

Brasserie
Pascal's

Introduction...

The success of any organisation and that of its employees and workers depends very largely on the employees and workers themselves, and so we look to you to play your part as we shall continue to play ours.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability. We operate employment policies that are fair, equitable and consistent with the skills and abilities of our employees and the needs of the business.

We look to your support in implementing these policies to ensure that all employees are accorded equal opportunities for recruitment, training and promotion and, that equal terms and conditions of employment are applied to all jobs of like work.

We will not condone any discriminatory act or attitude in the conduct of our business either with members of the public or our employees. Acts of harassment or discrimination on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability are disciplinary offences.

We welcome you and express our sincere hope that you will be happy here in our team.

We ask that you carefully study the contents of this Handbook as, in addition to setting out our rules and regulations, it also contains a great deal of helpful information.

Any queries you may have relating to information within this Handbook should be raised with your Departmental Manager.

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1-Joining Our Company

A) PROBATIONARY PERIOD

You join us on an initial probationary period of three months. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action or terminate your employment without recourse to the capability or if a conduct matter the disciplinary procedure. At the end of your probationary period you will again be assessed and, if satisfactory, you will become a member of our regular staff. If you have not reached the required standard we may either extend the probationary period in order that remedial action can be taken or terminate your employment without recourse to the capability or disciplinary procedure. In the event of you failing to improve during the extended probationary period, your employment will be terminated without recourse to the capability or disciplinary procedure and subject to the basic requirements of the ACAS Code of Practice.

B) JOB DESCRIPTION

You will have been provided with a job description of the position to which you have been appointed but amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

C) EMPLOYEE TRAINING

At the commencement of your employment you will receive training for your specific job, and as your employment progresses your skills may be extended to encompass new job activities within the business. If you are interested in any particular training you should discuss this with your Line Manager.

D) PERFORMANCE AND REVIEW

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths, and help you overcome any possible weaknesses.

E) STAFF APPRAISAL SCHEME

We have a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

F) JOB FLEXIBILITY

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential as the type and volume of work is always subject to change, and it allows us to operate efficiently and gain maximum potential.

G) MOBILITY

It is a condition of your employment that you are prepared, whenever applicable, to travel to any other of our sites within reasonable travelling distance on a temporary basis. This mobility is essential to the smooth running of our business.

2-Wages and Salaries. etc.

A) ADMINISTRATION

1. Payment

- a. Payment is made weekly for hourly paid variable staff, and monthly for permanent staff.
- b. Weekly Paid Staff – The working week runs from Monday to Sunday. Payment of wages will take place on the following Friday directly into your bank account or building society account – you will be required to give your account details.
- c. You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.
- d. Any pay queries that you may have should be raised with your Line Manager.

2. Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

3. Income Tax and National Insurance

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them in your dealings with the Inland Revenue and other government departments, or if completing a self-assessment form.

B) LATENESS/ABSENTEEISM

1. You must attend for work punctually and be ready to commence work at the specified time(s) and are required to comply strictly with any time recording procedures relating to your work.
2. All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.
3. If you arrive for work more than one hour late without having previously notified us, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the shift/day without pay.
4. Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

C) SHORTAGE OF WORK If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment even if this necessitates placing you on short time or having to lay you off work without pay other than statutory guarantee pay.

D) MATERNITY/PATERNITY LEAVE AND PAY You may be entitled to maternity/paternity leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant you should notify your Departmental Manager at an early stage so that your entitlements and obligations can be explained to you.

E) PARENTAL LEAVE

If you are entitled to take parental leave in respect of the current statutory provisions, you should discuss your needs with your Departmental Manager, who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

F) TIME OFF FOR DEPENDANTS

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with your Departmental Manager, who, if appropriate, will agree the necessary time off. In the event of emergency situations, you must contact your Line Manager as soon as possible after the event in order to advise the Company of your personal situation.

3-Holiday Entitlement and Conditions

A) ANNUAL HOLIDAYS

1. Details of your holiday year and your annual holiday entitlement is shown in your individual Contract of Employment.
2. It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward.

B) CONDITIONS APPLYING TO YOUR ANNUAL HOLIDAY ENTITLEMENT

1. You should complete a holiday request form for all holiday requests and have it signed by your Departmental Manager before making any firm holiday arrangements.
2. Holiday requests will only be considered if you present them on a holiday request form and we will allocate agreed holiday dates on a “first come - first served” basis whilst ensuring that operational efficiency and minimum staffing levels are maintained throughout the year.
3. You should give at least four weeks’ notice of your intention to take holidays and at least one week’s notice is required for odd single days.
4. Your holiday pay will be at your normal basic pay unless shown otherwise in your contract of employment or Letter of Engagement
5. In the event of the termination of your employment any holidays accrued but not taken will be paid for. However, in the event of you having taken holidays in the current holiday year, which have not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary. This is an express written term of your contract of employment.

4-Sickness/Injury Payments and Conditions

A) NOTIFICATION OF INCAPACITY FOR WORK

1. You must notify us by telephone on the first day of incapacity at the earliest possible opportunity before your start time. Notification should be made personally (or if you are unable to do so, then by a relative, neighbour or friend), to your Departmental Manager or in their absence the Senior Staff on duty. You should try to give some indication of your expected return date and notify us as soon as possible if this date changes.
2. If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

B) EVIDENCE OF INCAPACITY

1. Doctors' certificates are not issued for short-term incapacity. In these cases of incapacity (up to seven calendar days) you must sign a self-certification absence form on your return to work.
2. If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a Fitness to Work Certificate and forward this to us without delay. Subsequently you must supply us with consecutive doctors' medical certificates to cover the whole of your absence.

