data for the Company?

- 9.1. Everyone who works for, or on behalf of, the Company has some responsibility for ensuring data is collected, stored and handled appropriately, in line with this and other relevant policies.
- 9.2. The Company's Data Protection Officer (**DPO**) is responsible for reviewing this Policy and updating the board of directors on the Company's data protection responsibilities and any risks in relation to the processing of data. You should direct any questions in relation to this Policy or data protection to the DPO.
- 9.3. You should only access personal data covered by this Policy if you need it for the work you do for, or on behalf of the Company and only if you are authorised to do so. You should only use the data for the specified lawful purpose for which it was obtained.
- 9.4. You should not share personal data informally.
- 9.5. You should keep personal data secure and not share it with unauthorised people.
- 9.6. You should regularly review and update personal data which you have to deal with for work. This includes telling us if your own contact details change.
- 9.7. You should not make unnecessary copies of personal data, and you should keep and dispose of any copies securely.

- 9.8. You should use strong passwords.
- 9.9. You should lock your computer screens when not at your desk.
- 9.10. Personal data should be encrypted before being transferred electronically to authorised external contacts. Speak to IT for more information on how to do this.
- 9.11. Consider anonymising data or using separate keys/codes so that the data subject cannot be identified.
- 9.12. Do not save personal data to your own personal computers or other devices.
- 9.13. Personal data should never be transferred outside the European Economic Area except in compliance with the law and with the authorisation of the DPO.
- 9.14. You should lock drawers and filing cabinets. Do not leave documents that contain personal data on your desk or anywhere else that can be accessed by unauthorised people.
- 9.15. You should not take personal data away from Company's premises without authorisation from your line manager, IT or the DPO.
- 9.16. Personal data should be shredded and disposed of securely when you have finished with it.
- 9.17. You should seek support from the DPO if you are unsure about data protection or if you notice any areas of data protection or security we can improve upon.
- 9.18. Any deliberate or negligent breach of this Policy by you may result in disciplinary action being taken against you under our Disciplinary Policy.
- 9.19. It is a criminal offence to conceal or destroy personal data which is part of a subject access request (see below). This conduct would also amount to gross misconduct under our Disciplinary Policy, and you could be dismissed.

10. How to deal with data breaches

- 10.1. If this Policy is followed, we should not have any data breaches. But if a breach of personal data occurs (whether in respect of you or someone else), then we must take notes and keep evidence of that breach. If the breach is likely to pose a risk to the rights and freedoms of individuals, then we must notify the Information Commissioner's Office within 72 hours, where feasible. If the breach is likely to result in a high risk to your rights and freedoms, then we will let you know about it.
- 10.2. If you are aware of a data breach, then you must contact the DPO immediately and keep any evidence you have in relation to the breach.

11. Subject access requests

- 11.1. Data subjects can make a 'subject access request' (**SAR**) to find out what information we hold about them. This request must be made in writing. If you receive a SAR, you should forward it immediately to the DPO who will coordinate a response.
- 11.2. To make a SAR in relation to your own personal data, you should write to the DPO. We must respond within one month unless the request is complex or numerous, in which case the period in which we must respond can be extended by up to two months.

11.3. There is no fee for making a SAR. However, if your request is manifestly unfounded or excessive, we may charge a reasonable administrative fee or refuse to respond to your request. We normally work on the basis that any request which will take more than a day to deal with is likely to be manifestly excessive, and in those circumstances, we believe a reasonable charge is one working day's salary for you.

12. Your data subject rights

12.1. You have the right to information about what personal data we process, how we process it and on what basis, as set out in this Policy.

12.2. You have the right to access your own personal data by way of a SAR (see above).

12.3. You can correct any inaccuracies in your personal data by contacting the DPO.

12.4. You have the right to request that we erase your personal data where we were not entitled under law to process it or where it is no longer necessary to process the data for the purpose for which it was collected. You can request erasure by contacting the DPO.

12.5. During the process of requesting that your personal data be corrected or erased, or while you are contesting the lawfulness of our processing, you can ask for the data to be used in a restricted way only. To do this, contact the DPO.

12.6. You have the right to object to data processing where we rely on a legitimate interest to do so and you think that your rights and interests outweigh our own and you wish us to stop.

12.7. You have the right to object if we process your personal data for the purposes of direct marketing.

12.8. You have the right to receive a copy of your personal data and, with some exceptions, to transfer your personal data to another data controller. We will not charge for this and will, in most cases, aim to do this within one month.

12.9. With some exceptions, you have the right not to be subjected to automated decision-making.

12.10. You have the right to be notified of a data security breach concerning your personal data where that breach is likely to result in a high risk of adversely affecting your rights and freedoms.

12.11. In most situations, we will not rely on your consent as a lawful ground to process your data. If we do request your consent to process your personal data for a specific purpose, you have the right not to consent or to withdraw your consent later. To withdraw your consent, you should contact the DPO.

12.12. You have the right to complain to the Information Commissioner. You can do this by contacting the Information Commissioner's Office directly. Full contact details, including a helpline number, can be found on the Information Commissioner's Office website (www.ico.org.uk). The Information Commissioner's Office website has more information on your rights and our obligations.

13. Data retention

- 13.1. We will only retain personal data and sensitive data for as long as necessary for the purposes for which we collected it. After this time, it will be deleted or archived.
- 13.2. We will maintain retention policies and procedures to ensure personal data is deleted after an appropriate time unless a law requires that data to be kept for a minimum time.
- 13.3. We will make sure data subjects are provided with information about the period for which data is stored and how that period is determined in any applicable Privacy Notice.

For further information on the company's data protection arrangements please refer to the Data Protection Policy.

RECORDING OF MEETINGS AND COVERT RECORDINGS

To support legitimate business interests and ensure the integrity of Human Resources processes, the Company may record meetings where appropriate. These recordings may be used for purposes such as performance management, investigations, training, and compliance.

Meeting Recordings

- Meetings may be recorded with the knowledge and consent of participants. Where recordings are made, participants will be informed in advance, and the purpose of the recording will be clearly stated.
- Employees are not permitted to make covert (i.e., secret or undisclosed) recordings of any meetings, conversations, or interactions in the workplace. This includes audio, video, or screen recordings made without the prior knowledge and consent of all parties involved.
- Unauthorized covert recording by employees may be considered a serious disciplinary matter and could lead to formal action, up to and including dismissal.

CCTV and Covert Surveillance

- The Company may use CCTV for security and operational purposes in accordance with its CCTV Policy.
- Covert CCTV surveillance may only be conducted in exceptional circumstances and must be pre-approved by senior management and compliant with applicable laws and the Company's CCTV Policy.
- Employees are not permitted to install or operate any form of covert surveillance equipment on Company premises.

All recordings, whether audio, video, or CCTV, will be handled in accordance with data protection laws and the Company's privacy policies.

MONITORING

Company Approach to Monitoring

Employees have legitimate expectations that they can keep their personal lives private and that they are also entitled to a degree of privacy in the work environment. The Company will be clear about the purpose of any monitoring and satisfied that the particular monitoring arrangement is justified by real benefits that will be delivered. Employees should be aware of the nature, extent and reasons for any monitoring, unless (exceptionally) covert monitoring is justified. The company will identify who within the organisation can authorise the monitoring of workers and ensure they are aware of the

employer's responsibilities under the Data Protection Act 2018. In particular, any data collected will be kept secure and access will be limited to authorised individuals.

The Company will not use personal information collected through monitoring for purposes other than those for which the monitoring was introduced unless it is clearly in the individual's interest to do so or it reveals activity that no employer could reasonably be expected to ignore.

Extent of Monitoring in the Workplace

For business reasons, and in order to carry out legal obligations in our role as an employer, use of our systems including the computer systems, mobile phones or other devices and any personal use of them, may be continually monitored by automated software or otherwise. In addition, the premises are monitored by CCTV, which records data inside and outside all Signature Flatbreads premises.

Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable for business purposes.

CCTV Monitoring

The Company's operation of its CCTV system is in compliance with the Data Protection Act and the UK General Data Protection Regulations.

Parts of Company premises which are monitored by CCTV are clearly identified by prominently placed signs. CCTV has been installed in those areas for the purposes the detection and prevention of crime and for the safety of customers and employees. It may be necessary to use information recorded on CCTV to assist with a disciplinary investigation in cases where there is a clearly justifiable business case to do so.

Misconduct

The Company may use information gathered through employee monitoring as the basis for disciplinary action against employees. If disciplinary action is proposed as a result of information gathered through monitoring, employees will be given the opportunity to see or hear the relevant information in advance of the disciplinary meeting.

Covert Monitoring

If the Company has reason to believe that certain employees are engaged in criminal activity, the Company may use covert monitoring to investigate that suspicion. In such instances, any monitoring will take place under the guidance of the police and will be carried out in accordance with Data Protection legislation.

Additional Monitoring

Prior to introducing any monitoring not already covered by this policy, the Company will:

- identify the purpose for which the monitoring is to be introduced
- ensure that the type and extent of monitoring is limited to what is necessary to achieve that purpose
- where appropriate, consult with affected employees in advance of introducing the monitoring
- weigh up the benefits that the monitoring is expected to achieve against the impact it may have on employees.

The Company will ensure employees are aware of when, why and how monitoring is to take place and the standards they are expected to achieve.

SOCIAL MEDIA POLICY

This policy is in place to minimise the risks to our business through use of social media.

This policy deals with the use of all forms of social media, including Facebook, LinkedIn, Twitter, Google+, Wikipedia, Instagram, Vine, Tumblr and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect our business in any way

Responsibilities

Managers have a specific responsibility for operating within the boundaries of this policy, ensuring that all employees understand the standards of behaviour expected of them and taking action when behaviour falls below its requirements.

All employees are responsible for the success of this policy and should ensure that they take the time to read and understand it. Any misuse of social media should be reported to your Line Manager or the HR Department.

Compliance with related policies and agreements

Social media should never be used in a way that breaches any of our other policies. If an internet post would breach any of our policies in another forum, it will also breach them in an online forum. For example, you are prohibited from using social media to:

- breach our Information and Communications Systems Policy;
- breach any obligations contained in those policies relating to confidentiality;
- breach our Disciplinary Policy or procedures;
- harass or bully other employees in any way OR breach our Anti-harassment and Bullying Policy;
- unlawfully discriminate against other employees or third parties OR breach our Equal Opportunities Policy;
- breach our Data Protection Policy (for example, never disclose personal information about a colleague online); or
- breach any other laws or regulatory requirements.

Employees should never provide references for other individuals on social or professional networking sites, as such references, positive and negative, can be attributed to the Signature Flatbreads UK Ltd and create legal liability for both the author of the reference and the Signature Flatbreads UK Ltd.

Employees who breach any of the above policies will be subject to disciplinary action up to and including termination of employment.

Personal use of social media

Occasional personal use of social media during working hours is permitted so long as it does not involve unprofessional or inappropriate content, does not interfere with your employment responsibilities or productivity, and complies with this policy.

Prohibited use

You must avoid making any social media communications that could damage our business interests or reputation, even indirectly.

You must not use social media to defame or disparage us, our employees or any third party; to harass, bully or unlawfully discriminate against employees or third parties; to make false or misleading statements; or to impersonate colleagues or third parties.

You must not express opinions on our behalf via social media, unless expressly authorised to do so by your manager. You may be required to undergo training in order to obtain such authorisation.

You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information, and intellectual property. You must not include our logos or other trademarks in any social media posting or in your profile on any social media.

Monitoring

We reserve the right to monitor, intercept and review, without further notice, employee activities using our IT resources and communications systems, including but not limited to social media postings and activities, to ensure that our rules are being complied with and for legitimate business purposes and you consent to such monitoring by your use of such resources and systems.

Recruitment

We may use internet searches to perform due diligence on candidates in the course of recruitment. Where we do this, we will act in accordance with our data protection and equal opportunities obligations.

Breach of this policy

All employees are required to adhere to this policy. Employees should note that any breaches of this policy may lead to disciplinary action. Serious breaches of this policy, for example incidents of bullying of colleagues or social media activity causing serious damage to the Signature Flatbreads UK Ltd, may constitute gross misconduct and lead to summary dismissal.

GAMBLING POLICY

Gambling or the placing of bets is not permitted on Company premises or during working hours (including participating in online gambling). Syndicates and sweepstakes may only take place with the prior authorisation of your manager.

ADVERSE WEATHER POLICY

Where adverse weather conditions arise, which makes it impossible or difficult for employees to travel to work or travel for work, the business recognises that changes to working arrangements may be required in order to protect the health and safety of employees. However, the business must continue to operate.

It is your responsibility to prepare for potential adverse weather by making plans to get to work safely and you should make a genuine effort to report for work at your normal time or to carry out your duties from home or an alternative location. Suggestions include:

- Car pooling
- Allowing extra time for your journey
- Assessing the situation throughout the day in case it improves
- Making alternate plans for a dependant's care in the case of schools / crèches closing etc
- working from home or from an alternative site.
- Manager's approval should be sought in this instance. If you propose working remotely, please ensure that you have your laptop, charger, remote access key and any other materials that you will need with you.

Where working from home is not an option you will need to discuss with your manager the option of taking a days' holiday from your annual leave entitlement or alternatively a day's unpaid holiday. Daily approval of this should be sought. In the case of schools or crèches closing, an emergency leave situation may result for some employees. Where you are unable to make alternative arrangements, annual leave or unpaid leave will be considered on a case-by-case basis.

If you do not make reasonable efforts to attend work without good reason, you may be subject to disciplinary proceedings for misconduct. We will consider all the circumstances including the distance

you have to travel, local conditions in your area, the status of roads and/or public transport, and the efforts made by other employees in similar circumstances.

Where you fail to attend work and fail to notify your manager that you are unable to attend work, then this will be dealt with under the Company's attendance or disciplinary policy.

Where you are at work and adverse weather occurs, be mindful of your return trip home and where necessary speak to your manager about the possibility of leaving work early to do your work from home or otherwise. If you arrive at work late or ask to leave early, you will usually be expected to make up any lost time. Your line manager has the discretion to waive this requirement in minor cases or (in the case of lateness) where they are satisfied you have made a genuine attempt to arrive on time.

We will work towards facilitating employees' requirements in the event of adverse weather conditions particularly where employees have long journeys to make to and from work however this will need to be balanced against the needs of individual departments.

PAY AND BENEFITS

PAY

Your basic rate of pay is stated in your Statement of Terms.

For most employees, this basic rate of pay applies to time that is worked at weekends, early mornings, late nights, Bank / Public holidays not identified below, and any additional hours worked in excess of your contracted hours.

PREMIUM RATE

Any premium rate payments will be detailed in your Statement of Terms.

PAYMENT

Payment will be made to you in the frequency outlined in your Statement of Terms in arrears, by automatic transfer into your bank or building society account. It is therefore essential to supply these details to your manager and inform them of any changes; otherwise, your pay may be delayed.

Signature Flatbreads UK reserves the right to pay you by alternative means in exceptional circumstances.

It is a condition of your employment that you hold a UK bank account in your own name or in joint names with your partner. We are not able to make payments into any third-party accounts on your behalf.

In cases where you discover an error relating to your pay you must inform your manager immediately so the situation can be rectified. Failure to notify your manager of any overpayment may lead to disciplinary action being taken against you.

Payslips can be obtained at your workplace location. If you are unable to collect your payslip, it will be posted to your home address.

PAY REVIEWS

Your pay will normally be reviewed annually but without any obligation on Signature Flatbreads UK to award any increase.

ADVANCES / LOANS

Salary advances will not be given except in very exceptional circumstances, such as rectifying payment errors. In such cases, advances must be authorised by your manager and will be deducted from your next pay.

The Company does not provide loans to employees.

EMPLOYEE BENEFITS

Life Assurance

Your Statement of Terms will outline any Life Assurance cover that the company has arranged on your behalf. This cover provides a death in service benefit in accordance with the rules of that scheme. If provided, you are included in the scheme from the date on which you become an employee of the Company and you will cease to be included in the scheme when you leave the Company.

Employee of the Month

The company have in place an employee of the month award scheme and a maximum of 25 staff across the business can be nominated. Nominations are submitted by managers monthly based on the employee's performance during that month. The bonus is currently £60.00 per successful employee and will be paid in the next pay cycle of the following month.

Recruitment Bonus

Where an existing employee refers a prospective employee to the company then they must email HR@signatureflatbreads.com. The prospective employee would need to confirm that they were referred by the member of staff. The bonus is paid to the existing member of staff once the prospective employee has gained employment with the company and completed 6 months service.

The recruitment bonus is currently £100.00, should this change, the company will communicate this to the business via notice boards and the company newsletter.

Save for life assurance above all other benefits are at the sole discretion of the company and we reserve the right to vary, amend or withdraw such benefits giving notice in writing of no less than 4 weeks.

FURTHER EDUCATION SPONSORSHIP & TRAINING

It is the policy of Signature Flatbreads UK to offer employees the opportunity to develop themselves within their current role and to prepare them for career advancement.

The Company recognises the benefits of further education when the course of study undertaken by the employee is directly related to their role and will provide them with the skills and knowledge to enhance their job performance and help them realise their career aspirations. For more information on sponsorship please speak to the HR Department.

Eligible Employees have a statutory right to request time off work for study or training. The statutory right does not extend to agency workers, consultants, or self-employed contractors. Employees will need to make a formal request and will not be subjected to any detriment or lose any career opportunities as a result of making a formal request. For more details of eligibility and the process to be followed, please speak to the HR Department.