C) PAYMENTS

1. You are entitled to statutory sick pay (SSP) if you are absent because of sickness or injury provided you meet the criteria in the current SSP regulations. When you are absent for four or more consecutive days you will be paid SSP by us if you are eligible. This is treated like wages and is subject to normal deductions.
2. Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
3. Any payment of wages/salary made during periods of absence from work due to any injury sustained at work will not imply acceptance of responsibility.
4. Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

D) RETURN TO WORK

1. You should notify your Departmental Manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
2. If you have been suffering from an infectious or contagious disease or illness you must not report for work without clearance from your own doctor. Separate rules relating to infectious diseases and food handlers are to be found later in this handbook and you, if you are a food handler, must familiarise yourself with them.
3. Upon returning to work you may be interviewed by your Departmental Manager for the purposes of ascertaining your well-being; this is known as a return to work interview

E) GENERAL

1. Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence, may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.
2. In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness. We cannot operate with an excessive level of absence as all absences, for whatever reason, reduces our efficiency.
3. We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
4. If we consider it necessary, we may ask your permission to contact your doctor or for you to be independently medically examined.

5-Safeguards

A) RIGHTS OF SEARCH

1. We have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business. These searches are random and do not imply suspicion in relation to any individual concerned.
2. If you should be required to submit to a search, if practicable you will be entitled to be accompanied by a third party to be selected from only someone who is on the premises at the time a search is taking place. This right also applies at the time that any further questioning takes place.
3. You may be asked to remove the contents of your pockets, bags, vehicles, etc.
4. Whilst you have the right to refuse to be searched, refusal by you to agree to being searched will constitute a breach of contract, which could result in your dismissal.
5. We reserve the right to call in the police at any stage.
6. If you suspect someone of stealing, whether from yourself, the team, restaurant or customers, you should report the matter to your Manager or a Director who will treat the information with the utmost confidentiality.

B) CONFIDENTIALITY

1. All information that:
 - a. is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
 - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and c. has not been made public by, or with our authority; shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.

2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

C) COPYRIGHT All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

D) STATEMENTS TO THE MEDIA

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by the Directors of the Company or nominated persons.

E) CASH HANDLING/TRANSACTION

You are required to strictly comply with cash handling and transaction procedures as notified separately

F) ORDERING AND RECEIVING GOODS

Only Departmental Managers authorised through the Directors and the General Manager are allowed to place orders for goods on our behalf and within the agreed budgetary limits. You may only sign for goods received or accept deliveries if you have been authorised to do so.

G) INDUCEMENTS

If you are offered any inducements, whether in cash, kind or goods, you should refuse such offers and immediately report the matter to your Departmental Manager or a Director. Any employee not adhering to this could be subject to disciplinary action.

H) KEY SECURITY

If you are entrusted with Company keys e.g. to premises, vehicles, cupboards etc, you are responsible for the security of these. They should not be left lying around etc and you should never give them to another person unless specifically authorised to do so.

I) ENTERING/LEAVING PREMISES

For your own protection and the benefit of customers, you should use entrance/exits designated for your use.

J) INVENTIONS/DISCOVERIES

1. An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:

- a. in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- b. outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and
- c. during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

K) VIRUS PROTECTION PROCEDURES

1. In order to prevent the introduction of virus contamination into the software system the following must be observed:-

- a. unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used; and
- b. all software must be virus checked using standard testing procedures before being used.

L) USE OF COMPUTER EQUIPMENT / E-MAIL AND INTERNET POLICY

1. In order to control the use of the company's computer equipment and reduce the risk of contamination the following will apply:

- a. The introduction of new software must first of all be checked and authorised by a nominated senior member of the company before general use will be permitted.
- b. Only authorised staff should have access to the company's computer equipment.
- c. Only authorised software may be used on any of the company's computer equipment.
- d. Only software that is used for business applications may be used.
- e. No software may be brought onto or taken from the company's premises without prior authorisation.
- f. Unauthorised access to the computer facility will result in disciplinary action in line with the Company's Disciplinary Procedure
- g. Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal in line with the Company's Disciplinary Procedure.
- h. Employees should be aware that abuse of Company computer equipment could also result in civil and criminal law action if deemed necessary the result of which could be prosecution

2. Introduction The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of Internet and E-mail within the company. The Internet and E-mail system have established themselves as an important communications facility within the company and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

3. Internet Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the company name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or non-related employment issues, leave an individual liable to disciplinary action which could lead to dismissal.

3. The use of the E-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the company's position on the correct use of the E-mail system.

4. Procedures - Authorised Use

- a. Unauthorised or inappropriate use of the E-mail system may result in disciplinary action which could include summary dismissal.
- b. The E-mail system is available for communication and matters directly concerned with the legitimate business of the company.

Employees using the E-mail system should give particular attention to the following points:

- All comply with company communication standards;
- E-mail messages and copies should only be sent to those for whom they are particularly relevant;
- E-mail should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. E-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;

- If E-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The company will be liable for infringing copyright or any defamatory information that is circulated either within the company or to external users of the system; and
- Offers or contracts transmitted by E-mail are as legally binding on the company as those sent on paper.

c. The company will not tolerate the use of the E-mail system for unofficial or inappropriate purposes, including:

- Any messages that could constitute bullying, harassment or other detriment
- Personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters); iii) on-line gambling;
- Accessing or transmitting pornography.
- Transmitting copyright information and/or any software available to the user
- Posting confidential information about other employees, the company or its customers or suppliers

6-Standards

A) WASTAGE

1. We maintain a policy of “minimum waste” which is essential to the cost-effective and efficient running of all our operations.
2. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:
 - handle machines, equipment and stock with care;
 - turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
 - ask for other work if your job has come to a standstill; and d. start with the minimum of delay after arriving for work and after breaks.
3. The following provision is an express written term of your contract of employment:-
 - any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism may render you liable to pay the full or part of the cost of repair or replacement;
 - any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work may render you liable to re-imburse to us the full or part of the cost of the loss; and

- in the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £250.00.

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4. In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

B) STANDARDS OF DRESS/APPEARANCE

1. As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where workwear is provided, this must be worn at all times whilst at work and laundered on a regular basis. Where workwear is not provided, you should abide by our dress code if applicable and wear clothes appropriate to your job responsibilities, which should be kept clean and tidy at all times.

2. Hair should be clean and tidy and long hair should be tied back. Stud like earrings only may be worn and jewellery should be kept to a minimum. Nails should be neatly trimmed and you should avoid using a harsh colour nail varnish. Body piercing or tattoos should not be visible if you are working in customer service areas.

3. You should wear footwear that is appropriate for your departmental duties but in all cases it must be of a safe working height, preferably with a non-slip sole. All front of house staff should wear black closed toe shoes and black socks/tights/stockings.

C) HOUSEKEEPING

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times

7-Health, Safety, Welfare and Hygiene

GENERAL STATEMENT

The Company accepts the aim and provisions of the Health & Safety at Work Act 1974.

The Company recognises that one of its foremost duties and responsibilities is the need to provide and maintain safe, healthy and hygienic working conditions and practices for all employees. The company considers that management and employees should share this responsibility for ensuring strict adherence to all company safety rules and regulations, and that they are obliged to co-operate with the company in maintaining high

standards of health and safety. The company considers the health & safety of its employees to be of paramount importance. Failure by any member of staff to observe correct and adequate health & safety practices will result in disciplinary action.

A) PERSONAL LIABILITY OF EMPLOYEES

It is the duty of each individual employee to take every reasonable care to ensure the health and safety of himself /herself and other persons who may be affected by his/her acts or omissions at work at work. It is also the duty of all employees to co-operate with their employers in achieving compliance with Health & Safety at Work Act 1974.

B) SCOPE OF POLICY

This policy statement will apply to all persons working within one of our locations contractually employed by the Company.

C) ACCIDENT PREVENTION

It is the responsibility of the members of the Management Team within the site to walk floors regularly to spot potential hazards to take remedial action. It is also their responsibility to ensure that staff is briefed in the necessary measures and precautions. It is the responsibility of all staff to be vigilant and to protect their own colleagues' health and safety and to report potential or actual hazards.

D) TRAINING

Each site Manager is responsible for identifying the training needs of his/her staff and ensuring that the necessary health and safety training, including induction training, is given to and understood by his/her staff.

E) ACCIDENT INVESTIGATIONS

Any member of staff who has had an accident must make sure that it is recorded in the 'Accident Book' which will be reviewed monthly by management. Any hazards causing or contributing to the accident will be dealt with and a record made of the action taken.

F) FIRST AID ARRANGEMENTS

First aid materials are provided at each branch. The Manager is responsible for their distribution and the nomination (if required) of a responsible person to take charge.

G) FIRE & ACCIDENT PREVENTION EMERGENCIES & TRAINING

All staff will take part in fire training under the instruction of the Fire & Safety Officers located on their site. Or from the Branch Manager, who MUST be well versed in the individual branch fire evacuation procedure.

Training and drills will also be undertaken to cover accidents and emergencies such as bomb scares.

In an emergency: Remain Calm Walk – Don't Run!

Dangers from fire: Suffocation Major Burns

H) SAFETY

- Sign-in on arrival
- Know where the fire assembly point is.
- If fire alarm sounds leave by the nearest exit & meet at the designated area
- Only tackle a small fire if safe to do so
- Do not return for personal belongings
- Only return to the building when told to do so by the Fire Officer

USE OF DANGEROUS MACHINERY

Branch Managers/ Supervisors must ensure that no employee is allowed to operate any machinery prescribed as dangerous without adequate training or supervision and that no person under 18 years of age is allowed to operate or clean such machinery under any circumstances.

J) DANGEROUS MACHINERY

All catering equipment can be dangerous unless used in the correct manner. The Site Manager will outline the dangers of each piece of equipment at the branch, but the following points should be noted:

- Check that protective devices are in place and that the machine is correctly set for the operation
- The plug and cable should be inspected to ensure they are in sound condition and have been correctly wired
- Report breakdowns and replacements needed, to your Manager immediately

K) PERSONAL PROTECTION EQUIPMENT

Where personal protection equipment or clothing is required for a particular task the necessary equipment will be issued to you. Please ensure that you wear this equipment and after use ensure that it is cleaned and returned to its correct storage place.

Examples of equipment:

- Gloves
- Goggles
- Masks

L) PRESSURISED CLYINDERS

Always ensure that gas bottles are upright and securely fixed either in a holster or with chains. Failure to do so could result in broken bones, bruising or explosions. If the above is not available, the cylinder should be laid on the floor so that it cannot fall over and cause injury.

M) MANUAL LIFTING

Staff are often required to lift and carry items. Some will be heavy. Many back injuries are caused through incorrect lifting procedures.

BASIC LIFTING RULES

Think things through before you start:-

- a. Examine the object – for size, shape & weight. Can this be moved by mechanical means? If not, decide where & how to hold it.
- b. Clear your path of obstruction & tripping hazards.
- c. Know where & how you will let the object down.
- d. If you have any doubts about lifting objects, get help. MOVING OBJECTS SAFELY
 - Assess the load
 - Plan the task
 - Use equipment
 - Get enough help
 - Clear the area
 - Never lift at arms length
 - Never lift with any back injury
 - Always follow safety rules

Legal Requirements

A) LICENSING LAW

- All staff working in a licensed unit must be over 18
- Customers who appear to be under 21 must not be served without proof of age
- Age must be proved if there is any doubt
- Customers who appear to be under the influence of alcohol or drugs must not be served
- Staff must ensure correct measures are served to comply with weights & measure regulations

B) WEIGHTS & MEASURES ACT 1985

It is an offence to give a short measure to a customer.