AGENCY WORKERS

Agency workers have the following rights:

The right to the same pay and other "basic working conditions" as equivalent permanent employees after a 12-week qualifying period. Pay rates are set taking account of skills, knowledge and accountability and therefore unskilled Agency Workers will receive the base pay rates set by the company.

Access to collective facilities and to information about employment vacancies from day one of their assignment.

HOURS

HOURS OF WORK

Your hours of work are detailed in your Statement of Terms and will be advised to you by your manager. Working hours and shift patterns are dependent on the operational needs of the business and it may be necessary to alter working hours. If you are required to work hours other than those specified in your Statement of Terms, you will be notified in writing.

All breaks and rest periods will be in accordance with the Working Time Directive 1998 (non-drivers) or the Road Transport Directive (2005). Break times will be agreed with your manager and may be subject to change depending on the operational needs of the business.

You may not leave the premises during working hours without first obtaining permission from your manager. Failure to follow the above may lead to disciplinary action, including summary dismissal.

ADDITIONAL HOURS

Due to business needs you may be asked to work additional hours to those specified in your Statement of Terms for which you will receive an overtime rate. Your manager must approve additional working hours in advance. This is voluntary and also includes all seven days of the week, late nights as well as public and bank holidays, but excludes Christmas day. You will not be expected to work more than 6 days or more than 60 hours in any 7 days period.

ATTENDANCE

Attendance and punctuality are key factors in the success of our business. Excessive absence, leaving early and lateness all have a negative impact on the business and your colleagues who would have to cover for you. Lack of punctuality and poor attendance may therefore lead to disciplinary action. Where you are unable to work in accordance with the planned rota or your contracted hours of work, you must notify your manager immediately and follow the Absence Reporting Procedure, which is handed out to every employee at the start of their employment.

RECORDING HOURS WORKED

You must follow all clocking and signing in and out procedures that exist at your place of work. Failure to follow the procedures in this section may lead to disciplinary action including summary dismissal. If you are not clear about any aspect of these procedures, please speak to your manager immediately.

Employees will be paid for the working hours recorded on your clock card and you should not clock in until you are dressed in full uniform and ready to commence work. You must clock in and out:

- When you start work
- When you finish work
- At the start and end of any breaks

You are responsible for ensuring the accuracy of your hours worked. Under no circumstances should you clock or sign in or out for a colleague. Your manager must approve all requests for rota changes and/or substitutions in advance and countersign any manual changes to your clock card.

BREAKS

You must take your break at the time agreed by your manager. All breaks are unpaid and do not form part of your working hours, unless otherwise stated.

Details of the breaks you are entitled to will be outlined in your Statement of Terms.

ABSENCE AND LEAVE

HOLIDAY

1. Introduction

- 1.1. We understand the importance of spending time away from work. Taking time off on holiday provides a period of leisure time, a break from work and the chance to return relaxed and refreshed.
- 1.2. This Policy:
 - a Explains how we will handle requests for holiday
 - b Sets out the normal rules for taking holiday
 - c Explains how we calculate holiday pay
 - d Outlines what will happen if you are sick whilst on holiday
 - e Explains the impact of other absences from work on your holiday entitlement
 - f Sets out what happens to holiday entitlement if your employment ends
- 1.3. This Policy applies to all employees and workers in the business. It does not apply to self-employed contractors. Although we will refer to your 'employment contract', if you are a worker, technically, you don't have an 'employment' contract and you should just read this as referring to your contract.
- 1.4. In this Policy, maternity leave, paternity leave, parental leave, adoption leave, shared parental leave and carer's leave are referred to as **family leave**.
- 1.5. This Policy does not form part of your contract with us. We reserve the right to amend or remove it.

2. Holiday year

- 2.1. Our holiday year runs from *January to December* each year (**Holiday Year**), your entitlement must be expended by the 15th December annually. Your annual holiday entitlement renews at the beginning of each Holiday Year.
- 2.2. If you start work for us part-way through a Holiday Year, then your entitlement to holiday will be pro-rated during your first year with us.
- 2.3. Unless this Policy (or your employment contract) says otherwise, holiday entitlement must be taken in the Holiday Year in which it accrues. There is no general right to carry over holiday from one Holiday Year to the next, and it is your responsibility to remember to book and take the holiday. Any holiday not taken in the Holiday Year in which it accrued will generally be lost. In circumstances where for operational reasons you are unable to take your holiday entitlement a director may allow you to transfer outstanding holiday entitlement to the following year.

3. Holiday entitlement

- 3.1. Unless otherwise specified in their contract, all employees are entitled to 5.6 weeks' paid holiday in each Holiday Year. This includes bank holidays and other public holidays.
- 3.2. If you work part-time, then your holiday entitlement will be calculated on a pro-rata basis. Our calculation will take account of bank holidays and other public holidays.
- 3.3. In your first year of employment with us, your holiday entitlement will accrue on a pro-rata basis each month at the beginning of each month. During your first year, you can only take the number of paid days you have accrued up to the day your holiday starts unless your manager has agreed otherwise and confirmed that in writing.
- 3.4. Special rules apply in relation to casual or irregular hours workers. Their holiday entitlement is dealt with separately below.

4. Bank and public holidays

- 4.1. The nature of our business means that we do not generally close on bank or public holidays. However, we will take account of them as set out below.
- 4.2. In England and Wales, there are usually eight bank or public holidays observed each year. These are Christmas Day, Boxing Day, New Year's Day, Good Friday, Easter Monday, the first Monday in May, the last Monday in May and the last Monday in August. If a bank or public holiday falls on a weekend, then it will be observed on the next available working day following that weekend.
- 4.3. Sometimes an additional public holiday is declared, such as King Charles's Coronation in 2023. When an additional public holiday is declared, we may add this date to your annual holiday entitlement as an additional day. If your holiday entitlement is stated to be 'inclusive of bank holidays', then we may take account of any additional public holidays declared when calculating your overall annual entitlement by giving you an extra day. This is at our sole discretion.
- 4.4. If your holiday entitlement is stated in your employment contract to be 'exclusive of bank and public holidays', then you will be entitled to take each bank or public holiday off work without needing to make any formal application for holiday and without it reducing your holiday entitlement.
- 4.5. If you are required to work on a bank or public holiday, then we will allow you to take an alternative day in lieu of the bank or public holiday worked at a time to be agreed between you and your line manager, taking account of the needs of the business.

5. How is my holiday pay calculated?

- 5.1. We will calculate holiday pay differently depending on the nature of the work that you do for us and how you are paid for it.
- 5.2. Your holiday pay will be calculated by working out your normal basic pay, plus the average amount of any additional payments (such as commission) that form a normal part of your monthly pay. Discretionary bonuses are not a feature of regular pay and therefore not included for the purposes of holiday pay calculation. Any holiday pay attributable to overtime will be calculated separately and paid as a one off payment in Decembers main pay. This

calculation is based on your holiday entitlement in your contract of employment and does not include bank holidays.

- 5.3. We will always pay holiday pay in accordance with legal requirements in place at any particular time. As a result, a decision to reflect certain elements of your remuneration in holiday pay on one or more occasions shall not give rise to an expectation on your part that it will be included on future occasions.

6. Irregular hours workers: rules applicable from Holiday Year commencing 1 April 2024

- 6.1. This section sets out special rules that apply to holiday accrual and holiday pay for employees and workers whose number of paid hours in each week's or month's pay period is, under the terms of their contract, wholly or mostly variable.
- 6.2. Holiday entitlement for irregular hours workers accrues at the end of each pay period at a rate of 12.07% of the hours worked in that pay period. 'Pay period' means the intervals in which you are paid (i.e. weekly for weekly paid workers; monthly for monthly paid workers).
- 6.3. If you are on sick leave or statutory family leave (such as statutory maternity or paternity leave) you continue to accrue annual leave whilst you are off under a different calculation based on 12.07% of the average hours worked in the 52 weeks prior to your absence on sick leave or family leave (including any weeks where no work was done but excluding any weeks where you were on sick leave or family leave). If you have worked for less than 52 weeks, then this lesser period will be used to calculate the average.
- 6.4. When you take a period of annual leave, you will agree with your line manager how many hours will be taken out of the hours you have accrued. You will then be paid for those hours at an hourly rate based on your average earnings over the previous 52 weeks.
- 6.5. During any period of sick leave or family leave, any worker who receives rolled-up holiday pay will continue to be paid rolled-up holiday pay calculated as an average of the rolled-up holiday pay received in the 52 weeks looking back from the date that the sick/family leave began.
- 6.6. Until 1 April 2024, your holiday shall accrue and be paid in the same way as outlined elsewhere in this Policy.

7. Requesting holiday

- 7.1. You can ask to take a maximum of two weeks' holiday at any one time. You should put in your request as soon as you have chosen the dates (but before booking your holiday), and you should give us notice of at least twice the length of the time you want to take off. So if you want to take one week off, you should give us a minimum of two weeks' notice (but preferably more, to maximise the chance we can agree with your proposed dates).
- 7.2. You must make all requests for holiday leave in writing to your line manager.
- 7.3. Your line manager must approve all holiday requests. These are usually considered on a first-come, first-served basis. At popular times of the year – particularly Christmas, Easter and during school holidays – we may need to rotate holiday allocations regardless of who puts in the first request.

- 7.4. You may sometimes have to take your holiday on dates that we specify. This is most likely to be when the business is closed – for example, over Christmas and New Year – or to avoid busy periods, or because you still have not taken all the leave due to you in the current Holiday Year. If you are leaving the business, we may also ask you to take your remaining holiday entitlement during your notice period.
- 7.5. Provided you have sufficient holiday entitlement, we will – wherever possible – try to fulfil requests for time off for a religious occasion. This will, however, be subject to our business requirements.
- 7.6. Your line manager will always discuss alternative dates with you if we have to turn down a holiday request. If your request is refused and you take time off anyway, we will view it as unauthorised absence and deal with the matter in accordance with our Disciplinary Policy.
- 7.7. Do not make any travel arrangements or financial commitments until you have received our written confirmation that you can take the time off work. We will not be responsible if you suffer losses because your holiday request is refused, regardless of the reason.

8. Illness whilst on holiday

- 8.1. If you are ill during a period of pre-booked holiday, then we will allow you to change your time off to sick leave if you provide medical evidence – translated into English if necessary – of your illness or injury. If you do not do this, we will leave your absence categorised as holiday and not sick leave. If your holiday is changed to sick leave, then you must follow the procedure outlined above to book dates for another holiday.
- 8.2. In order to receive any entitlement you have to sick pay during any reallocated period of time off, you must comply with our *Absence Reporting Rules*.
- 8.3. In this situation, your salary entitlement will convert to sick pay rather than holiday pay, and we may make appropriate adjustments to your salary. That may include claiming back the holiday pay you received and substituting statutory sick pay (or no pay), depending on your entitlements under your contract.
- 8.4. If you are found to have dishonestly claimed to be sick during a period of holiday, then disciplinary action may be taken against you.

9. Holidays and long-term sickness absence

- 9.1. You will continue to accrue holiday during periods of sickness absence.
- 9.2. You can request holiday in the same way as if you were at work. You will receive holiday pay rather than sick pay for any days approved.
- 9.3. We are able to designate specific days or weeks during your sickness absence as holiday provided that we give you notice of at least twice the length of the holiday itself. You will receive holiday pay for these days.
- 9.4. If you are on a period of sick leave that spans two Holiday Years, you may carry over unused holiday (up to a maximum of four weeks (inclusive of bank and public holidays) less any days of holiday that have been taken during the year that has just ended) to the following Holiday

Year. If you have taken four weeks' holiday by the end of the Holiday Year, you will not be allowed to carry over any unused holiday under this rule. If you have taken less than four weeks, the remainder (up to a cumulative total of four weeks – inclusive of bank and public holidays) may be carried over.

- 9.5. If you are a part-year worker or irregular hours worker with a Holiday Year starting on or after 1 April 2024, then paragraph 9.4 does not apply to you. If you are on a period of sick leave that spans two Holiday Years, then you may carry over all unused holiday (up to a maximum of 28 days) to the following Holiday Year.
- 9.6. Any holiday that is carried over during long-term sickness absence must be taken within 18 months of the end of the Holiday Year in which it accrued or it will be lost.

10. Holiday and family leave

- 10.1. Holiday continues to accrue during periods of family leave.
- 10.2. If a period of family leave is likely to span two Holiday Years, then you are expected to take all holiday that will accrue in the first of those years before commencing family leave. Any holiday that cannot reasonably be taken before the start of the leave can be carried over to the next Holiday Year. This covers your full annual leave entitlement.
- 10.3. Any carried-over holiday entitlement must be taken immediately upon return to work following family leave unless other arrangements are agreed with your line manager.

11. Holiday and the end of employment

- 11.1. If you give or receive notice of the termination of your employment, then we may require you to take any accrued but untaken holiday during your notice period.
- 11.2. If, on the termination of your employment, you have accrued more holiday than you have taken in the Holiday Year, then we will make a payment in lieu for each day that has accrued but has not been taken. Payment will be processed through payroll.
- 11.3. If, on the termination of your employment, you have taken more holiday than you have accrued in the Holiday Year, then we will deduct any excess taken from any other sums due to you from us.
- 11.4. Payments and deductions on termination of employment will each be calculated on the basis of 1/260th of annual salary (or average annual remuneration) for each day.

Additional or Non-guaranteed Overtime

In accordance with the decision in [Bear Scotland Ltd and other v Mr David Fulton and others UKEATS/0047 /13/BI 4th November 2014](#). Further in the summer of 2017, the [Employment Appeal Tribunal \(EAT\)](#) ruled you must include any regular voluntary overtime holiday pay when you work out how much to provide your employees.

The new ruling on overtime and holiday pay means the four weeks of annual leave is a minimum requirement under the [Working Time Regulations](#).

UK overtime holiday pay law grants workers and employees' additional time.

The Working Time Regulations are British law that includes entitlement to an extra 1.6 weeks—that makes 5.6 weeks as a minimum.

The above court ruling was during the case of *Dudley Metropolitan Borough Council v Willetts and others*.

There's also the 2019 case of [East of England Ambulance Services NHS Trust vs Flowers & Ors](#). Here, take voluntary overtime into account when it's sufficiently regular and settled.

The EAT ruled that where an employer makes regular payments for voluntary holiday pay for overtime to staff, the employer must take these payments into account when working out holiday pay for the first four weeks.

Therefore, company have made the decision to lay down the payment mechanism for the EU portion of holidays.

Assessment

The pay is based on a week of pay. Where individuals don't work a fixed schedule or varying hours then you'll have to work out the average pay over the previous 52 weeks.

For the purposes of this policy the company will utilise a fifty-two-week reference period. The calculation will only take into consideration the EU portion of holiday, i.e., a maximum of 20 days or the pro rata amount for part time staff or employees.

The amount of holiday pay accrued each month will be aggregated and paid cumulative in December of each year.

Overtime that employees work on a "genuinely occasional and infrequent basis" only, does not need to count as part of a statutory holiday pay calculation.

In determination of the payment, the basic pay and overtime payments pay items will count toward calculation of the additional hours or overtime.

Payments

The calculation used to assess the payment will be as follows:

Weekly additional hours above basic hours x overtime premium – overtime paid = EU payment amount.

An example of this is as follows:

Week	Tax Year	Basic Pay Rate	Overtime Rate	Basic Hours	Overtime Hours	Holiday Hours	Total Hours Paid	Original Wages	Payment Amount
12	2022/3	£ 10.00	£ 12.50	96	11.5	0	107.5	£ 1,103.75	
10	2022/3	£ 10.00	£ 12.50	96	11.46	0	107.5	£ 1,103.25	
8	2022/3	£ 10.00	£ 12.50	90.98	5.63	10.75	107.4	£ 1,087.68	£ 14.32
6	2022/3	£ 10.00	£ 12.50	80.07	5.73	21.5	107.3	£ 1,087.33	£ 13.93
4	2022/3	£ 10.00	£ 12.50	96	11.5	0	107.5	£ 1,103.75	
									<u>£ 28.25</u>

SICK ABSENCE AND HOLIDAY

If you fall ill prior to or during your holiday and wish to reclaim the holiday then you must personally telephone the Security department and your manager as soon as possible, on the first day of your sickness. In order to be entitled to reclaim holiday your illness must be such that you would be unfit to

do your job. You should give sufficient details about your illness and provide some indication of when you anticipate resuming your holiday or returning to work, as appropriate. If your sickness is longer than 1 day, you should call the Security Department and your manager on a daily basis. The Absence Reporting Procedure outlines further details.

You will be required to provide a doctor's certificate/fit note (at your own expense), covering the full period of your sickness, regardless of the length of your sickness. Signature Flatbreads UK reserves the right to refuse to change holidays to sickness absence if you are unable to provide a medical certificate.

Any pay for periods of illness during holiday will be paid at the statutory sick pay (SSP) rate if you are eligible. Signature Flatbreads UK reserves the right to allocate any reclaimed holiday at a time which is operationally convenient to the Company.

If you take any period of sickness absence immediately before or after a holiday, you will also be required to provide a doctor's certificate/fit note (at your own expense), covering the full period of your sickness. The sick note must be provided within 3 days from the start of your sickness unless there are exceptional circumstances for not doing so. Failure to do so may result in the absence being unpaid and the absence may also be considered as unauthorised which may lead to disciplinary action, including summary dismissal. Please see our holiday policy for further details on payment of holidays.