The quantities of beer & spirits which can lawfully be sold in licensed premises are:

- Beer including lager and cider must be sold only in quantities of half pints and multiples thereafter
- Spirits only to be sold in quantities of 25ml or multiples thereafter

C) PRICE DISPLAYS

An up-to date tariff indicating current prices and alcohol by volume strengths must be displayed in view of the public.

D) TRADE DESCRIPTION 1968

Under the Act, it is an offence to apply a false description of goods, either in writing, verbally or by customer request.

For example, a customer asks for a 'Pepsi' your reply should be "We only sell Coca Cola".

Hygiene

A) FOOD HYGIENE LAWS

The unit in which you work should and must be at all time maintained to a high standard of cleanliness.

Food Safety & Hygiene laws states "You must keep food/drink free from harmful germs, chemical and foreign bodies.

Food becomes contaminated in three ways:

- Contaminations from foreign bodies e.g. Kitchen & other debris being allowed to fall into food stuffs.
- Chemical contamination from pesticides, insecticides and other chemicals including cleaning fluids.

- Bacterial contamination from bacteria. Viruses do not grow but can be passed on through the food chain.

B) CARELESSNESS CAUSES CONTAMINATION

For example:

- a. Food handlers aren't careful enough with personal hygiene
- b. Preparation, storage, display and serving area aren't kept clean
- c. Equipment isn't kept clean or used as recommended
- d. Food isn't stored, prepared or cooked at regulation temperatures Food must never be touched by hand when serving. Always use utensils, napkins or thermal bags as appropriate. Hot food must be sold and kept at temperatures of above 63 °C. If you have any doubts, contact your manager.

C) PERSONAL HYGIENE STANDARDS

- Keep yourself and clothing clean
- Keep any make-up discreet – use sparingly.
- No jewellery except a single plain bank ring (wedding style), one pair of ear studs (either sleeper or stud style) and a watch. Nose, studs, single earrings, or ear studs must be removed as must all other jewellery before starting work.
- Hair must be clean and tidy and if collar length, tied back. Hats must be worn by all food bar staff, cooks and food preparation staff including Chefs.
- Wear low heeled, sensible enclosed shoes which are clean and in a good state of repair.
- Legs, except when wearing a specified uniform which includes ankle length trousers, must be fully covered with stockings or tights. vii) Finger nails should be short and free from vanishes.
- Wash hands after :
 Visiting the toilet, Putting Waste in bins, Before starting work, Sneezing and coughing, Touching hair, eyes nose or ears, Touching raw food or any knife, board etc that has been in contact with raw food, Smoking or taking a break smoking is prohibited in work areas) and using Chemicals.

Hand basins are for the washing of hands only. Hot water, soap and drying facilities must be always available and used.

E) INFECTIONS / ILLNESS

Before starting work you must notify your Manager if you are suffering with any of following ailments: colds, sore throats, ear infections, cuts, boils, vomiting, diarrhoea or have been in close contact with anyone suffering from food poisoning symptoms

8-General Terms of Employment, Information and Procedures

A) CHANGES IN PERSONAL DETAILS

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and contact you in an emergency, if necessary, outside normal working hours.

B) OTHER EMPLOYMENT

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.

C) TIME OFF

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours, or you may change your shift with a colleague. If this is not possible, time off required for these purposes may be granted at the discretion of your Departmental Manager and will normally be without pay. You should endeavour to make these appointments at the beginning or end of the day to cause as least disruption as possible.

D) BEREAVEMENT LEAVE

Individuals' reactions to bereavement vary greatly and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with your Line Manager and agree appropriate time off and whether this is with or without pay.

E) TRAVEL EXPENSES

We will reimburse you for any reasonable expenses incurred whilst travelling on our business. The rules relating to travelling expenses will be issued separately. You must provide receipts for any expenditure.

F) COMMUNICATIONS

We will try to keep you informed about items of interest by means of our notice board, you should use these, if you wish (with permission), to promote any particular item of interest to other employees.

G) EMPLOYEES' PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

H) LOST PROPERTY

Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

I) PARKING

Where parking is provided, to avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles, however it may be caused.

J) MAIL

All mail received by us will be opened, including that addressed to employees and private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

K) TELEPHONE CALLS

Telephones are essential for our business. Urgent personal calls can only be made with the prior permission of Management and where a pay phone is provided this should be used.

L) MOBILE PHONES

a. Company mobile phones, where possible, should be switched on during working hours. Urgent personal calls are permitted but should be of short duration. Any abuse may lead to disciplinary action and we reserve the right to deduct from your monies the cost of any excessive calls. This is an express written term of your contract of employment.

b. Personal mobile phones should be switched off during working hours unless agreed with Management.

M) USE OF MOBILE WHILST DRIVING

It is illegal to use a mobile phone whilst driving (without a hands free set). It is our company policy that you should not use any mobile phones whilst driving. You should pull over to the side of the road in an appropriate place before making or receiving any telephones calls. In the event of you being unable to pick up a call because you cannot find a safe place to stop, you must return the call as soon as conveniently possible.

N) BUYING OR SELLING OF GOODS

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

O) COLLECTIONS FROM EMPLOYEES

Unless specific authorisation is given by your Departmental Manager, no collections of any kind are allowed on our premises.

P) FRIENDS AND RELATIVES CONTACT

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency.

Q) COMMENTS/IDEAS

We welcome and encourage your comments and ideas to evolve and improve the Company which will be accepted and acknowledged by Management. Even the smallest idea can result in improvement.

R) STAFF BREAKS

Staff breaks are allowed but these must be agreed with your Departmental Head to ensure they do not affect the smooth running of your department.

S) LOCKERS

If you have been provided with a locker you will be issued with a key and be required to sign for this. Any replacement needed due to your negligence/carelessness, will leave you liable for the cost of this and we reserve the right to deduct from your monies such sum. This is an express written term of your contract of employment.

9-Making a Protected Disclosure

A) INTRODUCTION

1. Under certain circumstances, employees have legal protection if they make disclosures about organisations for whom they work. These employees are commonly referred to as 'whistle blowers' and their activities have often received wide publicity in the media.
2. An employee who believed, for example, that organisations were disposing of toxic waste illegally may have 'blown the whistle' directly to the press or television, perhaps because of concern for the environment, a belief that the organisation would attempt a 'cover-up' if asked to stop, or for financial gain.
3. Employees, who blew the whistle on organisations, were often treated detrimentally by them or their engagements were terminated. This discouraged employees from whistle blowing even where such action would be for the good of the public. The legislation is designed to protect employees from suffering any detriment or termination of engagement for whistle blowing.

B) QUALIFYING DISCLOSURES

1. Certain disclosures are prescribed by law as 'qualifying disclosures'. Disclosures are qualifying disclosures where it can be shown that the company commits a 'relevant failure' by:

- committing a criminal offence;
- failing to comply with a legal obligation;
- a miscarriage of justice;
- endangering the health and safety of an individual;
- environmental damage; or
- concealing any information relating to the above.

2. These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen.

C) THE PROCEDURE

1. If you so wish you should in the first instance report any concerns you may have to your Manager who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the Police, the Environment Agency, Health and Safety Executive or Social Services Department.

2. If you do not report your concerns to your Manager you may take them direct to the appropriate organisation or body however you are encouraged to fully exhaust the formal internal procedures where possible.

D) GENERAL NOTES

1. The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated for 'whistle blowing' and we take very seriously any concerns which you may raise under this legislation.

2. We encourage you to use the procedure if you are concerned about any wrongdoing at work. However, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then it will make you liable to immediate termination of engagement or such lesser disciplinary sanction as may be appropriate in the circumstances.

10-Capability

A) INTRODUCTION

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

B) JOB CHANGES

1. If the nature of your job changes we will make every effort to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. If we have concerns regarding your capability these will be discussed in an informal manner, and you will be given time to improve.

2. If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

3. If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

4. If such improvement is not forthcoming after an agreed period of time, you will be dismissed with the appropriate notice.

C) PERSONAL CIRCUMSTANCES

1. Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

2. There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

11-Disciplinary Rules and Procedures

A) INTRODUCTION

1. It is necessary to have a minimum number of rules in the interests of the whole organisation.
2. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise, and encourage, improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen as a means of punishment.
3. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
4. The following rules and procedures should ensure that:
 - a. the correct procedure is used when inviting you to a disciplinary hearing;
 - b. you are fully aware of the standards of performance, action and behaviour required of you;
 - c. disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
 - d. you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;

- e. other than for an “off the record” informal reprimand, you have the right to be accompanied by a fellow employee, who may act as a witness or speak on your behalf, at all stages of the formal disciplinary process;
- f. you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and
- g. if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

B) DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other conditions, procedures, rules etc. within this handbook will also result in the disciplinary procedure being used to deal with such matters.

C) RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT (These are examples only and not an exhaustive list.)

1. You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- a. failure to abide by the general health and safety rules and procedures;
- b. smoking in designated non smoking areas;
- c. consumption of alcohol on the premises;
- d. persistent absenteeism and/or lateness;
- e. unsatisfactory standards or output of work;
- f. rudeness towards customers, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- g. failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- h. unauthorised use of E-mail and Internet;
- i. failure to carry out all reasonable instructions or follow our rules and procedures;
- j. unauthorised use or negligent damage or loss of our property;
- k. failure to report immediately any damage to property or premises caused by you;
- l. use of our vehicles without approval or the private use of our commercial vehicles without authorisation;
- m. failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs;
- n. if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
- o. carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain; and
- p. loss of driving licence where driving on public roads forms an essential part of the duties of the post.

D) SERIOUS MISCONDUCT

1. Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.
2. You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

E) RULES COVERING GROSS MISCONDUCT (These are examples only and not an exhaustive list.)

1. You will be liable to summary dismissal if you are found to have acted in any of the following ways:
 - a. grossly indecent, immoral behaviour, deliberate acts of unlawful discrimination, serious acts of harassment;
 - b. dangerous behaviour, fighting or physical assault;
 - c. incapacity at work or poor performance caused by intoxicants or drugs;
 - d. possession, supply or use of illicit drugs;
 - e. deliberate falsification of any records (including time sheets, absence records and so on, in respect of yourself or any fellow employee);
 - f. undertaking private work on the premises and/or in working hours without express permission;
 - g. working in competition with us;
 - h. taking part in activities which result in adverse publicity to ourselves, or which cause us to lose faith in your integrity;
 - i. theft or unauthorised possession of money or property, whether belonging to us, another employee, or a third party;
 - j. destruction/sabotage of our property, any property on the premises;
 - k. serious breaches of health and safety rules, including those within the Employee Safety Handbook, that endanger the lives of or may cause serious injury to employees or any other person;
 - l. interference with, or misuse of, any equipment for use at work that may cause harm;
 - m. gross insubordination and/or continuing refusal to carry out legitimate instructions;
 - n. abuse of the personal harassment policy; and o. abuse of the protected disclosure provisions
 - o. smoking in the kitchen or behind the bar

F) DISCIPLINARY PROCEDURE

1. Disciplinary action taken against you will be based on the following procedure:

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal
MISCONDUCT	Written warning	Final written warning	Dismissal	
SERIOUS MISCONDUCT	Final written warning	Dismissal		
GROSS MISCONDUCT	Dismissal			

2. We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing and you will have the right of appeal.
3. If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

4. In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the procedure in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded

G) DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained, in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher level of seniority progressing any action at whatever stage of the disciplinary process.