FLEXIBLE WORKING POLICY

1. Introduction

- 1.1. Flexible working is the idea that your working life can, with agreement, be adapted to suit your needs and preferences. This may mean a change to the hours that you work, your start and finish times, your days of work or the place where you work. We recognise the benefits of flexible working and will consider all flexible working requests with an open mind. However, we will need to balance the request against its effect on the business and its impact on other staff.
- 1.2. This Policy:
 - a Sets out your legal entitlement to make a flexible working request
 - b Explains the interplay between the flexible working process
 - c Explains how requests should be made in each case, and the procedures we follow
 - d Sets out the circumstances where we may decline your request
 - e Explains what happens if a request is approved
- 1.3. This Policy applies to all employees.
- 1.4. This Policy does not form part of any contract you may have with us or, in the case of agency workers, any contract you may have with your agency. We reserve the right to amend or remove this Policy.
- 1.5. This Policy sets out the formal process by which you can request flexibility at work. Before you make a formal flexible working, we suggest that you discuss your request informally with your line manager.

Part 1: Flexible Working

2. What is flexible working?

2.1. Flexible working might involve reducing or varying your hours or the days that you work or changing the location from which you work. There are lots of options, including:

- a Part-time working
- b Term-time working
- c Annualised hours
- d Compressed hours
- e Flexitime
- f Hybrid, home or remote working
- g Job sharing

3. Who can make a flexible working request?

3.1. All employees have the right to make a flexible working request. As set out above, normally only two requests can be made in each 12-month period. But if you qualify as disabled, you can make requests to work flexibly as a 'reasonable adjustment', and you can do that more than twice a year.

4. How should a request be made?

4.1. Under the formal flexible working regime, a request for flexible working must be sent to the HR Department in writing and must:

- a State that it is a flexible working request
- b Be dated
- c Set out the change that you want and when you want it to take effect

State whether you have previously made any flexible working requests to us and, if so, when

4.2. You can only have one live request at any one time. Once a request has been made, it remains live until any of the following occur:

- a A decision about the request is made by us (and any appeal is concluded)]
- b The request is withdrawn
- c An outcome is mutually agreed

- d The statutory two-month period for deciding requests ends without an agreed extension

5. Our approach to flexible working requests

- 5.1. We will deal with flexible working requests reasonably.
- 5.2. We will consider the proposed flexible working arrangements, weighing up the benefits to you (and to the business) against any adverse impact that granting your request would have on the business or other staff.
- 5.3. We may grant your request in full or in part, or we may refuse it. We may also propose changes to your request for you to consider. You may be asked to complete a trial period before we confirm whether we agree to the changes.

6. Meeting

- 6.1. We will usually invite you to a meeting to discuss your request. The meeting will give you the chance to discuss why you are requesting the change, how we can accommodate it, and will allow us to understand how you think such a change will work in practice. We aim to hold a meeting within 14 days of receiving a request.
- 6.2. We will write to you with the outcome of your flexible working request, usually within two weeks of having held a meeting with you.
- 6.3. If we are happy to agree to the flexible working request, then we will confirm our agreement in writing without the need for a meeting.

7. Extending the time that we have to deal with a request

- 7.1. If, for some reason, we are not able to make a final decision within two months of the date that you made your request, then we will ask you to agree to extend the time that we have to deal with the request. This might be necessary if, for example, you have appealed against a decision taken to refuse your request or if we have accepted the request on a trial basis but have not made a final decision.
- 7.2. We will record any agreement to extend time in writing.

8. What we will do if we receive requests from more than one employee

- 8.1. We will look at each request individually, on its own merits. Agreeing to one request does not mean we will reach the same conclusion again, nor does it create a right for any other employee. There may be situations when agreeing flexible working with one employee means that others' requests for similar flexible working cannot be granted.
- 8.2. If we receive several requests from the same business area or team at the same time, and we believe that we will have difficulty in accommodating all requests, then we will speak to each employee with a view to seeing whether a compromise can be reached. If a compromise cannot be reached, then we will look at the requests in the order that they were received by us (unless a competing request is made as a request for reasonable adjustments because of a disability under the *Equality Act 2010*, which will normally take priority).

9. Agreeing a request

- 9.1. If we accept your flexible working request, then your new work pattern will form a variation to your contract of employment and will be permanent unless otherwise agreed. We will confirm your new terms in writing.
- 9.2. We will review your new working pattern with you at regular intervals following the approval of your request to make sure that it is working as expected and meeting the needs and expectations of both you and the business.

10. Rejecting a request

- 10.1. We will try to accommodate flexible working requests where possible. If we cannot accept your request, we will explain why in writing and will rely on one or more of the following reasons:

- a It will cost the business too much.
- b The business cannot reorganise the work among other staff.
- c The business cannot recruit more staff.
- d There will be a negative effect on quality.
- e There will be a negative effect on the ability of the business to meet customer demand.
- f There will be a negative effect on performance.
- g There's not enough work for you to do when you've requested to work.
- h There are planned changes to the business (for example, the business intends to reorganise) and we don't think the request will fit with these plans.

- 10.2. If we reject your request, you have the option to appeal our decision.

11. Trial periods

- 11.1. The legal framework surrounding flexible working does not include any right to agree to the request on a 'trial period' basis. However, it may sometimes be useful for both you and us to 'try out' the new working arrangements before a permanent change is made to your contract of employment. In these circumstances, we may seek to agree a trial period with you. We will not impose a trial period on you. If you reject the offer of a trial period, we will have to agree or reject your flexible working request straight away. If you agree to a trial period, then we will set out this agreement in writing. The letter may also include reference to an extension of the two-month time limit for dealing with flexible working requests (as this period would otherwise continue to run during the trial).

11.2. At the end of any agreed trial period, we will make a final decision on your flexible working request and will communicate this in writing. If we decide to reject your request, then you will have the option to appeal this decision.

12. Appeals

12.1. You may appeal within one week of our decision. Your appeal should be dated and sent in writing to the person identified as the appeal officer in the decision letter. You must explain exactly why you are appealing.

12.2. We will invite you to an appeal meeting. Wherever possible, the appeal meeting will not be led by the manager who held the meeting at which we decided what action to take. You may be accompanied by a trade union representative or work colleague, in line with the process outlined below. Appeals will normally be determined before the end of the 'decision period' (two months from when you sent your initial request) wherever possible. An extension to the 'decision period' may need to be agreed with you.

12.3. Our final decision will be sent to you in writing. We will try to do this within two weeks of the appeal hearing. You will not have any further right of appeal.

13. Withdrawal of a request

13.1. You can withdraw a request for flexible working at any time after it has been made. A withdrawn request will count as one of the two requests that you are able to make under the statutory scheme in any 12-month period.

13.2. We may notify you that we have decided to treat your conduct as a withdrawal of your flexible working request where either of the following applies:

- a You have failed, without good reason, to attend both the first meeting arranged to discuss your request and the next meeting arranged for that purpose.
- b We have allowed you to appeal against the rejection of your request and, without good reason, you have failed to attend both the first meeting arranged by us to discuss your appeal and the next meeting arranged for that purpose.

We will notify you in writing if we decide to treat your conduct as a withdrawal of your request.

ABSENCE REPORTING PROCEDURE

If for any reason you are unable to attend work, you should follow the Absence Reporting Procedure. This procedure is handed out to every employee at the start of his or her employment. You should call the Security Department every day of your absence to keep your manager informed of your situation so that cover can be arranged in your absence. You should therefore comply with the following procedure:

- On the first day of your absence, you must personally telephone the Security Department at least one hour before the start of your scheduled shift (or as soon as practicable thereafter). Leaving a message or sending a text or email is not acceptable.

- When you call, you should give sufficient details about your reason for the absence and provide some indication of when you anticipate returning to work. You should also confirm any matters requiring attention in your absence. You must call every day of your absence if your sickness is up to 7 days.
- If your absence is longer than 1 day, you should call on a daily basis; however, your manager may ask you to call in less often and on specific days. In this event, you should follow the agreement that has been made. Unless the manager has approved this, you still must call every day of your absence.

If you are entitled to Statutory Sick pay this will not be paid if you fail to follow the above procedure and your absences may be marked as a “No Show” which may lead to disciplinary action, including summary dismissal. Sickness absence on grounds which are found or reasonably considered to be false is regarded as gross misconduct and may lead to a disciplinary action being taken up to and including summary dismissal.

STATUTORY SICK PAY (SSP)

If you are absent due to sickness for four or more consecutive days, you may be eligible for SSP under the current rules and at the current rate. If you are self-isolating as a result of contracting Covid-19 or come into contact with someone who has covid-19, or you have been asked to isolate, Covid SSP will be paid from day one up to 10 days (this may be extended depending on the circumstances). The Company does not operate a Company Sick Pay scheme.

Statutory Sick Pay (SSP) can be paid for up to 28 weeks.

To qualify for SSP you must have:

- four or more consecutive days of sickness (including weekends, holidays, and Bank holidays) during which you are incapable of work. This is called a Period of Incapacity to Work (PIW). However, SSP is not payable on the first three working days in PIW. One or more PIWs can be linked to form just one period providing each one is of at least four consecutive days in length, and they are separated by no more than 56 days (including weekends and bank holidays). SSP will continue to be paid until a maximum of 28 weeks has been paid in one linked PIW. However, if a series of linked PIWs runs over three years, SSP stops at three years, even if it has not yet been paid for 28 weeks;
- notified your manager of the sickness absence; and
- supplied evidence of incapacity. For instance, a self-certification form for less than seven days' absence or a medical certificate (Fit Note) for periods of seven days or more. If your sickness is just before or after your holiday, you will be required to provide a doctor's fit note (at your own expense) regardless of the length of your sickness.

Please note this is only a summary and does not override the SSP rules which vary from time to time. If you have any queries regarding SSP, please contact the HR department.

DOCUMENTATION

For absences of less than 7 calendar days (including weekends) you must complete a self-certification and absence form as soon as possible. We reserve the right to ask for a doctor's certificate (fit note) for absences of less than 7 calendar days. We will reimburse any cost associated with this request, unless it is in the circumstances as outlined in subsection 2 “Sick Absence and Holiday.”

For absences of over seven calendar days (including weekends) you must complete a self-certification and absence form and, in addition, provide a doctor's certificate (fit note). You must supply Doctor's certificates (fit notes) to cover the whole period of your absence until you are able to return to work.

Statutory sick pay may be withheld unless the above documentation is completed and authorised by your manager.

INFECTIOUS DISEASES

If you have been suffering from or have been in contact with someone who has been suffering from an infectious or contagious disease or illness such as rubella, hepatitis, legionnaires, tuberculosis, malaria, Covid-19 etc. you must not report for work without clearance from your own doctor or for Covid -19 follow the guidance in the absence reporting procedure. If you are a food handler and you are, unwell you must report this fact immediately to your Line Manager.

If you are a food handler and have been suffering from sickness or diarrhoea, then you must stay away from work until you have had a complete period of 48 hours with no symptoms. In cases where the Company reasonably believes an employee is returning to work before, they are fully fit to do so, it reserves the right to refuse to allow this without a letter from the employee's Doctor confirming that the employee is fit to resume their normal duties. During any such period, you will continue to be treated as being sick and will be paid if you are entitled to payment. The reason for this is to ensure the health and safety of the employee, other employees, and customers.

EXAMINATIONS

In order to ascertain the prognosis of any illness and to help us establish what kind of support you may need at work, we reserve the right to require you to be examined by an independent Doctor or other medical / rehabilitation specialist of the Company's choosing, and at our expense.

RETURN TO WORK INTERVIEWS

If you have been absent from work on sick leave, you will be required to attend a return-to-work interview with your manager. This will give us the opportunity to discuss, the reason for your absence; the number of days of absence; and confirm that this is correctly recorded. It also gives you the opportunity to raise any concerns or questions you may have on your return to work, and to bring any matters that you consider relevant to the attention of your manager.

MATERNITY LEAVE / ADOPTION LEAVE / PATERNITY LEAVE / SHARED PARENTAL LEAVE / PARENTAL BEREAVEMENT LEAVE/ PARENTAL LEAVE / CARERS LEAVE

For maternity and family friendly rights please see our Maternity and Family Friendly Policy.

BEREAVEMENT/ COMPASSIONATE LEAVE

In the event of a death of a member of your direct family, you may at the discretion of the Company be entitled to up to three additional days off work, paid at your basic rate. Compassionate leave must be approved by your manager in discussion with the HR Department. All requests for compassionate leave will be considered on an individual basis. There is no contractual or statutory entitlement to be paid for absences relating to compassionate leave. Any payment of salary during compassionate leave is made at the absolute discretion of the Company.

Subject to your statutory right to time off to deal with a family emergency, the Company expects you to use your paid annual leave entitlement for time off needed to care for sick relatives or friends.

For circumstances where more time is required then your manager may authorise additional unpaid time off or you may take annual leave.

MEDICAL APPOINTMENTS

Wherever possible, every effort should be made to organise medical, dental or hospital appointments outside of normal working hours or with the minimum disruption to the working day (i.e., made at the beginning or end of the working day). However, if this is not possible your manager may grant you additional unpaid time off during working hours, providing you have produced evidence of your

appointment. Time off work to attend medical appointments must be authorised by your manager in advance. With the exception of antenatal appointments, you have no contractual or statutory right to be paid for absences relating to attendance at medical appointments.

JURY OR WITNESS SERVICE

If you are called for jury service or to be a witness in court, you should let your manager know as soon as possible so that your work may be covered. You will be required to provide a copy of the court summons to support your request for time off work. You have no contractual or statutory right to be paid for time that is not worked due to jury service or other related public duties. The court will provide you with a form, which you and the Company need to complete regarding loss of earnings. The Company will then make up the difference between normal earnings and the payment you receive from the court. Any payment of salary made by the Company during this period is done so in our absolute discretion. You should also claim any meal and travel expenses from the court.

On any day when you are on jury service and you are not empanelled or a hearing on which you are sitting is adjourned, you should attend work that day (or for the rest of the day) unless you are required by a Judge to remain at Court.

RESERVE FORCES LEAVE

We are aware that employees who are members of the Reserve Forces (the Territorial Army, Royal Navy Reserve, Royal Marines Reserve or Royal Auxiliary Air Force) may be called-up at any time to be used on full-time operations and will be expected to attend regular training. We are under no obligation to offer leave (either paid or unpaid) for reservist employees to undertake training. If we receive notice that you have been called-up we may apply to an adjudication officer for the notice to be deferred or revoked if your absence would cause serious harm to our business (which could not be prevented by the grant of financial assistance). You have no contractual or statutory right to be paid for time that is not worked due to jury service or other related public duties.

SPECIAL UNPAID LEAVE

The Company may, in certain circumstances, consider requests for special unpaid leave, for example, for the purposes of education, family responsibilities or for important personal reasons. However, the Company expects you to use your paid annual leave first. Otherwise, any further time off for special reasons will only be granted at the absolute discretion of the Company and you have no contractual or statutory right to be paid for this leave. If you wish to apply for special leave, you should apply in writing to your manager stating the period of leave requested and the reasons for it. Requests for special leave will be assessed on their individual merits and circumstances. Special leave is operated entirely at the discretion of the Company, and it may be withdrawn at any time.

The law recognises and we respect that there will be occasions when you will need to take time off work to deal with unexpected events involving one of your dependants or someone close to you. This time off for dependant's policy gives all employees the right to take a reasonable amount of unpaid time off work to deal with certain situations affecting their dependants.

ETHICS

BUSINESS CONFLICT OF INTEREST

A business conflict of interest is when a situation occurs that may be viewed as competing with the business of Signature Flatbreads UK or of any of its associated companies or subsidiaries. It is also any situation created by a business involvement whereby the gain, or potential gain, from information, personal contact, or political advantage, normally attainable only through employment with Signature Flatbreads UK, is to the benefit of the employee and/or to the detriment of Signature Flatbreads UK, either monetarily or to its public image.

Examples of conflict would include being involved with activities for a person or company with whom Signature Flatbreads UK does business or with any competitor of Signature Flatbreads UK interest, or situations where you are recommending an external person to deliver a service to Signature Flatbreads UK, where you have a personal relationship with that person.

PERSONAL CONFLICT OF INTEREST

Some personal relationships may exist in the business that may create a concern around the integrity and objectivity of business decisions.

Therefore, intimate relationships between employees and family, housemates, close friends, in a direct or indirect reporting line should be reported to your manager.

Other situations that you should also be aware of and make your manager aware of are personal relationships between you and competitors, suppliers, potential recruits, or customers.

You should advise the Company if there is any family connection or close relationship between you and a competitor, supplier, potential recruit, or customer, or if there are any other circumstances, which may create a conflict of interest.

The Company recognises that good working relationships are essential to the creation of an effective workplace and encourages all members of employees to foster strong professional relationships with colleagues. The Company is committed to treating all current and potential employees equally, and to avoiding discrimination against any individual, it is, however, important to ensure that personal relationships are conducted in such a way that the work of the individuals involved, and their colleagues are not adversely affected and that equality of opportunity, professionalism and commitment to the Company is maintained at all times. Please note the following: -

Whilst the Company is big enough to accommodate partners and family members working together, some regulation is necessary where such employees are brought into closer working relationships, e.g., within the same department.

It is important to ensure that the recruitment, selection, treatment, development, and promotion of employees are based solely on worth, and not in any way affected by personal relationships. Any employee involved in a personal relationship with a current member of employees must inform the HR Department. This information will be dealt with in confidence.

If employees in a personal relationship are working together and an actual or perceived conflict of interest is interfering with the professional conduct of the Company's business and cannot be resolved by other means, the Company may reorganise working arrangements to overcome this.

Direct management or supervisory relationships between spouses, partners, family members or those involved in a personal relationship will not normally be considered appropriate.

OTHER EMPLOYMENT CONFLICT OF INTEREST

Conflict

You must not be involved, either directly or indirectly, in any other business or undertaking which, in our sole opinion conflicts with, or may be detrimental to the performance of your duties, to your employment or to Signature Flatbreads UK business interests.

Other Employment

Whatever your contractual hours, if you wish to have any other form of paid employment (e.g., self-employment, working for another employer or being part of a partnership) you must first obtain written permission from your manager. This will enable the Company to assess that working time and rest time

is monitored in line with relevant legislation. Please complete the Double Employment Form at the back of the Guidebook and return to the HR Department if applicable for you.

DEALING WITH CONFLICT OF INTEREST

Any personal, business or employment conflict of interest mentioned above must be avoided. If you have reason to believe you may, or potentially may, be involved in a conflict of interest, you must notify your manager immediately. The situation will be assessed, and appropriate action taken.

It is your responsibility to declare any change of status that may create a conflict of interest and a detrimental effect on the running of the business. Failure to do so may result in disciplinary action being taken.

BUSINESS GIFTS OR GRATUITIES

We do not want to rule out the acceptance of gifts, but we must ensure that neither the Company nor the recipient is embarrassed should the gift or circumstances surrounding the gift be disclosed to the public. With effect from 1 July 2011 the Bribery Act 2010 came into force. All employees must comply with the Act.

You are not allowed to ask for, accept gifts from or offer gifts to, persons who do business or might do business with Signature Flatbreads UK, unless the value of the gift is very small (i.e., the value of any gift(s) from a single source must not exceed £100). The relevant senior manager (i.e., Manager, Head of Department or Director) must approve any exceptions to the £100 limit.

Gifts include travel, use of property, tickets to sporting and other events and similar items.

Since any gifts you receive will have been given to you as a representative of the Company, you should be aware that should you sell or seek to sell these gifts we may consider this as bringing the business into disrepute and will take action as appropriate.

You are not allowed to ask for, accept, or participate directly or indirectly in any arrangement leading to the payment or loan of money to you, a spouse, partner, relative, close friend, or other employees of Signature Flatbreads UK involving any supplier or potential supplier, vendor, or customer.

USE OF COMPANY NAME

You are not permitted to use the Company name in order to obtain personal benefit or gain or for any event (which would lead a third party to believe the Company is sponsoring or endorsing an event) without obtaining the prior approval of a Company Director.

PERSONAL VENTURES

You may not distribute literature or promotional material on Company premises for personal purposes at any time, or post materials on Company notice boards, refrigerators, walls, etc. without obtaining the prior approval of your manager.

REPORTING CONCERNS PROCEDURE – FRAUD AND UNETHICAL CONDUCT

Purpose

Signature Flatbreads UK recognises the importance of protecting its employees and assets against the risk of fraud. The Reporting Concerns Procedure Outlines Signature Flatbreads UK's policy on reporting procedures that should assist the Company in combating fraud and deterring unethical conduct. It also documents the Company's definition and understanding of fraud and provides guidance for reporting and responding to suspected fraudulent activities.

Scope of Policy

This policy applies to any concerns which are reported by employees of the Company of suspected fraudulent and unethical activities in the Company. The Board and the Executive Management team adopt a zero-tolerance policy regarding fraud, corruption, and unethical behaviour. All matters raised will be taken seriously and properly investigated. Any investigative activity will be conducted regardless of the suspected wrongdoer's length of service, position / title, or relationship to the Company. It should be noted that the implementation of reporting procedures should also be in compliance with local legal requirements. At a minimum this policy must be promoted once a year to all employees' members. The manner of the policy's promotion must be documented.

Fraud and Unethical Behaviour

Definition of Fraud

The term "fraud" refers to an intentional act by one or more individuals among management, those charged with governance, employees or third parties, involving the use of deception to obtain an unjust or illegal advantage. Examples of fraud are:

- Misappropriation of the Company's assets (funds, supplies, equipment, or other assets).
- Falsification or inflation of expenses and invoices.
- Impropropriety in the handling or reporting of money or financial transactions.
- Accepting or seeking anything of material value from contractors, vendors, or persons providing services/ materials to the Company.
- Unauthorised alterations or falsification of records including manipulating computer data and files.
- Knowingly providing false information such as time and expense reporting, requests for funding, etc.
- Unauthorised absences from work or falsification of reasons for such absences.
- Misuse of Company property such as Company cars, computers, or any other Company equipment.
- Profiteering as a result of insider knowledge of Company activities.
- Disclosing confidential and proprietary information to outside parties.
- Any action concealing the true financial position of the Company.
- Wilful breach of any legal obligation such as failure to comply with applicable laws such as laws relating to environmental protection, food safety, health, and safety, consumer protection, equality, competition, insider trading regulations, stock exchange rules or anti-money laundering procedures etc.
- Breaches of systems or codes of practice applicable in particular business units and countries i.e., anti-discrimination, anti-bullying, and harassment policies.
- Wilful concealment relating to any of the above.

Definition of Unethical Behaviour

As a general rule "unethical behaviour" arises if the actions of employees or management would damage the reputation of the Company if made public.

Reporting Concerns Procedure

Introduction

Signature Flatbreads UK, as with any Signature Flatbreads UK Ltd, faces the risk that its employees or workers may engage in unlawful acts or act contrary to applicable regulations or the policies of the Signature Flatbreads UK Ltd itself. All members of employees have a duty to report any information or suspicions about possible fraudulent, corrupt, or unethical activities of any officer, employee, vendor, customer, or any other party associated with Signature Flatbreads UK or any of its subsidiaries. Reports should be made promptly.

Protection

You will not suffer victimisation, detriment, or disadvantage as a result of raising their concerns.

Confidentiality

Reports and subsequent investigations will be treated confidentially. All reports and sub-sequence investigations will be treated in the same manner regardless of whether the report is made anonymously or not. The Company encourages employees to come forward when making reports as this will greatly assist in narrowing the investigation by providing the Designated Officers with greater detail. If an employee chooses to make an anonymous report, the Group will respect the employee's decision.

The Group does request that an employee making an anonymous report consider a method of communicating with the Designated Officers so further information can be obtained if required. All employees should be aware that in certain circumstances disclosure to third parties may be required by applicable laws, regulations or codes to which Signature Flatbreads UK is subject and that in particular cases employees may be called upon to give evidence regarding the subject of the report. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know.

This is important in order to avoid damaging the reputations of persons suspected but subsequently found innocent of wrongful conduct and to protect the Group from potential civil liability. Where practicable and within constraints of applicable laws and regulations or codes, employees who make a report will receive feedback on any investigation.

Disciplinary Action

Retaliation and retribution will not be tolerated against any employee reporting suspected fraudulent activity, corruption, or unethical behaviour. No action will be taken against an employee if a report is made in good faith and the employee reasonably believes that the information disclosed is true.

Please note that a report may form the basis of a disciplinary action against the employee if a report is made:

- maliciously,
- in bad faith to cause disruption to Signature Flatbreads UK,
- to seek revenge,
- for personal gain, or;
- if the report contains information which the person making the report does not reasonably believe to be true

Reporting Procedures

An employee wishing to make a report should contact their HR Department, who will arrange for appropriate investigation. External investigations may be undertaken, or external advisers consulted where it is deemed appropriate. In some cases, the receipt of a report may trigger an obligation on part of Signature Flatbreads UK to report the matter to external regulatory authorities.

If the report relates to the conduct of the Designated Officer or for some other cause the employee reasonably believes that it is inappropriate to make the report to the Designated Officer, the report should be submitted directly to the Joint Chief Executive Officer, the Group Chief Financial Officer, or the Joint Managing Directors.

Where it is inappropriate or in any other circumstance where the seriousness or sensitivity of the matter so requires, the Report may be submitted by an employee to the Chairman of Signature Flatbreads UK.

Depending on the seriousness of the report and potential results, the Board of Directors and Audit Committee should be notified to determine further course of action. Reports of potential minor impact should be summarised, and outcomes reported to the Audit Committee on a quarterly basis.

Investigation Procedures

All inquiries concerning the activity under investigation from the suspected individual, his or her attorney or representative, or any other inquirer should be directed to the Designated Officer, or a person assigned responsibility by a Designated Officer.

The proper response to any inquiries is: "I am not at liberty to discuss this matter." Under no circumstances should any reference be made to "the allegation," "the crime," "the fraud," "the forgery," "the misappropriation," or any other specific reference.

The reporting individual should be informed of the following:

- Do not contact the suspected individual in an effort to determine facts or demand restitution.
- Do not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by the Designated Officer, or a person assigned responsibility by a Designated Officer.

Authorisation for investigating Suspected Fraud

No attempt should be made by anyone other than those authorised to personally conduct investigations or interviews/interrogations related to any suspected fraudulent, corrupt, or unethical activities. Great care must be taken in the investigation of suspected improprieties or irregularities to avoid mistaken accusations or alerting suspected individuals that an investigation is under way. Personnel in charge of investigating suspected fraud have;

Free and unrestricted access to all Group records and premises, whether owned or rented.

The authority to examine, copy, and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who might use or have custody of any such items or facilities when it is within the scope of their investigation.

If an investigation results in a recommendation to terminate an offending individual's employment, the recommendation will be reviewed for approval by the CEO / Local FD or other representatives appointed by Group. The recommendation and all evidence should be reviewed by outside counsel, before any such action is taken. Proper procedures should be followed with regard to dismissal of employees to avoid any costly repercussions. Group General Counsel advice should be sought where appropriate.

ELECTRONIC INFORMATION AND COMMUNICATION POLICY

Electronic communication and the internet represent a significant resource for the Company, facilitating marketing and research activities and communication across the business. This section of the Guidebook deals with the use of computer equipment, telephones, e-mail and internet usage and all other forms of electronic communication.

You should understand that:

The Company's policies regarding harassment and bullying also apply to communications made electronically

Abuse of the Company's internet and email system by accessing or transmitting any material in the following categories is not permitted and may lead to disciplinary action.

These may constitute gross misconduct:

- Defamatory
- Offensive, pornographic, or obscene
- Untrue or malicious
- Discriminatory or blasphemous
- In breach of copyright
- Offensive or injurious remarks about any customer, competitor, employee, or any other party
- Perceived as damaging or likely to damage the Company's reputation

You are responsible for the security of equipment allocated to you by the Company. Passwords should be used for all electronic equipment, and you should not permit other people, including colleagues, to access your passwords or to log on to IT systems using your password. Failure to protect or intentional disclosure of your password to a third party may constitute gross misconduct.

To avoid the risk to our systems from viruses, you should not download or install software onto Company equipment without express prior authorisation from the IT Department.

Please be aware the Company will regularly monitor email and internet usage. The Company will identify employees who have viewed and/or sent prohibited material; as well as employees who demonstrate unreasonable use for personal purposes. Any failure to comply with the policy may result in disciplinary action being taken against you up to and including summary dismissal.

The above policy applies equally to postings on public websites, and you should refer to the Blogging and Social Networking policy for more detail.

SOCIAL ACTIVITIES POLICY

The Company recognises the benefit of organising social activities for employees throughout the business to encourage a positive working culture.

These activities may take the form of social events, corporate entertainment and team building activities throughout the year. Many of these events are intended to be friendly and informal.

During these events, the Company expects you to remain respectful of your fellow colleagues and others present at the event at all times. You are reminded that the Company's policies, including the Equal Opportunities Policy will continue to apply in these situations.

Company responsibilities:

The Company will take reasonable steps to ensure that the venues used are safe and suitable for the particular event

Where reasonably practicable, we will always endeavour to accommodate employee's requirements when arranging an event

Employee responsibilities:

- Activities will be classed as a Company function and whilst the Company wants you to enjoy yourself, professional and respectful conduct is still expected at all times
- You should recognise, and take responsibility for, your limits in relation to consumption of alcohol and ensure you make adequate arrangements for travelling home
- If you want to book some time off after a Company event, you should follow the Company's normal holiday procedure
- Should you be absent from work immediately following an event without either having booked the time off as annual leave or having an acceptable reason for being absent, it may lead to disciplinary action including summary dismissal for gross misconduct
- Any misconduct, harassment, bullying, discriminatory behaviour or breaches of health and safety at social events may result in formal action being taken in accordance with the Company's disciplinary procedure.

CONTROLLING RISK

SECURITY

General

It is everyone's responsibility to prevent the theft of money, stock, customers property, resources, merchandise, and goods sent or received. It is for your own protection, as well as the Company's, that you must comply with the Company's security procedures.

As failure to adhere to the Company's security procedures may lead to disciplinary action, including summary dismissal for gross misconduct, you must contact your manager immediately if you are unclear about any Company procedures.

If you notice anything suspicious, you should report it to your manager as soon as possible. Any suggestions for improvements in the security procedures are always welcome.

Theft

If you remove Company property, cash, stock, or merchandise from Company premises, or consume any product (e.g., testing of products) without prior authorisation from your manager, correct payment, or following appropriate procedures, irrespective of its value or whether it is due for disposal, it will be considered as theft.

This is gross misconduct and may lead to summary dismissal. If you see or believe anyone is stealing from customers, an employee, or us, or breaching company procedures, you must report it to your manager immediately. Failure to do so may also lead to action being taken under the disciplinary procedure.

Access to Company Premises

If you have responsibility for opening and closing Company premises, you must follow the company procedures. You must not enter or remain on Company premises for non-business-related purposes.

Company Keys

If you are entrusted with the keys to a building, vehicle, premises, and cupboards or otherwise, you should not leave keys unattended or be careless with them. Unless expressly instructed by your manager, never take copies, or allow copies of keys to be made. Never give keys to anyone including other employees without specific authorisation from your manager. If you lose any keys to Signature Flatbreads UK property, you must report the loss to your manager immediately. Any breach of the above may lead to disciplinary action being taken against you up to and including dismissal. You may also be liable for the cost of replacing locks or keys.

If you are entrusted with door security codes never give them out to anyone including other members of employees without specific authorisation from your manager. When using door security codes ensure that you protect the code from the view of others when entering it into the keypad.

Personal Visitors

A personal visitor must not enter beyond public areas of Company premises. However, a visitor may be permitted to enter non-public areas provided you accompany them and have express approval from your manager that your visitor is permitted to access non-public areas and (2) that you should accompany them. You are responsible for your visitor whilst on Signature Flatbreads UK premises and you must ensure that you adhere to all security procedures, and you should exercise the utmost care to prevent persons from obtaining information to which they are not entitled. Failure to seek your manager's approval and/or follow security procedures may lead to disciplinary action being taken against you up to and including dismissal.

Personal Property

It is advised that you do not bring valuables such as mobile phones or large sums of money to work with you. Signature Flatbreads UK cannot accept responsibility for any items that you bring to work.

Use of Company Resources

All Signature Flatbreads UK resources are reserved for business use only, whether on Signature Flatbreads UK premises or not. This includes items such as facsimile machines, computers, email, telephones, mobile phones, photocopiers, stationery, and courier services. Using the above for personal use is not permitted. You may be given permission to use Company resources for personal use in emergency situations. This is at the discretion of your manager, and you must have prior permission before doing so.

Right of Search

Whilst we respect employees' privacy, concerns relating to security may necessitate a personal search and/or the inspection of personal lockers, vehicles, drawers, and bags. This will be done in your presence and normally carried out by your manager and where possible, accompanied by another member of the management team. We would not undertake to conduct a search lightly, but it is important that, to protect the security and well-being of all employees, we can investigate possible thefts promptly and that you comply with any such request.

Inspections may involve you being asked to allow the checking of your bags, pockets, vehicles and/or other personal belongings. During searches, you have the right to be accompanied by another employee. Although you cannot be forced to submit to a search, any unreasonable refusal may be treated as gross misconduct.

Monitoring

The Company may use a variety of security and surveillance techniques for the protection of the business, prevention of crime and to provide a safe environment for employees and customers. This may include monitoring communication, the use of CCTV and in exceptional circumstances covert cameras.

CONFIDENTIALITY

Company Information

During your employment with Signature Flatbreads UK and at any time after it has terminated, you should not (other than in the proper course of your duties), make copies or use copies, disclose or publish to any person, use or negligently cause any unauthorised disclosure of any information of a confidential nature which you may acquire in the course of your employment with Signature Flatbreads UK.

Confidential Information includes information in whatever form (including, without limitation, in written, oral, visual or electronic form or on any magnetic or optical disk or memory and wherever located) relating to the business, clients, customers, products, affairs and finances of the Company for the time being confidential to the Company and trade secrets including, without limitation, technical data and know-how relating to the business of the Company or any of its suppliers, clients, customers, agents, distributors, shareholders or management whether or not such information (if in anything other than oral form) is marked confidential.