PERSON AUTHORISED TO TAKE DISCIPLINARY ACTION IN THE CASE OF:

Formal verbal warning	Director	Departmental Manager/Head Chef
Written warning	Director	Departmental Manager/Head Chef
Final written warning	Director	Departmental Manager/Head Chef
Dismissal	Director	Departmental Manager/Head Chef

H) PERIOD OF WARNINGS

1. Formal verbal warning A formal verbal warning, confirmed in writing, will normally be disregarded after a three month period.
2. Written warning A written warning will normally be disregarded after a six month period.
3. Final written warning A final written warning will normally be disregarded after a twelve month period.

I) GENERAL NOTES

1. If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.
2. In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
3. Gross misconduct offences will result in dismissal without notice.
4. You have the right to appeal against any disciplinary action (see Disciplinary Appeal Procedure)

12-Disciplinary Appeal Procedure

1. The disciplinary rules and procedures which form part of your contract of employment incorporate the right to lodge an appeal in respect of any disciplinary action taken against you.
2. If you wish to exercise this right you should apply in writing to the person indicated in your individual Statement of Main Terms of Employment.
3. An appeal against a formal warning or dismissal should give details of why the penalty imposed is either too severe, inappropriate or unfair in the circumstances.
4. The disciplinary appeal procedure will normally be conducted by a member of staff not previously connected with the disciplinary process so that an independent decision into the severity and appropriateness of the disciplinary action can be made.
5. If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.
6. You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice or trade union representative, who may act as a witness or speak on your behalf. The result of the appeal will be made known to you in writing within five working days after the hearing.
7. If you are dissatisfied with the decision, you may appeal in writing to the next level of Management within five working days. The result of the hearing will be made known to you in writing within five working days. The final redress being with a Director of the Company.

13-Grievance Procedure

1. It is important that if you feel dissatisfied with any matter relating to your work you should have an immediate means by which such a grievance can be aired and resolved.
2. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record but if you wish to raise a formal grievance you must do so in writing from the outset. You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.
3. If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Contract of Employment, in writing, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at which your grievance will be investigated fully. You will be notified of the decision, in writing, within five working days of the meeting, including your right of appeal.
4. If you wish to appeal you must do this, in writing, to the Director of the Company within five working days. You will then be invited to a further meeting, the decision of which will be notified to you, in writing, within five working days. This decision will be final.
6. Appeals should be sent in writing to the site address.

14-Equal Opportunities Policy

A) STATEMENT OF POLICY

1. We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
2. The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.
3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
4. The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

5. The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.

6. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

B) RECRUITMENT AND SELECTION

1. The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

2. Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

3. Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.

4. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

5. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

6. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

7. All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

8. Short listing and interviewing will be carried out by more than one person where possible.

9. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature

10. We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

11. Selection decisions will not be influenced by any perceived prejudices of other staff.

C) TRAINING AND PROMOTION

1. Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

2. All promotion will be in line with this policy.

D) MONITORING

1. We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

2. Monitoring may involve:

- the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;
- the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
- recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

3. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

15-Personal Harassment Policy and Procedure

A) INTRODUCTION

1. Many people in our society are victimised and harassed as a result of their race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.
2. Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.
3. We recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

B) POLICY

1. We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees.
2. We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.
3. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

C) EXAMPLES OF PERSONAL HARASSMENT

1. Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:
 - insensitive jokes and pranks;
 - lewd or abusive comments about appearance;
 - deliberate exclusion from conversations;

- displaying abusive or offensive writing or material; e. unwelcome touching; and
- abusive, threatening or insulting words or behaviour. These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

D) COMPLAINING ABOUT PERSONAL HARASSMENT

1. Informal complaint We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior person of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the Director who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

2. Formal complaint Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of a Director as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

- the name of the alleged harasser;
- the nature of the alleged harassment;
- the dates and times when the alleged harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with pay until the matter has been resolved. The person dealing with the complaint will carry out a thorough investigation in accordance with our disciplinary procedure. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter. When the investigation has been concluded, a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged harasser. If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision this should be raised with

the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and to the alleged harasser.

E) GENERAL NOTES

1. If the report concludes that the allegation is well founded, the harasser will be subject to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal against the disciplinary action by using our disciplinary appeal procedure.
2. If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

16-Termination of Employment

1. RETIREMENT

Employees who wish to retire should speak with their Line Manager.

2. TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your individual contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay.

3. RETURN OF OUR PROPERTY

On the termination of your employment you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

4. RETURN OF VEHICLES

On termination of your employment you must return your company vehicle to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

5. GARDEN LEAVE

If either you or the company serves notice on the other to terminate your employment the company may require you to take “garden leave” for all or part of the remaining period of your employment. If you are asked to take garden leave you:

- a. must not attend your place of work or any other premises of the company or any associated company; unless otherwise requested by a Director;
- b. may be asked to relinquish immediately any offices you hold in the company/associated company;
- c. may not be required to carry out your normal duties during the remaining period of your employment; however you will still be available for answering queries;
- d. must return to the company all documents, software, equipment, property and other materials (including copies) belonging to the company or associated company containing confidential information; and
- e. must not, without the prior written permission of a Director, contact or attempt to contact any client, customer, supplier, agent, professional adviser, broker, or banker of the company or any associated company or any employee of the company or any associated company.