This obligation shall not apply to information or knowledge that has come into the public domain other than as a consequence of your failure to comply with the above. This policy does not prevent you from making a protected disclosure.

You are responsible for protecting the confidentiality of the Confidential Information and shall use your best endeavours to prevent the use or communication of any Confidential Information by any person, company or Signature Flatbreads UK Ltd (except in the proper course of his duties, as required by law or as authorised by the Company and you shall inform the Company immediately on becoming aware,

or suspecting, that any such person, company or Signature Flatbreads UK Ltd knows or has used any Confidential Information.

Confidential Information includes, but is not limited to:

- Lists of customers and details of contracts with customers
- Pricing strategies
- Marketing strategies
- Processes
- Formulae
- Financial information concerning the affairs, business, or products of the Company
- Computer software
- Lists of suppliers and details of contracts with suppliers
- Information supplied in confidence by customers
- Information relating to any employees
- Recipes or production techniques

All Confidential Information and copies of any Confidential Information shall be the property of the Company and on termination of the your employment or at the request of the Company at any time during your employment, you will hand over all Confidential Information or copies, irretrievably delete any Confidential Information stored on any magnetic or optical disk or memory, including personal computer networks, personal e-mail accounts or personal accounts on websites, and all matter derived from such sources which is in his possession or under his control outside the Company's premises and you may be required to provide a signed statement that you have done so.

Contact with the Press

You must not speak to the press on any subject relating to Signature Flatbreads UK. If the press approaches you, you must advise your manager.

Official / Legal Information

You must not answer questions over the telephone dealing with legal or police matters relating to Signature Flatbreads UK. If anyone calls asking for details of any such matters, be courteous and transfer these callers to your manager.

You may not enter into correspondence or communicate with potential or actual insurance claimants or insurance companies. All such matters should be passed immediately to our HR Department

You are not authorised to accept the service of a witness summons, court summons or notice to appear (at Court) that relates to Signature Flatbreads UK. You must contact our HR Department immediately if a claim summons or writ has been attempted to be served.

HEALTH AND SAFETY

We are committed to ensuring the health and safety of our employees, customers, clients and anyone affected by our business activities and to providing a safe environment for all those attending our premises. We do not wish any of our employees or any other person to suffer as a result of our activities, work processes, acts or omissions.

Signature Flatbreads UK is committed to maintaining safe and healthy working conditions through control of risks arising from our work activities and intends to comply rigorously with all applicable Health, Safety and Environmental legislation, Approved Codes of Practice, British Standards, and best practices.

The Health, Safety and Environment Policy and all supporting documentation indicate our commitment to meet with legal and other requirements.

Legislation requires that, as an employer, we prepare a Health, Safety and Environment Policy and provide the necessary resources to develop both systems and procedures to implement the policy.

Therefore, we provide, as far as is reasonably practicable:

- a safe system of work
- safe plant and equipment
- safe means of handling and transporting articles, substances, and people
- adequate training, instruction, information, and supervision
- a safe place of work with safe access and egress
- a safe and healthy environment
- adequate welfare facilities
- means to prevent pollution and protect the environment
- A continuously developing and nurturing culture, where excellence is the only acceptable standard.

We also ensure, as far as is reasonably practicable, that our activities do not:

- affect the health & safety of persons who are not our employees, including visitors, contractors, and members of the public
- deliberately cause pollution and harm the environment.

It is also recognised that where we produce articles and substances for use at work, or we erect or install any plant or equipment, we have a duty to ensure the health and safety of those who use them and make available all the required information for their health and safety.

We remind you, our employees, of your duty to look after your own health and safety and ensure that you do not endanger others and that you must co-operate with us, as your employer, in meeting our legal obligations.

SIGNATURE FLATBREADS RESPONSIBILITIES

Signature Flatbreads UK: -

1. Assess risks to health and safety and identifying ways to overcome them.
2. Accepts fully, the legal responsibility to ensure, as far as is reasonably practicable, the health, safety, and welfare of all employees whilst at work, and that of visitors, contractors, and members of the public.
3. Will comply with all applicable, legal, and other requirements which relate to its environmental aspects.
4. Will set and maintain high standards of health, safety and environmental performance at all locations and will provide adequate and appropriate resources.
5. Will provide and maintain a healthy and safe place to work and a safe means of entering and leaving our premises, including emergency procedures for use when needed.
6. Will treat health, safety, and environmental issues as seriously as other corporate aims, with a view to minimising injuries, occupational illness and damage to property, plant, processes, vehicles, and the environment.
7. Supports the process of 'risk assessment' as a means of achieving continual cost-effective improvement in performance and prevention of pollution.
8. Requires managers and team leaders at each location to implement this policy and build on its general requirements.
9. Will encourage consultation with, and participation of all employees.

10. Will provide appropriate training for all employees at all levels.
11. will ensure that all Company health, safety, and environmental documents are reviewed at regular intervals.
12. Will communicate the Safety, Health & Environment Policy to all employees, suppliers, customers, other stakeholders, and the public upon request.
13. Will set and review targets and objectives on a regular basis and regularly monitor and review the management of health and safety at work, making any necessary changes and bringing those to the attention of all employees.

MANAGER'S AND SUPERVISOR'S RESPONSIBILITIES

Managers and Supervisors are responsible for implementing the Safety, Health & Environment Policy and ensuring all requirements are met for all activities over which they have control and authority. The Company has nominated the Head of Health and Safety as Principal Health and Safety Officer with overall responsibility for health and safety matters and the implementation of this policy. Any health and safety concerns should be reported to the Principal Health and Safety Officer, a member of the health and safety team or at the Health and Safety Committee.

EMPLOYEE'S RESPONSIBILITIES

All employees must take reasonable care for their own health and safety and that of other persons who may be affected by their acts or omissions. You must take reasonable care of your own health and safety and that of others by observing safety rules applicable to you and following instructions for the use of equipment (including safety equipment and protective clothing).

All employees must cooperate with the Company to enable the Company to meet its legal obligations. This includes reporting all accidents, incidents, near misses, substandard practices and conditions or cases of occupational ill-health to their manager/supervisor.

They must comply with local rules, safe working systems, procedures and emergency arrangements and must not interfere with or misuse anything provided in the interests of health, safety, or welfare. Any health and safety concerns should be reported to the Principal Health and Safety Officer.

HEALTH AND SAFETY COMMITTEE

We operate a forum for employees to meet with the management team, ask any questions and also raise concerns relating to any Health and Safety matters.

The Health and Safety (Consultation with Employees) Regulations 1996 places a duty on the employer to consult either:

- With employees directly
- Or with representatives elected by the employees

Each site should have its own Health and Safety Committee, and this will consist of:

- The Manager/Depot Manager/Supervisor.
- The sites' Safety, Health & Environment Advisor (if applicable).
- Representatives of Employee Safety, from each department or function on site.

The committee will meet on a monthly basis. A standard agenda should be followed for these meetings although this should not restrict the discussion. The minutes of each meeting are posted on the sites' Health and Safety Noticeboard.

ACCIDENTS

What is an Accident?

An accident is an unplanned event that results in personal injury. The results of an accident range from minor physical injury to a fatality.

What is your responsibility?

All accidents must be reported to your Line Manager and the details must be entered into the site Accident Book.

All accidents will be fully investigated by a qualified person in order to prevent a recurrence.

If you are involved in an accident or you witness an accident at work, you should report it to your Line Manager, summon First Aid if required and assist with the accident investigation process.

Any equipment involved in the accident should, whenever possible, be left in situ until proper records, notes, photographs, etc. have been taken in order to aid the accident investigation.

Remember the primary purpose of an accident investigation is to prevent a recurrence and reduce the likelihood of a similar accident

What is your responsibility?

- Report all accidents however minor.
- Summon First Aid if necessary.
- Help with the investigation of all accidents.
- Provide accident information promptly to the investigating manager.
- Adhere to the safety precautions and procedures designed to prevent accidents occurring.

INCIDENTS

What is an Incident?

An incident is referred to as an occurrence arising out of or in the course of work that could or does result in injury, ill health, or property damage.

What is your responsibility?

All incidents must be reported to your Line Manager.

All incidents will be fully investigated to help prevent a recurrence.

If you are involved in an incident or you witness an incident at work, you should report it to your Line Manager and provide assistance with the incident investigation process.

Any equipment involved in the incident should, whenever possible, be left in situ until proper records, notes, photographs, etc. have been taken in order to aid the incident investigation.

Remember the primary purpose of an incident investigation is to prevent a recurrence and reduce the likelihood of a similar incident

What is your responsibility?

- Report all incidents however minor
- Help with the investigation of all incidents.

- Provide incident information promptly to the investigating manager
- Adhere to the safety precautions and procedures designed to prevent incidents occurring.

HAZARD REPORTING

What is a Hazard?

A Hazard is anything with the potential to cause harm (e.g., a trailing cable, a fluid spillage, speeding vehicles on site, etc.).

What is your responsibility?

- Remove the hazard if possible (e.g., remove a trailing cable, clean up the spillage, politely ask the driver to slow down)
- Report all hazards to your Line Manager if he/she is available or record it in the Hazard Reporting Log held on each site.

All hazards will be investigated and where reasonably practicable eliminated. Where the hazard cannot be eliminated, the Hierarchy of Control of control will be followed to reduce the risk of injury occurring.

Remember the primary purpose of reporting hazards is to prevent an accident occurring.

NEAR MISSES

What is a Near Miss?

A near miss is where a person was involved in an incident, but no personal injury was involved (e.g., an employee trips over a trailing cable, but is not injured, etc.).

What is your responsibility?

- Remove the hazard if possible (e.g., remove a trailing cable, etc.)
- Report all Near Misses to your Line Manager if he/she is available or record it in the Near Miss Reporting Log held on each site.

All Near Misses will be investigated in order to eliminate the hazard or reduce the risk of injury occurring. Remember the primary purpose of reporting Near Misses is to prevent an accident occurring.

Remember the primary purpose of reporting Near Misses is to prevent an accident occurring.

SUBSTANDARD PRACTICES

What is a Substandard Practice?

A Substandard Practice is where a person is completing an activity in an unsafe manner (e.g., driving a forklift truck with the load in front obscuring their field of vision)

What is your responsibility?

- Politely ask the driver to turn around so that their field of vision is not obscured
- Report all Substandard Practices to your Line Manager if he/she is available or record it in the Near Miss Reporting Log held on each site.

All Substandard Practices will be investigated in order to eliminate the hazard or reduce the risk of injury occurring.

Remember the primary purpose of reporting substandard practices is to prevent a near miss, incident or accident occurring.

RISK ASSESSMENTS

What is a Risk Assessment?

A Risk Assessment is a systematic evaluation of a site, an area, activity, occupation, process or items of plant or equipment, in order to identify both the existing and potential significant hazards and implement adequate control measures or precautions that are required to reduce the risk of injury, illness, property damage, environmental impact or other losses to an acceptable level.

The Management of Health & Safety at Work Regulations 1999 (amended 2006) Regulation 3 states the absolute (mandatory) requirement to undertake Risk Assessments.

What is your responsibility?

Be familiar with the Risk Assessments relative to the site, department, function, and role that you undertake. Understand the existing and potential significant hazards and the necessary control measures or precautions that are required in order to work in a safe manner.

Always

1. Understand the existing and potential significant hazards
2. Implement the control measures or precautions
3. Follow the Safe Operating Procedure
4. Wear the correct Personal Protective Equipment (PPE) as the last resort.

DISPLAY SCREEN EQUIPMENT (DSE)

The Health and Safety (Display Screen Equipment) Regulations 1992 place a duty on employers to assess and reduce the risks to health, safety and welfare that may arise as a result of using Display Screen Equipment.

The employer must identify all 'DSE Users' and ensure that a specific risk assessment is completed and that any precautions identified are implemented as far as is reasonably practicable. The assessment must be reviewed at regular intervals.

What is Display Screen Equipment?

Display screen equipment includes all alphanumeric and graphic Display Screen Equipment.

Examples are:

1. A computer workstation – an assembly comprising a display screen, disk drive, keyboard, mouse, telephone, modem, printer, document holder, work surface, chair, and the immediate environment (e.g., lighting, sound, etc.)

DSE does not include the following examples:

2. calculators
3. laptops which are not habitually used as a significant part of the employee's job

Who is a display screen equipment user?

An employee is defined as a DSE User if they habitually use DSE for most of their working day, or all of the following apply:

- They depend on the use of DSE to do their job, as alternative means are not readily available for achieving the same results.

- They have no discretion as to use or non-use of the DSE.
- They need particular training and/or skills in the use of DSE to do their job.
- They normally use DSE for continuous periods of an hour or more at a time.
- They use the DSE more or less daily.

What is a Workstation?

A workstation includes the DSE furniture, environment, and other items.

What is your responsibility?

Be familiar with the DSE Assessment for you at your workstation. Understand the existing and potential significant hazards and the necessary control measures or precautions that are required in order to work in a safe manner.

If you habitually use a computer screen or other display screen equipment (DSE) as a significant part of your work:

- you should try and organise your activity so that you take frequent short breaks from looking at the screen.
- you are entitled to a workstation assessment.
- you are entitled have an eye and eyesight test carried out by an optician.

You should contact your line manager to request a workstation assessment or an eye test.

Eye tests should be repeated at regular intervals as advised by the optician, usually every two years. However, if you experience visual difficulties which may reasonably be considered to be caused by DSE work (such as headaches, eyestrain, or difficulty in focusing) you can request a further eye test at any time.

We will pay the cost of eye tests up to a value of £50 per year. Any eye test cost above £50 needs prior approval. We will not normally pay for the cost of glasses or contact lenses, unless the optician advises that you have visual defects requiring glasses specifically designed for the distance of the display screen, and which cannot be corrected by normal glasses or contact lenses. We will pay up to £70 towards glasses when the prescription in the glasses is required specifically and solely for Visual Display Unit ("VDU") use if the claim is supported by a prescription for VDU use only issued by an optometrist.

Always:

- Keep your workstation clean and tidy.
- Adjust your workstation to maintain the maximum level of comfort.
- Plan work practices to provide regular breaks from DSE work, i.e., by interspersing use of DSE with other tasks.

VIOLENCE AT WORK

Signature Flatbreads UK Ltd considers the risk of work-related violence to be a serious matter and will take all reasonable steps to reduce risks from violence to employees and others who may be affected. The company will eliminate work-related violence where possible. Where this is not reasonably practicable it will undertake a suitable and sufficient assessment of the risk of violence. Identified risks will be reduced to as low as is reasonably practicable through safe systems of work, suitable equipment, and information and training. Employees will make proper use of any equipment and systems of work provided for their safety.

Any incidents of violence at work will be investigated and victims will be provided with appropriate support.

The company will ensure that adequate consultation takes place with all staff, including managers, supervisors, security personnel, human resources, employee representatives and trade union safety representatives, on the content, implementation, monitoring and review of this policy.

The Health and Safety Manager's and HR and HR Assistant Manager's will:

- determine if violence in the workplace is a problem by seeking employees' views;
- review job descriptions to identify tasks that may involve risk from violence;
- identify employees who are intrinsically vulnerable;
- identify customers who pose the highest risk of causing violence, and determine whether the customer relationship should be discontinued;
- identify all those who may be affected by work-related violence;
- take steps to eliminate work-related violence and, where elimination is not possible, evaluate the risk of work-related violence, considering the existing arrangements that are in place;
- ensure that significant findings of the risk assessment are recorded;
- identify additional arrangements to reduce the risk of work-related violence to as low a level as is reasonably practicable, which could include changing the workplace design, providing information and training, and changing working procedures;
- ensure that members of staff are consulted on arrangements for reducing work-related violence;
- identify employees who pose the highest risk of causing violence, and take steps to ensure that extra vigilance is practised in their supervision, which will include discipline and behaviour counselling as necessary;
- set up reporting arrangements for formally reporting, classifying and recording all incidents, including verbal abuse and threats;
- report incidents to the enforcing authority when required to do so under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013;
- report incidents to the police where necessary;
- ensure that all incidents are investigated and that identified action is taken;
- ensure that support, which may include counselling, special leave and advice on legal action, is provided to members of staff who have suffered violence at work;
- ensure that the arrangements for reducing violence are monitored and reviewed for their effectiveness; and
- ensure that individuals' personal data, including information about their health, collected when preventing and dealing with violence at work (for example during risk assessments and incident investigations) is handled in accordance with the company's data protection policy.

Employees will:

- follow safe systems of work that have been developed for their safety;
- report any incidences of violence, including verbal abuse, that have occurred as part of their work to their line manager;
- avoid putting themselves at risk from violent attack;
- inform their manager of any concerns that they have relating to violence at work.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

COSHH stands for The Control of Substances Hazardous to Health Regulations 2002

What is the purpose of COSHH?

The COSHH Regulations 2002 (as amended) place a duty on employers to assess and protect employees, contractors, visitors, and members of the public from exposure to any substance resulting from any work activity; that is hazardous to health.

All substances used within the operation have been identified, assessed and action taken to remove, reduce or control the hazard as far as is reasonably practicable.

What is a hazardous substance?

Substances used directly in work activities (e.g., fuels, oils, cleaning materials)
Substances generated during processes or work activities (e.g., battery charging fumes)
Naturally occurring substances (e.g., bacteria)

What is your responsibility?

You have a responsibility to:

- Only use substances that are included on the sites COSHH Register and that you have been trained for
- Understand the COSHH Risk Assessment for the substance, the hazards, and the required precautions

Follow the Safe Operating Procedure and training you have received in order to reduce the risk.
Use the Personal Protective Equipment (PPE) provided.

MANUAL HANDLING

The Manual Handling Operations Regulations 1992 (as amended) place a duty on employers to assess and protect all persons at work from injury when moving articles using bodily force.

What is Manual Handling?

Manual Handling is defined as lifting, lowering, pushing, pulling, or carrying an article using bodily force and without the assistance of mechanical handling equipment.

Over one third of all injuries reported to authorities each year arise from manual handling and it is obviously very important that everything possible is done to reduce the possibility of these injuries.

All employees should receive a degree of training on correct manual handling procedures and techniques appropriate for their occupation.

What is your responsibility?

- Wherever practicable, avoid the need for manual handling.
- You follow the correct principles using the techniques you have been trained in
- Use any mechanical aids provided to assist you (e.g., sack trucks)
- Ensure walkways are kept clear
- Make your own assessment of your own abilities before attempting to manually handle an article
- Report any injuries to your line manager
- Report any damage to floors, stairs, or other equipment
- Inform your line manager of any existing injuries or health problems that may affect your ability to undertake manual handling safely

Manual handling training will be provided whenever there is an identified need or as part of the ongoing training plan.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The Personal Protective Equipment Regulations 1992 (as amended) place a duty on the employer to assess the requirement for PPE. If PPE is required, then the employer must provide suitable PPE in order to reduce the risk to an acceptable level.

PPE is defined as all equipment which is intended to be worn or held by a person at work and which protects them against one or more risks to their health and safety

The employer must provide PPE only after all other reasonable precautions have been taken to reduce the risks to health and safety. PPE should only be used as a last resort.

PPE can include any of the following:

- Gloves
- High Visibility Jacket/Vest
- Hard Hats
- Safety footwear
- Hearing protection

Ordinary work clothing is not classed as PPE.

What is your responsibility?

- To understand why it is necessary to use it, i.e., the hazard it is designed to protect you against.
- Inspect it for defects before use.
- Use it when required.
- Wear it properly and use it in accordance with your training.
- Store it correctly to ensure it remains undamaged and provides the correct protection.
- Request new PPE to replace defective, damaged, or lost PPE.

EMERGENCY PROCEDURES

The Management of Health & Safety at Work Regulations 1999 (as amended) Regulation 3 states the absolute (mandatory) requirement to undertake Risk Assessments, this includes all potential emergency situations that may arise during the work activity (e.g., fire)

The employer must make provision for each emergency scenario and develop suitable emergency procedures, ensuring all employees are aware of these procedures and can apply them.

What are the common emergency situations?

- Fire
- Refrigeration Gas Leak
- Explosion
- Accident
- Fatality
- Illness

During your induction and site tour and initial training, the emergency procedures will be explained to you. These will include:

- Explain the fire alarm sound
- Inform you when the regular test(s) takes place, day, and time (where applicable)
- Show you the location of the nearest safe exits for your work location.
- Take you to the Assembly Point and explain to which zone you should report.
- Explain the gas alarm sound (if applicable)
- Explain the First Aid arrangements, location of the Accident Book, location of the First Aid Boxes/Eye Wash Stations, Names and Contact Details for First Aiders
- Emergency Telephone Numbers, internal and external
- What action to take relative to the specific Emergency Situation

You should familiarise yourself with your working environment, surroundings and means of escape.

Fire

The Fire Alarm system is tested on a weekly basis. The purpose of this is to ensure that you know what the alarm sounds like and that you can hear it at your work location.

Your Line Manager will tell you when (which day and time) the regular weekly test is conducted.

What is your responsibility?

- Sign IN and OUT - each and every time you enter and leave the premises
- If you discover a fire, raise the alarm immediately.
- If the Fire Alarm sounds at any time (apart from the regular weekly test) evacuate the building via the nearest safe exit in line with the evacuation procedure
- Do not stop to collect personal belongings.
- Report to the Assembly Point for roll call.
- Do not re-enter the building until instructed to do so by the person in charge.
- Unless you are trained to do so do not attempt to extinguish a fire.

Refrigeration Gas Leak & Explosion (if applicable – depends on site location)

The refrigeration plant which keeps the warehouse at the correct temperature uses liquid Ammonia as the refrigerant medium. Access to the plant room is forbidden except for authorised persons only. The plant itself is managed and maintained by specialist contractors in accordance with the legislative requirements.

- Ammonia is available as a clear liquid or a gas.
- It is easily detectable by the human senses, smell, and taste.
- It is extremely corrosive.
- It is flammable and potentially hazardous to health.

If you are exposed to Ammonia, you should seek medical assistance immediately.

The likelihood of an accidental release of Ammonia is unlikely during normal operating conditions. However, in the event of an emergency an accidental release is possible, therefore a detection and alarm system are installed, maintained, and tested regularly.

In the event of an Ammonia event,

What is your responsibility?

- You must evacuate the immediate area adjacent to the plant room/warehouse. If you are in these areas - leave immediately.
- Employees not in the immediate area should stay inside and keep all windows and doors closed until further instructions are given.
- All other employees should return to their work locations and report to their Line Managers. Employees should take refuge in enclosed areas keeping all windows and doors closed until further instructions are given.

STRESS

We are committed to promoting good health at work. If you feel that the demands of your job (or external pressures) are getting too much, you should discuss this with your manager.

THE DISCIPLINARY PROCEDURE

1. INTRODUCTION

The Company aims, by means of this procedure, to promote fairness, consistency, and transparency in its treatment of Employees, and to comply with current employment legislation and the ACAS Code of Practice relating to disciplinary procedures.

An effective disciplinary procedure is necessary to maintain satisfactory standards of conduct, attendance and job performance and encourage improvement where necessary and to ensure the proper and efficient operation of the Company's business, and the health and safety of its Employees.

By having a disciplinary procedure in place, it ensures rules are observed and standards are maintained. It provides a method of dealing with any apparent shortcomings in conduct and can help and support the Employee to improve their performance.

The procedure is designed to be fair, effective, and consistently applied.

The procedure only applies to Employees. However, the Company reserves the right not to apply this procedure in respect of Employees still in any probationary period or in the first two years of joining the Company. It does not apply to agency workers or self-employed contractors.

Where there are minor breaches of conduct, your manager should first seek to support you in improving your behaviour through informal counselling and coaching. Should it be necessary to deal with your behaviour on a more formal basis, either because the breach is more serious or because informal counselling has been unsuccessful, then you will be provided with details of the procedure to be followed.

2. KEY PRINCIPLES

In order to be fair and transparent your manager will advise you of any concerns they have in relation to your conduct, explore the reason(s) and make every effort to ensure you understand the standard of behaviour expected of you.

- Your manager will aim to provide you with appropriate training and support to enable you to meet the required standards.
- Your manager will carry out necessary investigations to establish the facts.
- You will be given the opportunity to respond to your manager's concerns.
- You will be informed at least three working days (unless this is not reasonably practicable) in advance, of the details of any formal disciplinary hearing in writing, stating the reasons for the hearing and details of the concern(s) your manager wishes to discuss.
- You will have the right to be accompanied at a formal disciplinary hearing by a work colleague or a Trade Union Official.

Any action taken against you will be confirmed in writing which will also detail your right to appeal

3. RELATIONSHIP WITH CAPABILITY PROCEDURE

3.1. The disciplinary procedure is used for situations concerning misconduct, a deliberate failure or negligence on your part, unlike the capability procedure, which is used for situations where there is a genuine lack of capability.

3.2. If your manager has a reason to believe that your behaviour relates to issues of capability rather than conduct, they will use the capability procedure.

4. INFORMAL DISCUSSIONS

4.1. The disciplinary procedure does not cover informal discussions about conduct, which are part of the day-to-day relationship between you and your manager.

4.2. Such discussions will, where practicable and appropriate, precede any formal action under the disciplinary procedure.

4.3. If issues cannot be resolved on an informal basis, or the matter is serious in nature then the formal disciplinary procedure will be used.

5. INVESTIGATION

5.1. It may be necessary to carry out investigations in respect of potential disciplinary matters to establish the facts of the case.

5.2. The scope and extent of the investigation will vary according to the individual complaint or matter and such investigation will be carried out without unreasonable delay.

5.3. The Employee may be required to attend an investigatory meeting before proceeding to any disciplinary hearing.

5.4. Investigative interviews are solely for the purpose of establishing the facts and no decision on disciplinary action will be taken until after a disciplinary hearing has been held.

5.5. The following guidelines apply to all investigatory meetings:

The meeting would be conducted by an appropriate manager.

The investigatory manager does not need to send you a formal invitation to the meeting.

You are not entitled to a representative, although should you wish to be accompanied by a work colleague or Trade Union Official then the investigatory manager may allow you to do so (for more information on representation see section 16).

The meeting should be conducted in private.

The allegations or concerns in question should be identified to you.

You should be given the opportunity to present your case in relation to those allegations.

5.6. At the conclusion of the meeting the investigatory manager will decide if the allegations raised require further investigations and/or whether the matter should progress to a disciplinary hearing.

5.7. Further investigations may include interviewing witnesses and collecting information.

5.8. All employees are required to co-operate in such investigations.

5.9. You must give a full and honest account of matters within your knowledge when investigations are in progress.

5.10. Failure to cooperate may lead to disciplinary action being taken.

6. SUSPENSION

6.1. There may be instances where suspension with pay is necessary while an investigation is carried out. This may be because, for example:

working relationships have broken down or

there is a risk to an Employee's or the Company's property or responsibilities to other parties.

6.2. Suspension with pay will be imposed only after careful consideration and may be reviewed to ensure that it does not become unnecessarily protracted.

6.3. Suspension is not a disciplinary penalty and carries no implication of guilt.

6.4. Details of the suspension will be confirmed to you in writing.

6.5. While on suspension you must be available for work or meetings if required during your normal working hours and you must co-operate with the Company and remain contactable throughout your period of suspension.

6.6. If you fail to attend a disciplinary hearing that is due to be conducted during your normal working hours this may lead to further disciplinary procedures being commenced against you.

6.7. Whilst suspended you must only contact the person nominated by the company or the HR team, you should not have contact with anyone else in the business, failure to comply with this, may result in further disciplinary action being taken against you.

7. THE DISCIPLINARY HEARING

7.1. Once any investigation is complete and the facts have been established, if it is decided that there is a case for the Employee to answer, the Employee will be notified of this in writing and invited to a disciplinary hearing.

7.2. The disciplinary hearing will be held without unreasonable delay, and you will receive a minimum of three working days' notice in writing of any hearing.

7.3. The written notification shall include the following:

- The date, time, and place of the hearing.
- All allegations against you, which should be set out clearly.
- Sufficient information about the alleged conduct including the basis for those allegations or complaints in order to enable you to prepare to answer the case.
- Your right to be accompanied (for more information on representation see section 16)
- Who will be chairing the hearing.
- Where appropriate, any supporting documentation / evidence collated during the investigation stage.
- What the possible consequences of the hearing might be, e.g., a warning or dismissal.

7.4. Disciplinary hearings should always be conducted by a member of the management team.

7.5. The manager hearing the disciplinary should be more senior to you.

7.6. They must not have been involved in the investigation stage and must be of the same level or more senior to the investigating manager.

7.7. A colleague will normally accompany the disciplinary manager in order to take notes. However, they may also get involved in the discussions,

7.8. During the hearing, the disciplinary manager should advise you as to the reason for the disciplinary hearing and the findings of the investigation.

7.9. You should be given the opportunity to state your case and respond to the allegations.

7.10. The disciplinary manager will adjourn at the end of the hearing so that they can consider the evidence, along with the representations which you have made during the hearing.

7.11. Once the disciplinary manager has made their decision, they must reconvene the meeting to give you the outcome.

7.12. This decision must be confirmed in writing to you, along with written notification of your right to appeal.

7.12. You should make all reasonable efforts to attend disciplinary hearings. Even if you are unfit to work, you will be expected to attend meetings unless your doctor specifically advises you that you are not fit to attend. In this situation, you should provide written evidence from your doctor confirming this. If you fail to attend successive disciplinary hearings, then the disciplinary manager may make a decision in your absence based on the evidence available.

8. THE DISCIPLINARY OUTCOMES

8.1. The following table outlines the possible outcomes which may be considered:

- A first warning
- A second warning
- A final warning
- Dismissal or other sanction

9. FIRST WARNING

9.1. The Employee will receive written details of the nature of the misconduct, the change in behaviour required, the time scale for the warning, and the right to appeal.

9.2. The warning will also inform the Employee that further consequences will be considered if further misconduct occurs.

9.3. A copy of the warning will be kept on the employee's record but will be disregarded for disciplinary purposes after a specified period subject to achieving and sustaining satisfactory conduct. The warning period will ordinarily be for up to 6 months, but this will be decided at the discretion of the Chair of the Disciplinary hearing.

10. SECOND WARNING

10.1. The Chair of the Disciplinary hearing may decide to issue a second written warning with a longer warning period, depending on the seriousness of an incident of misconduct.

10.1. The Employee will receive written details of the nature of the misconduct, the change in behaviour required, the time scale for the warning, and the right to appeal.

10.2. The warning will also inform the Employee that further consequences will be considered if further misconduct occurs.

10.3. A copy of the warning will be kept on the employee's record but will be disregarded for disciplinary purposes after a specified period subject to achieving and sustaining satisfactory conduct. The warning period will ordinarily be for up to 6 months and up to a maximum of 12 months, but this will be decided at the discretion of the Chair of the Disciplinary hearing.

11. FINAL WARNING

11.1. If the misconduct is sufficiently serious, or if there is further misconduct during existing warning period, a final warning may be issued.

11.2. The Employee will receive written details of the nature of the misconduct, the change in behaviour required, the time scale for the warning, and the right to appeal. It will also warn that further misconduct may lead to dismissal (or some other sanction short of dismissal) and will refer to the right of appeal.

11.3. A copy of the warning will be kept on the employee's record but will be disregarded for disciplinary purposes after a specified period subject to achieving and sustaining satisfactory conduct. The warning period will ordinarily be for up to 6 months and up to a maximum of 12 months unless exceptionally decided by the Chair of the Disciplinary hearing.

12. OTHER SANCTION SHORT OF DISMISSAL

12.1. Other action short of dismissal may be considered, including for example (although this is not intended to be an exhaustive list):

- Demotion
- Unpaid suspension
- Restriction of duties/change to terms of employment
- Transfer
- Withholding/loss of incremental progression for a specified period.

12.2. If some action short of dismissal is deemed appropriate, the Employee will receive written details about it. The letter will warn the Employee that further misconduct may lead to a dismissal, and it will refer to the right of appeal.

12.3. In the case of action short of dismissal, a copy if the written details will be kept on the employee's record but will be disregarded for disciplinary purposes after a specified period subject to achieving a satisfactory conduct. The warning period will ordinarily be for maximum of 12 months unless exceptionally decided by the Chair of the Disciplinary hearing.

13. DISMISSAL

13.1. In reaching a decision to dismiss, prior to careful consideration of other options will be given. If, on balance, other sanctions are deemed inappropriate due to severity of the case, and the Employee is to be dismissed, the Employee will be provided in writing with reasons for dismissal, the date of the termination of his/her employment and will be given the right to appeal the decision and other relevant arrangements.

14. THE STAGES OF THE DISCIPLINARY PROCESS

14.1. The disciplinary process normally progresses stage by stage as per sections (9), (10) and (11). However, in circumstances when the nature of the offence warrants it, the process may be entered at any stage or disregarded entirely depending on the severity of the offence.

14.2. All other sanctions short of dismissal may be given as a disciplinary outcome on their own, or may be given in conjunction with a first, second or third stage warning.

14. MISCONDUCT

14.1. The following are examples of the most common types of misconduct although this is not intended to form exhaustive list:

- Unsatisfactory timekeeping
- Poor attendance
- Failure to control stock to the required standard
- Failure to maintain acceptable personal hygiene standards
- Failure to maintain an acceptable standard of dress and appearance
- Minor incidents of unsuitable behaviour
- Inadequate customer service
- Negligence
- Disruption of the work of others
- Minor cash or stock handling issues

15. GROSS MISCONDUCT

Gross misconduct, even in the absence of any previous warnings, can be sufficiently serious to destroy the Company's trust and confidence in the employment relationship and could warrant summary dismissal without notice payment or payment in lieu of notice.