NB. During any period of garden leave you will continue to receive your full salary and any other contractual benefits

17-Alcohol and Drugs Policy

A. In the Workplace

1. Introduction

This company is committed to providing a safe, healthy and productive working environment for all employees, contractors, customers and visitors involved in its operation.

This policy sets out the company’s aims in reducing and managing alcohol and drug problems in the workplace.

Alcohol and drug problems are prevalent in society and are associated with a wide variety of costs for both employers and employees. These costs include ill-health sickness absence, reduced work performance and accidents.

The consumption of alcohol and drugs has implications for health and safety at work since these substances impair co-ordination, judgement and decision making; as such this is a policy matter.

2. Policy Aims and Objectives

Aim:

To clearly state the company's position on alcohol and drugs within the workplace.

Objectives:

- To ensure the company complies with appropriate legislation
- To minimise the risks associated with alcohol and drugs in the workplace
- To have clear rules regarding alcohol and drugs in the workplace
- To provide employees with an education programme on the adverse health effects of alcohol and drugs
- To encourage the early identification of employees who may be experiencing alcohol or drug problems
- To provide support for employees experiencing alcohol and drug problems
- To provide training and support to line managers to ensure they are equipped to support employees experiencing problems

3. Definitions Alcohol problem

- An alcohol problem is defined as any drinking, either intermittent or continual which interferes with a person's health and/or social functioning and/or work capability or conduct.

Drugs

- Any drug, whether illegal, prescribed or over the counter or solvents such as glue, butane, etc. In the case of prescribed and over the counter drugs, their possession and use by the employee is acknowledged as legitimate. Drug problem - The use of illegal drugs, the deliberate use of prescribed or over the counter drugs (when not for a medical condition) and the use of solvents, either intermittent or continual which interferes with a person's health and/or social functioning and/or work capability or conduct.

4. Legal

4.1 The Health and Safety at Work Act 1974 requires employers to protect the health, safety and welfare of their employees and others who may be affected by their activities, as far as is reasonably practicable.

4.2 The Management of Health and Safety at Work Regulations 1999 requires employers to carry out a risk assessment to identify hazards in the workplace and put measures in place to minimise these risks.

4.3 The Misuse of Drugs Act (1971) is the main legislation covering drugs and categorises them as classes A, B and C. These drugs are called controlled substances and class A drugs are considered to be the most harmful under this act. It is illegal for anyone, whether at work or not to produce, supply or be in possession of illegal drugs. Employers may be liable if they knowingly allow dispensing, manufacturing, possession, using or selling on their premises.

5. Policy Rules

5.1 The company requires all employees to report for duty free from the effects of alcohol and drugs*. It is not acceptable to be under the influence of alcohol or drugs at work or consume alcohol or drugs during hours of work this includes paid and un-paid breaks.

5.2 Employees found in possession of illegal drugs or using illegal drugs whilst at work will normally be reported to the police.

5.3 In some cases the legitimate use of prescribed drugs can affect a person's ability to do their job. In such instances employees should inform their line manager.

6. Education

6.1 The company is committed to promoting healthy lifestyles to employees via the Healthy Working Lives programme. Alcohol and drug issues will be incorporated into the staff health programme and employees will be provided with information on the current health guidance in relation to safe and sensible drinking and the risks associated with using drugs. This information will be disseminated by means of written material, email communication and workshops run by health specialists from the alcohol and drugs field.

6.2 Training will be provided for managers to outline their responsibilities for enforcing this policy. New managers will be made aware of their responsibilities in relation to this policy.

6.3 This policy will be sent to all staff. New staff will be made aware of this policy at induction and will be sent a copy with their contract of employment.

7. Implementation of the Policy

7.1 Identification of a problem Alcohol and drug problems may become apparent through a number of means, for example the following (particularly in combination) may result in a problem being suspected:

- Persistent short term absence

- Unauthorised absence
- Poor time keeping
- Reduced work performance
- Poor working relationships
- Deterioration in appearance

However it must be remembered that these factors can have a number of other causes.

Employees experiencing alcohol or drug problems may first become apparent to their colleagues.

If a member of staff suspects an alcohol or drug problem in a colleague, they should either:

- Encourage the person to seek help from support agencies.
- Report the matter to a manager (particularly if the person is involved in a safety critical job).

7.2 Misconduct This policy is primarily concerned with ongoing alcohol and drugs problems which are classed as capability issues, i.e. where the problem impacts on the person's ability to do their job. One-off cases where the rules of this policy are breached, such as someone reporting for work clearly under the influence of alcohol or drugs or suffering from the effects of alcohol will be classed as a conduct issue and will be dealt with under the normal disciplinary procedures as outlined in the company hand book.

Very serious incidents such as violence at work whilst under the influence of alcohol or drugs or dealing illegal drugs at work will be deemed serious misconduct justifying summary dismissal.

In some instances of misconduct where the employee admits to having an alcohol or drug problem, disciplinary proceedings may be held in abeyance subject to successful outcome of treatment. In instances of serious misconduct where the employee subsequently admits to having an alcohol or drug problem, the support route and the disciplinary route may be implemented in tandem.

7.3 Voluntary Referral for Support Employees who suspect or know they have a drug or alcohol problem are encouraged to seek support at an early stage. Employees may or may not wish to inform their line manager in such instances.

7.4 Referral by Management Employees suspected of having an alcohol or drug problem will be offered support by their manager. Where the problem has become apparent through deterioration in work performance, the employee will have to demonstrate satisfactory completion of a programme of support and an improvement in work performance or disciplinary action will be taken. Employees will be given the opportunity of attending treatment within work time.

Alternatively if employees require to be absent from duty normal sick pay arrangements will apply.

7.5 Confidentiality The company aims to ensure that the confidentiality of all employees experiencing alcohol or drug problems is maintained by appropriate people, for example, human resources, occupational health and line manager.