The following are examples of the most common types of gross misconduct, although this is not intended to form exhaustive list, which would normally result in summary dismissal (i.e., dismissal without notice and without pay in lieu of notice):

- The handling of stock, cash, cheques, and vouchers
- Failure to follow the absence reporting procedure
- The recording and/or administration of transactions, discounts, refunds, manual sales, and similar matters
- Overcharging or undercharging of customers and other employees
- Health and safety
- Consumption of company stock that has not been paid for correctly or at all
- Smoking, alcohol, and drugs
- Electronic Information and Communication, including disclosure of passwords to third parties
- Dishonesty including, but not limited to, theft, or attempted theft from the company, colleagues, customers, or suppliers
- Borrowing money from other colleagues where this causes misconduct in the workplace
- Falsifying or withholding information in personnel records, employment applications, clocking in and out, sickness and expense forms or any other records or reports
- Serious negligence that causes unacceptable loss, damage, or injury to the company or to any individual
- Destroying or wilfully damaging Signature Flatbreads UK property or the property of another
- Serious breach of confidence including using for personal gain any information obtained in the course of employment that is not readily available to the general public or disclosing any such information, which might damage Signature Flatbreads UK interests
- Physical violence, fighting or attempting to injure another
- Acts of harassment, bullying or behaviour that is in breach of the Equal Opportunities and Harassment Policies
- Acts of insubordination including failure to comply with a reasonable management request
- Breach of security rules
- Unauthorised Absence
- Inappropriate use of the Internet, computer or other equipment provided to you by the company for business purposes
- Misuse of the company's name or being involved in activities or incidents either inside or outside the company, which may bring the company's name and/or reputation into disrepute
- Being charged with and/or convicted of a criminal offence, which in the opinion of the company demonstrates unsuitability for further employment with the company
- Indecent or immoral behaviour, including accessing and/or distributing offensive or pornographic material whether obtained from the Internet or otherwise

16. REPRESENTATION

For all hearings (including appeal hearings) under a formal procedure (Disciplinary, Capability and Grievance) you may be accompanied by a work colleague or a Trade Union Official. Your representative will be allowed to:

- Take notes
- Ask for adjournments
- Ask questions
- may address the hearing to put forward and sum up your case
- Summarise and ask for clarification on any point
- Make statements on your behalf
- Confer with you

They cannot respond to questions asked directly to you or prevent the Company from explaining its case. You will be expected to put your version of events forward and to answer questions relating to the allegations or issues being discussed.

When choosing your representative, you need to ensure that they have not been involved in your case. If you have any queries regarding the appropriateness of your representative you should speak to the HR Department.

In limited situations, for example where the representative you have suggested is inappropriate the Company reserve the right to request that an alternative representative is selected.

17. APPEALS

17.1. You may appeal against:

- A formal disciplinary outcome
- A formal capability outcome
- The outcome of a grievance

17.2. The appeal should be made in writing within five working days from receiving the letter confirming the outcome of the hearing.

17.3. You should clearly state your reasons for appeal, and it should be sent to the person identified in the letter.

17.4. The Company will appoint a manager to deal with the appeal.

17.5. Where practicable, this will be an independent manager who has not been involved at an earlier stage in the process.

17.6. They may be a manager from a different site or department, or a more senior manager to the initial decision maker. In any event, the appeal manager will have the authority to change the previous decision.

17.7. The senior manager hearing the grievance will usually convene a hearing.

17.8. You have the right to be accompanied by a work colleague or a Trade Union Official.

17.9. You should make all reasonable efforts to attend a hearing.

17.10. Even if you are unfit to work, you will be expected to attend appeal hearings unless your doctor specifically advises you that you are not fit to attend. In this situation, you should provide written evidence from your doctor confirming this.

17.11. In the case of the disciplinary and capability procedures, the person hearing the appeal has the right to:

- Decide that no action should have been taken and revoke the decision if the disciplinary or capability hearing
- Lower the level of action taken
- Alter the sanction
- Confirm that the original action taken was correct and dismiss the appeal
- Impose a higher level of action, including dismissal

17.12. If a decision to dismiss is revoked any notice given will be withdrawn and, if the dismissal has already taken place, you will be reinstated with continuous service and will receive normal pay for the period lost through dismissal.

17.13. The decision on appeal is final and there is no further right to appeal. The only exception to this is if the outcome of the appeal is to impose a higher level of action. Only in this instance, will you have a further right to appeal.

CAPABILITY PROCEDURE

PURPOSE

This procedure is designed to set out a consistent and fair method of addressing those cases where you appear to be unable to carry out your duties to the Company's required standards. If your manager raises issues under this procedure, they should make it clear to you that your job might be at risk if you fail to reach the required standards.

The procedure only applies to Employees. However, the Company reserves the right not to apply this procedure in respect of Employees still in any probationary period or in the first two years of joining the Company. It does not apply to agency workers or self-employed contractors.

A lack of capability exists where, no matter how hard an Employee tries, he or she is unable to perform their job to the standard required by the Company. Capability issues may also arise as a result of an Employee's poor attendance either as a result of ill health or for other reasons.

Employees will not normally be dismissed for performance reasons without previous warnings. However, in serious cases of gross negligence, or in any case involving an Employee who has not yet completed their probationary period, dismissal without previous warnings may be appropriate.

If an Employee fails to meet the required standard as a result of his or her own carelessness, negligence, or a lack of effort, this will not only constitute a lack of capability, but could be regarded as misconduct, which may be dealt with under the Company's Disciplinary Procedure.

In the event there are problems with or concerns about an employee's performance, it is important for the Manager to try to identify the root cause of the problem and deal with it accordingly.

Examples of underperformance may include, but are not limited to:

- Failure to attain the standards specified in the role profile
- Sub-standard performance identified in the PDR or generally
- Unacceptably slow rate of work
- Failure to meet reasonable deadlines
- Failure to meet reasonable work objectives
- Failure of any tests or courses which are required for the role
- Failure to acquire, or keep up to date with, technical or professional skills or knowledge required for the role

Where there are concerns about your capability, your manager should first seek to support you in improving your capability in the role. Should it be necessary to deal with capability on a more formal basis, you will be provided with details of the procedure to be followed.

KEY PRINCIPLES

- Your manager will monitor your performance throughout your employment
- Your manager will advise you of any concerns they have in relation to your performance, explore the reason(s) and make every effort to ensure you understand the level of performance that is expected of you
- Your manager will aim to provide you with appropriate training and support to enable you to meet the required standards
- You will be given the opportunity to respond to your manager's concerns
- You will be informed at least 3 days in advance, of the details of a formal review hearing in writing, stating the reasons for the hearing and details of the concern(s) your manager wishes to discuss
- You will have the right to be accompanied at a formal review hearing by a work colleague or a Trade Union Official
- Your manager will also consider the possibility of suitable alternative employment
- Your manager will reserve the right to start this procedure at any stage and may go straight to the final review hearing depending on the seriousness of the poor performance and the effect that it is having on the business
- Any action taken against you will be confirmed in writing detailing your right to appeal

RELATIONSHIP WITH DISCIPLINARY PROCEDURE

The capability procedure is used for situations concerning a genuine lack of capability unlike the disciplinary procedure, which is used for situations where there is misconduct, a deliberate failure or negligence on your part. If at any stage your manager has reason to believe that any aspect of your underperformance relates to issues of conduct, they will use the disciplinary procedure.

ILL HEALTH AND UNDERPERFORMANCE

If your manager considers that your underperformance may be related to a medical condition they should first investigate, verify, and then consider whether reasonable adjustments to your duties could be made. This will normally include discussions with the HR Department to understand whether seeking advice from a medically qualified advisor would be beneficial.

INFORMAL DISCUSSIONS

The formal capability procedure does not cover informal discussions about job performance, which are part of the day-to-day relationship between you and your manager. Such discussions will, where practicable and appropriate, precede any formal action under the capability procedure. If issues cannot be resolved on an informal basis, then the formal capability procedure will be used.

FORMAL CAPABILITY HEARINGS

The procedure may be used where:

- Previous support, advice or warnings have been ineffective
- A number of minor complaints are made which, taken together constitute a capability issue
- There is a more serious level of unsatisfactory work performance

The formal procedure should not be triggered without you first being given an opportunity to improve as part of the normal management process, through informal discussions and coaching.

You shall receive a minimum of 3 days' notice in writing of any hearing.

The written notification shall include:

- The date, time, and place of the hearing
- The issues around performance, which should be set out clearly with factual information (if there is an accumulation of events that leads to the problem these should be clearly outlined)
- The right to be accompanied by a Trade Union Official or work colleague
- Who will be chairing the hearing
- Any supporting documentation your manager intends to rely on, which should include details of action previously taken and details of support and assistance provided
- What the possible consequences of the hearing might be, i.e., whether a warning might be issued and if so what level

At the hearing there shall be an opportunity for you to discuss your manager's concerns and to address any difficulties. Where your manager remains dissatisfied, the required improvement will be discussed and specified, including how it will be assessed and the timescales in which it should be achieved. When an improvement is required appropriate support and assistance must be given.

All decisions of your manager shall be recorded in writing and confirmed in a letter to you.

Capability hearings should always be conducted by a member of the management team. A colleague, who will take notes, will normally accompany your manager.

You should make all reasonable efforts to attend formal capability hearings. Even if you are unfit to work, you will be expected to attend meetings unless your doctor specifically advises you that you are not fit to attend. In this situation, you should provide written evidence from your doctor confirming this.

STAGES OF THE CAPABILITY PROCEDURE

The capability procedure comprises of the following three stages. Normally all stages shall be followed, although action may be taken at any of the stages, depending on the seriousness of the poor performance.

Stage 1 Capability

Where you are failing to perform to an acceptable standard despite having been given guidance and assistance, a formal hearing shall be held. If, on conclusion of the hearing your manager remains dissatisfied with your performance the following actions shall be specified in writing:

The improvement required with detailed timescales

Where appropriate, any support or assistance to be provided

A first stage warning will be issued which will confirm that failure to meet the improvement specified within a specified period of time, will mean that the matter will be considered at a stage 2 hearing

Your right of appeal against the warning

Stage 2 Capability

Should the improvement specified in stage 1 not be achieved within the timescales, a further hearing shall be held. If, on conclusion of this hearing your manager still remains dissatisfied with your performance the following actions shall be specified in writing:

The improvement required with detailed timescales

The support or assistance to be provided

A second stage warning will be issued which will confirm that failure to meet the improvement specified within a specified period of time, will mean that the matter will be considered at a stage 3 hearing, where your continued employment will be considered

Your right of appeal against the warning

Stage 3 Final Capability

Should the improvement specified in stage 2 not be achieved within the timescales, a further hearing shall be held. If, on conclusion of this hearing your manager continues to be dissatisfied with your performance a decision will be taken regarding your continued employment.

In reaching this decision the following factors would be considered:

The likelihood of you achieving and sustaining an acceptable standard of performance by extending the assistance offered (i.e., issuing a further second stage warning)

Whether alternative roles and/or duties are an option

If neither of the above options is applicable, then your manager will write to you notifying you of their decision to dismiss you with notice. You would have the right of appeal.

ALTERNATIVE ROLES AND/OR DUTIES

Alternative roles and/or duties, *including demotion*, will usually be considered prior to any dismissal although you do not have the right to be moved to a particular post. It will depend upon whether there are alternative roles and/or duties available and your ability to perform them. This will only be considered when there is agreement between you and the Company. All offers of alternative roles and/or duties will be made in writing specifying a trial period in which your performance will be assessed. The consequences of not accepting an alternative offer or of an unsuccessful trial period may result in your dismissal with notice.

MONITORING OF REQUIRED IMPROVEMENT

As part of providing support and encouragement, your performance shall be regularly monitored by your manager against the improvements required. When there is an acceptable level of improvement you will receive written acknowledgement and shall be advised and encouraged that this standard of

performance must be maintained. It is normal to set a further period of monitoring to ensure that performance does not fall back. Should you show no sign of improvement despite being given support and assistance and an opportunity to improve, timescales for processing to the next stage of the procedure may be brought forward.

LEVEL OF WARNINGS

<i>Warning</i>	<i>Duration of warning</i>
First stage warning	12 months
Second stage warning	12 months
Dismissal	Not applicable

Any action taken against you will be confirmed in writing. You will be given the right to appeal against any action (for more information on appeals see section 17. of the Disciplinary Procedure). Once a warning has lapsed, it will be disregarded if no further action is taken.

GRIEVANCE PROCEDURE

PURPOSE

The Company aims, by means of this procedure to have arrangements for dealing with Employees' grievances effectively and fairly and to comply with current employment legislation and the ACAS Code of Practice relating to grievance procedures. The Company recognises that anybody working in an organisation may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues. This procedure is designed to set out a consistent and fair method of addressing problems or concerns you may have relating to your work, working environment, or working relationships with a view to resolving them.

The procedure only applies to Employees. However, the Company reserves the right not to apply this procedure in respect of Employees still in any probationary period or in the first two years of joining the Company. It does not apply to agency workers or self-employed contractors.

Grievances may include issues arising in relation to the following:

- Terms and conditions of employment
- Health and safety
- Work relations
- New working practices
- Working environment
- Organisational change
- Discrimination

KEY PRINCIPLES

- You must raise issues promptly
- You should attempt to resolve issues informally
- If you wish to raise a formal grievance, you should do so in writing
- Where you have raised a formal grievance, your manager will arrange a hearing, so that you are given the opportunity to present your case
- You will be informed at least 3 days in advance, of the details of a formal grievance hearing in writing
- You will have the right to be accompanied at a formal grievance hearing by a work colleague or a Trade Union Official
- Managers will carry out necessary investigations to establish facts, before making a decision
- The grievance outcome and your right to appeal will be confirmed in writing to you
- All grievance proceedings and records will remain confidential where possible

INFORMAL PROCEDURE

Before initiating the formal grievance procedure, you are encouraged to try and settle any grievance informally with the person to whom the grievance relates and/or your manager, as the aim of the grievance procedure is to resolve any work-related problems quickly and fairly. If it is not possible to resolve a grievance informally then you should raise the matter formally, by submitting a formal written grievance without unreasonable delay with your manager (or a manager who is not the subject of the grievance).

FORMAL PROCEDURE

To make a formal grievance you should set out your concerns, allegations, or complaints clearly and concisely in writing to your manager. The grievance should clearly state the grounds of your concern. Where your grievance is against your manager, you should raise the matter with the next level of management. Employees should feel able to raise issues and be assured they will not suffer any detriment as a result of doing so. Equally, Employees have a responsibility to attend any meetings and hearings convened in accordance with this procedure and to support the resolution of the issue.

In exceptional circumstances, you may also raise concerns with the HR Department, if you foresee difficulties in raising the matter through your line of management. The HR Department may assign the handling of your grievance to an appropriate manager.

The manager will organise a grievance hearing, and you shall receive a minimum of 3 days' notice in writing of any hearing. The written notification shall include:

- The date, time, and place of the hearing
- The nature of your grievance
- The right to be accompanied
- Who will be chairing the hearing

Grievance hearings should always be conducted by a member of the management team. The manager hearing the grievance must have the authority to be able to resolve the issue. A colleague who will take notes, but may also get involved in the discussions, will normally accompany the manager.

During the hearing, the manager should:

- Establish all the facts relating to the grievance
- Establish what you want from the process
- Manage your expectations around possible outcomes
- Establish who else they need to speak to, or what additional investigations need to be carried out, in order to reach their conclusion

The manager should take an adjournment at the end of the hearing so that they can consider the representations which you have made during the hearing. Where appropriate the manager hearing your grievance should carry out additional investigations before making their decision.

Additional investigations may include interviewing witnesses and collecting information. All employees are required to co-operate in such investigations. You must give a full and honest account of matters within your knowledge when investigations are in progress. Failure to cooperate may lead to disciplinary action being taken.

Once the manager has made their decision, they will usually reconvene the meeting to give you the outcome. Alternatively, the outcome may be confirmed to you in writing. In any event, the decision will be confirmed in writing to you, along with written notification of your right to appeal (if appropriate).

You and your chosen companion should make every effort to attend grievance hearings. Where a chosen Companion is unable to attend the hearing at the arranged time, the Employee may propose an alternative date which should be no later than five working days from the original hearing date. Where the Employee is unable or unwilling to attend a grievance meeting, the Company will consider how best the Employee's grievance may be handled in the absence of a grievance meeting.

If you are unfit to attend work, you will still be expected to attend meetings unless your doctor specifically advises you that you are not fit to attend. In this situation, you should provide written evidence from your doctor confirming this.

You will be given the right to appeal against any grievance outcome (for more information on appeals see section 17. of the Disciplinary Procedure).

RELATIONSHIP WITH DISCIPLINARY PROCEDURE

If your grievance is upheld and the person you have raised a grievance against is being disciplined as a result, then the evidence gathered during the grievance procedure will be used to form the basis for the investigation in the disciplinary process. The manager hearing the disciplinary will be independent and should be of the same level or senior to the manager who dealt with the grievance. You would not be entitled to know the outcome of any disciplinary case.

If, after investigation, your grievance is found to be malicious or vexatious (i.e., raised without sufficient grounds, so as to cause annoyance or embarrassment) then you may be subject to the disciplinary procedure. This is potentially gross misconduct and could result in summary dismissal.

If an Employee raises a grievance whilst subject to a disciplinary investigation, the Manager should consider suspending the disciplinary case for a short period of time (normally by no more than one week) to consider the implications of the grievance upon the disciplinary procedure. The Manager will then make a decision as to whether two separate investigations need to be conducted, or whether the grievance and disciplinary processes should run concurrently.

WHISTLEBLOWING POLICY

This policy sets out how a worker can make a disclosure under the Public Interest Disclosure Act 1998.

Background

The law provides protection for workers who raise legitimate concerns about specified matters. These are called "qualifying disclosures". A qualifying disclosure is one made in the public interest by a worker who has a reasonable belief that:

- a criminal offence;
- a miscarriage of justice;
- an act creating risk to health and safety;
- an act causing damage to the environment;
- a breach of any other legal obligation; or
- concealment of any of the above;
- is being, has been, or is likely to be, committed. It is not necessary for the worker to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is sufficient. The worker has no responsibility for investigating the matter - it is the Signature Flatbreads UK Ltd's responsibility to ensure that an investigation takes place.

A worker who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment, or victimised, because he/she has made a disclosure.

The Signature Flatbreads UK Ltd encourages workers to raise their concerns under this procedure in the first instance. If a worker is not sure whether or not to raise a concern, he/she should discuss the issue with his/her line manager or the HR department.

Principles

Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. Workers should be watchful for illegal or unethical conduct and report anything of that nature that they become aware of.

Any matter raised under this procedure will be investigated thoroughly, promptly, and confidentially, and the outcome of the investigation reported back to the worker who raised the issue.

No worker will be victimised for raising a matter under this procedure. This means that the continued employment and opportunities for future promotion or training of the worker will not be prejudiced because he/she has raised a legitimate concern. Victimisation of a worker for raising a qualified disclosure will be a disciplinary offence.

If misconduct is discovered as a result of any investigation under this procedure the Signature Flatbreads UK Ltd's disciplinary procedure will be used, in addition to any appropriate external measures.

Maliciously making a false allegation is a disciplinary offence. An instruction to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority such as a manager, workers should not agree to remain silent. They should report the matter to a director.

This procedure is for disclosures about matters other than a breach of an employee's own contract of employment. If an employee is concerned that his/her own contract has been, or is likely to be, broken, he/she should use the Signature Flatbreads UK Ltd's grievance procedure.

The legislation sets out a number of bodies to which qualifying disclosures may be made. These include:

- HM Revenue & Customs;
- the Financial Conduct Authority (formerly the Financial Services Authority);
- the Competition and Markets Authority;
- the Health and Safety Executive;
- the Environment Agency;
- the Independent Police Complaints Commission; and
- the Serious Fraud Office.

Please see below contact details for all employees wishing to disclose anything of the above to the business.

Email: Feedback@Signatureflatbreads.com
Phone: 01582 676466

WELLBEING POLICY

1. Introduction

- 1.1. We have a legal duty to manage risks to the health and safety of our employees. This includes considering the wellbeing of all employees at work. 'Wellbeing' encompasses mental, physical, emotional and social health. We will support you in each of these areas.
- 1.2. Please note that this Policy does not form part of your contract with us. We reserve the right to amend or remove this Policy.
- 1.3. This Policy:
 - a Sets out our commitment to workplace wellbeing
 - b Identifies the different aspects of wellbeing and how they might impact you at work
 - c Provides practical advice on things that you and we can do to maintain your workplace wellbeing
 - d Provides details of support available from us and others to assist with the promotion of wellbeing both in and outside of the workplace

- 1.4. This Policy applies to all those working for us at any location and in any capacity. It applies to all our employees, workers, contractors and volunteers.

2. Our wellbeing principles

2.1. We are guided by the following general principles in our approach to wellbeing:

- a We will give non-judgmental and proactive support to individuals who experience mental health problems.
- b We will comply with our legal duties to consider reasonable adjustments in the workplace.
- c We will identify any wellbeing issues by asking about health and wellbeing in appraisals and at exit interviews.
- d We will treat all matters relating to individuals and their health problems in the strictest confidence in accordance with our Data Protection Policy.

3. The different aspects of workplace wellbeing

There are several different aspects of health and wellbeing. We aim to provide a healthy and balanced workplace which supports each of these aspects.

3.1. Mental wellbeing

- a Mental wellbeing concerns your feelings and any health conditions which are not physical in nature. How you feel has a significant impact on your wellbeing. Mental health issues, such as stress, anxiety and depression, can dramatically impact your working life and your ability to work effectively.
- b We want to have an open dialogue with you regarding your mental wellbeing.
- c If your work affects your mental health, then you should raise this with your line manager. They will offer support to manage the issue, or point you in the right direction. For example, if you feel that your workload is unmanageable and is negatively impacting your mental wellbeing, then we can review your workload to ensure that adequate support is in place for you.
- d A healthy work-life balance is important. We encourage you to approach us informally with any requests you may have for flexibility, whether short-term or long-term, to support your mental wellbeing. We also have a Flexible Working Policy for formal requests.
- e We encourage you to take practical steps to safeguard your mental wellbeing at work on a day-to-day basis, for example, by taking regular breaks during the working day.
- f Use your holiday entitlement effectively to help to maintain a healthy work-life balance. Do not work whilst you are on holiday.

3.2. Emotional wellbeing

- a Emotional wellbeing is an aspect of mental wellbeing which focuses on how you feel about the workplace. Do you feel supported by your *colleagues and managers*? Do you have a clear understanding of the expectations placed on you? Do you feel supported in your workplace development and career progression?

- b We will ensure you are clear about the expectations placed on you in your job role by providing a full job description and regular one-to-one discussions with your line manager regarding your performance.
- c We will discuss your career aspirations with you so that you feel happy and fulfilled in the role you are doing and the direction of your career.
- d We have in place a clear appraisal process which encourages discussion between us in relation to current performance and future work plans.
- e We encourage you to let us know if you experience emotional difficulties associated with your work so that we can provide you with support. You should raise issues with your line manager in the first instance.
- f We have a Grievance Policy which you can use if you believe that emotional wellbeing issues are not being handled effectively.

3.3. Physical wellbeing

- a Physical wellbeing relates to your body's physical health. This includes things such as diet, exercise, injuries and physical health conditions.
- b We will support your physical wellbeing in the workplace in several ways. We have health and safety procedures in place to minimise any risks to physical health posed by the working environment itself. For more details, please see our Health & Safety Policy.
- c It is important to stay hydrated during your working day. We provide water coolers on site, which we encourage you to use. NHS guidance recommends drinking a minimum of 1.2 litres of water per day.
- d You can make a difference to your physical wellbeing by making good health choices: healthy eating, undertaking regular physical exercise, refraining from smoking and avoiding excessive alcohol consumption.
- e We encourage you to take breaks away from your workstation or area during the day. Consider taking a short walk during your lunch break – outside if possible. If you experience difficulty taking an exercise break and this affects your wellbeing, you should raise this with your line manager. They will offer support to allow you to take reasonable time out.

3.4. Social wellbeing

- a The employment relationship is an interactive one. You work alongside colleagues. The workplace should be a place of collaboration and not isolation. Social wellbeing is focused on promoting healthy interactions in the workplace, preventing isolation and encouraging respect among colleagues.
- b We have a zero-tolerance policy on bullying and harassment in the workplace. See our Anti Bullying & Harassment Policy for further information. If you have difficulties with workplace relationships, then this can be a source of stress and unhappiness at work, impacting your emotional and mental wellbeing. We urge you to reach out to your line manager for support with any issues you may experience. You can also utilise our Grievance Policy to ensure that workplace issues are handled and resolved appropriately.
- c We provide opportunities for social interaction and provide a meal for day workers on a Wednesday and for factory staff on the last Wednesday of the month.
- d You can support the emotional wellbeing of your colleagues by reviewing our policies on Anti Bullying & Harassment, Equality & Diversity to check that your own social behaviours are in line with our expectations of you.

- e If your role is office- or site-based, we encourage you to make an effort to make time during your working day for social interaction with your colleagues. This could mean taking a tea break with a colleague or taking the time to ask them a non-work related question. This is likely to improve your social wellbeing and that of others.
- f If your role is home- or field-based, we encourage you to make sure that you don't become isolated from workplace interactions. Use virtual communication tools, such as Teams, to keep in touch with colleagues remotely. Set up virtual lunches and tea breaks to catch up and take a break from your work.

4. Return to work following absence

- 4.1. If you are absent from work because of ill health, then we will support you on your return to work, in line with our Absence rules. If we believe that we will be assisted by medical input, then we may ask for your consent to get a report from your doctor and/or occupational health nominated by us. Options such as a phased return or adjusted duties will be considered as part of any return-to-work process. We want to facilitate a positive, healthy and effective return to work, in line with our wellbeing principles set out above.

MENOPAUSE POLICY

1. Introduction

- 1.1. The menopause is something that we are all affected by, either directly or indirectly. We want you to understand what the menopause is and how it might affect people. We want to remove any stigma associated with the menopause. This is the best way of making sure that everyone impacted by it feels supported and understood.
- 1.2. This Policy:
 - a Sets out what the menopause is
 - b Explains how it might affect people, both directly and indirectly
 - c Provides a clear explanation of the support networks in place across our business to help those who may need support on this issue
 - d Sets out expected conduct and behaviour towards colleagues who are affected, directly or indirectly, by the menopause
- 1.3. Please note that this Policy does not form part of your contract with us. We reserve the right to amend or remove this Policy.
- 1.4. This Policy applies to all employees, contractors, agency workers, casual workers, interns and volunteers working for us.

2. What is the menopause?

- 2.1. Menopause occurs when a woman stops having menstrual periods. It is triggered by a reduction in the production of the hormone oestrogen. Menopause usually occurs between 45 and 55 years old. However, the timing and symptoms are different for everyone.
- 2.2. It's not only those who identify as women who will experience menopause. Some transgender men, non-binary people and intersex people or people with variations in sex characteristics may also experience menopause. In this Policy, reference to a specific gender should be taken to include all genders.
- 2.3. The menopause is split into perimenopause and postmenopause. Perimenopause marks the start of menopausal symptoms and may last several years. Postmenopause is the time after a woman experiences her last period.

3. What are the common symptoms of the menopause?

- 3.1. The menopause affects each person differently. Three out of four women will have symptoms and one out of four women will have severe symptoms. Symptoms are both physical and psychological in nature and can change over time.
- 3.2. Common symptoms include:
 - a Hot flushes
 - b Headaches
 - c Poor concentration
 - d Dry eyes
 - e Anxiety
 - f Low mood
 - g Lack of confidence
 - h Panic attacks
 - i Poor sleep
 - j Weight gain
 - k Fatigue
 - l Poor memory
 - m Joint and muscle pain

4. The role of managers

- 4.1. We are committed to supporting you through the menopause. This process starts with creating an environment where discussion about the menopause isn't taboo – it is out in the open and understood. We do not want our employees to feel embarrassed or awkward.

- 4.2. For managers, recognising the symptoms of the menopause is vital to treating an affected employee fairly. It can explain certain behaviours that you might otherwise put down to a bad attitude or poor performance.
- 4.3. If you are a manager and think that someone who reports to you may be going through the menopause and it is affecting their performance, if you're not sure what to do, please contact HR Department. Women who don't get the right support can lose confidence in their ability to do their job (some even decide to leave) and may find that their mental health suffers.

5. Support through the menopause

- 5.1. We know that the menopause is a very personal matter, so we will not raise it with you even if we think you are displaying symptoms. We might ask how you are, in general terms. You can then decide whether to talk to us about the menopause or not. We encourage you to do so because we want to support you.

- 5.2. We have a four-step procedure that applies to discussions around the menopause and the action we'll take.

5.3. Step 1

- a You could start by speaking with your GP or medical specialist about your menopause-related concerns.
- b You could also talk to the HR department, or you could go straight to your line manager (see Step 2) if you feel comfortable doing that.

5.4. Step 2

- a Meet with your line manager. You should expect to be able to have a private, friendly, honest and constructive conversation.
- b We will discuss with you ideas that could make things easier for you. Adjustments will depend on different factors, but things you could ask us to consider include:
 - Modifying your uniform or dress code (where practicable)
 - Installing a water cooler
 - Giving you a desk fan
 - Making a room available for rest
 - Allowing you more frequent breaks
 - Extending deadlines
 - Agreeing a flexible working arrangement (a change in working hours or homeworking, for example)
 - Altering some aspects of your duties
- c Your conversation with your line manager will be confidential. They will probably need to discuss issues and possible solutions with others, including HR, Health and Safety your

GP or our company occupational health provider. Those people are subject to duties of confidentiality.

- d We will work hard to balance your needs with those of your colleagues; however, on occasions, we may not be able to find a solution that works for everyone.
- e We will keep notes of the things we discuss and will comply with our data protection responsibilities in respect of the information that passes between us, in line with our Data Protection Policy.
- f After your initial meeting with your line manager, and periodically after that, we may carry out health and safety risk assessments and/or seek advice from occupational health.

5.5. Step 3

- a Taking account of any specialist advice, we will agree with you the adjustments that we will make.
- b We will meet with you to make sure that the adjustments are working for you and us. If any modifications are needed, or if anything new needs to be put in place, we will discuss that with you.

5.6. Step 4

- a We will meet with you on an ongoing basis to check that your symptoms are being managed effectively.
- b You may find that your symptoms change over time. Please tell us if that happens, so that we can look at making further or alternative adjustments. Once your symptoms pass, we expect you to tell us, and we may discuss with you removing the adjustments in place.

5.7. We may need to consult with *occupational health/your doctor* at various points to make sure everything is being done that should be done.

5.8. We are aware that you may be indirectly affected by the menopause. It may directly affect a loved one or family member, and this may cause concern or distress. We are committed to supporting you too. We urge you to talk to the HR Department so we can discuss how we might best support you.

6. Our expectations of our staff

- 6.1. We may not be able to tell you about any menopause-related issues that a particular colleague is experiencing. We need you to accept that and respect their privacy.
- 6.2. Employees must treat each other fairly. Any unfavourable treatment, harassment, teasing or inappropriate comments in relation to the menopause or a colleague's symptoms could constitute age, disability or sex discrimination. You are expected to treat each other with respect and compassion. We have a zero-tolerance policy on bullying and harassment (please see our Harassment & Bullying Policy for more information).
- 6.3. If you treat a colleague badly (including making unwanted comments or jokes) because of their menopause symptoms, you could be disciplined.

7. Useful contacts

7.1. There are lots of web-based resources where you can find support and information. Examples include:

- a <https://www.nhs.uk/conditions/menopause>
- b <https://www.themenopausecharity.org>

ETHICAL TRADING POLICY STATEMENT

The principles adopted by Signature Flatbreads UK Limited in this policy document are based on the International accepted standards set out in the Ethical Trading Initiative (ETI) Base Code of Labour Standards. Signature Flatbreads UK Limited will, as far as is reasonably practicable, ensure that they, and their suppliers and their sub-contractors, comply with the stated policy requirements:

1. Employment is freely chosen
2. There is no forced, bonded, or involuntary prison labour.
3. Workers are not required to leave deposits or their identity papers with their employer and are free to leave their employer after reasonable notice.
4. Working conditions are safe and hygienic
5. A safe and hygienic working environment shall be provided.
6. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work. Access to clean toilet facilities, potable water and sanitary facilities for food storage shall be provided.
7. Child labour shall not be used
8. There shall be no recruitment of child labour.
9. Signature Flatbreads does not employ any person below the age of eighteen years at the workplace.
10. Signature Flatbreads prohibits the use of child labour and forced or compulsory labour at all its units.
11. No employee is made to work against his/her will or work as bonded/forced labour, or subject to corporal punishment or coercion of any type related to work.
12. Living wages are paid
13. Wages and benefits paid for a standard working week must meet; at a minimum, National legal Standards, or Industry benchmark Standards, whichever is higher.
14. Workers shall be made aware of their employment conditions.
15. No deductions are made from wages as a disciplinary measure and pay slips detailing lawful deductions are provided for each pay period.
16. Staff are given clearly understandable written terms and conditions of employment that details the employment relationship and the respective obligations of the employee and employer.
17. Working hours are not excessive
18. Working hours shall comply with National Laws and Benchmark Industry Standards, whichever affords the greater protection. In any event, workers shall be provided with at least one day off for every 7-day period.
19. Staff are not forced to work in excess of 48 hours per week, a voluntary opt out agreement is available for those wishing to work in excess of 48 hours per week.
20. Overtime shall always be compensated at a premium rate of 125% or with time off in lieu of the extra hours worked.
21. Working hours should meet Local, National, Legal or Industry benchmark standards as a minimum.
22. No discrimination is practice
23. There shall be no discrimination in hiring, compensation, access to training, promotion, termination, or retirement based on race (including colour, nationality, or ethnic origin), religion, belief, age, disability, gender, gender re-assignment, marital status, sexual orientation, union membership or political affiliation.
24. Opportunities for personal and career development are equally available to all employees.

Employment

1. To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice.
2. No harsh or inhumane treatment is allowed
3. Physical abuse or discipline, the threat of physical abuse, sexual or other harassment verbal abuse or other forms of intimidation shall be prohibited.

The provisions of this policy constitute minimum and not maximum standards. We will ensure that this policy is communicated and available to all relevant stakeholders as appropriate. This policy shall be reviewed for effectiveness and suitability at least annually as part of the management review process.

LEAVING SIGNATURE FLATBREADS (UK) LTD

RETIREMENT

The Company does not operate a normal retirement age for employees. Should you wish to retire voluntarily, please confirm in writing to your Manager and a HR Coordinator as early as possible the date you intend to retire and, in any event, no later than the period of notice you are required to give to terminate their employment in the normal course. The required notice periods are set out in your Statement of Terms.

RETURN OF COMPANY PROPERTY

When you leave the company for any reason, you must return to your manager any property you have in your possession that belongs to the company. The value of any property not returned, may be deducted from any final payment due to you.

END OF OCCUPATION MEDICAL

In some roles, you will need to have a final medical examination before the end of your employment. The Company will contact all employees who are required to undergo this medical prior to the end of their employment.

POST-EMPLOYMENT OBLIGATIONS

On leaving the Company you will be expected to observe all the continuing obligations owed by you in particular those relating to Confidential Information.