Information regarding individual cases will not be divulged to third parties unless the safety of the person concerned, or others would be compromised by not doing so.

7.6 Equal Opportunities

This policy will apply equally to all staff regardless of grade, experience, or role within the company.

7.7 Relapse

The company acknowledges that relapse is common with alcohol and drug problems. Employees will normally be supported through two relapses after treatment. Subsequent relapses will be reviewed on a case-by-case basis, taking into account the needs of the department affected and the business needs of the organisation. Employees should be aware that the disciplinary route might be followed after subsequent relapses.

7.8 Return to Work Following treatment the company will endeavour to ensure the employee returns to their existing job.

If the employee is unable to fulfil those duties the company will consider alternative duties.

Promotional prospects will be unaffected following treatment.

B. Guest experience

1. Introduction

The use of illicit drugs is often associated with the night-time economy.

Unfortunately even the most responsible and well-run licensed premises are not immune from issues surrounding drugs.

Pascal's is committed to providing a safe, healthy environment for all customers and neighbourhood .

This policy sets out the company's aims in reducing and managing alcohol and drug problems. to ensure that licensee and team members can be fully informed and equipped to tackle drug-related issues.

Alcohol and drug problems are prevalent in society and are associated with a wide variety of costs for Business and local authority.

These costs include , disorder, accidents and vandalism.

A proactive approach to tackling illicit drugs and a strong relationship with the police and local authorities is the best way forward.

The consumption of alcohol and drugs has implications for health and safety since these substances impair co-ordination, judgement and decision making as such this is a policy matter.

2. Policy Aims and Objectives

Aim:

To clearly state the company's position on alcohol and drugs within the Business and the area.

Objectives:

- To ensure the company complies with appropriate legislation
- To minimise the risks associated with alcohol and drugs in and out of the premise.
- To have clear rules regarding alcohol and drugs for guest to understand.
- To educate customer on the effect of over consuming alcohol and taking drugs could have on the premise licence and the business they like to patron
- To encourage the early identification of customers who may be experiencing alcohol or drug problems
- To deal with this customers
- To provide managers and team member the tools to deal with this kind of customers in a safe and professional fashion.

Cooperation with emergency services is vital when it comes to dealing with drug users.

If we suspect that someone is under the influence of illegal drugs in the interests of safety we may then refuse them service and ask them to vacate the premises immediately.

If the individual refuses to comply or becomes aggressive, we will then contact the Police immediately for assistance.

3. Identifying someone on drugs

- Unexplained changes in personality or attitude that are inconsistent with alcohol use
- Extreme hyperactivity or lethargy
- Fearful or paranoid without logical reason
- Tremors, slurred speech, giggling or lack of coordination (be aware of those with a genuine disability)
- Bloodshot eyes or pupils much larger or smaller than usual
- Hallucinations
- Suspicious behaviours including frequent trips to the toilet, garden etc

4. General signs of drug use in the premises

- Torn up beer mats/ cigarette packets/bits of cardboard left on tables or in ashtrays
- Roaches (home-made filter tips from cannabis cigarettes)
- Empty packets made of folded paper, card or foil
- Needles, syringes, swabs, spoons, candles, pieces of burned tinfoil, filters removed from cigarettes, lemon juice or citric acid sachets • Traces of powder on flat hard surfaces
- Strong, sickly sweet, smoky smells, or an ammonia-like smell
- Blood or blood stained items
- Payment with tightly rolled banknotes or notes that have been tightly rolled
- Traces of blood or powder on banknotes
- Solvent paraphernalia e.g. aerosol cans, lighter refills

If we suspect that someone is suffering from the effects of drug use, and is showing signs of distress or unconsciousness, we will move them to the recovery position and contact the emergency services. Ensuring that the area around the individual is clear and free of dangerous objects whilst awaiting assistance.

5. Identifying someone suffering from drug abuse

- Problems with vital signs including: temperature; heart rate; respiratory rate
- Nausea and vomiting as well as abdominal pain and diarrhoea including that which contains blood
- Confusion, semi-consciousness and coma
- Chest pain and extremely rapid or slow breathing

6. Door searches

- Implementing a search policy at the door.
- Door supervisors have no statutory legal rights to search individuals and any search must be conducted with the individual's consent.
- Letting know costumers that we are able to refuse entry to our premises if they do not consent to being searched.
- Where an individual is found to be in possession of a controlled substance, door supervisor will either seize the item and allow entry, seize the item and refuse entry, or seize the item and request that the individual remains present whilst the police are contacted.
- We will ask the Police to indicate which option they prefer, asking door staff to make a distinction between an amount of drugs for personal use and an amount of drugs intended for sale.
- When controlled substance are seized, the door staff will place the drugs in an evidence bag, seal the bag and record the incident in the appropriate manner. Manager will always be present to witness this process to protect the integrity of staff against any potential allegations (Considering a "drug safe" that can only be open by the Police).

7. Preventing drug use on the premises

We are committed to tackle drug-related issues, no matter how small.

- Whilst staff will be trained to handle such situations, a degree of judgement should be exercised in deciding whether to handle the problem ourselves or call the police.
- We do not want to put our staff or customers in unnecessary risk. If we/they feel that a situation is unsafe, we/they will call the police to ask for advice or assistance.
A good relationship, with a well-established line of communication between the police and our premises, will aid in dealing with such issues in a timely and proper manner.
- If choosing to approach an individual in possession of, or inhibited by, illegal drugs, we will avoid any confrontation that may trigger aggression. We will politely state our policy on drugs and ask the individual to vacate the premises.
- We will put emphasising on our legal obligations and stating that we could lose our licence or face prosecution for allowing the use of drugs on our premises.
- Managers and Staff are aware that they should ring the police immediately if they start to feel unsafe.

We must be proactive in deterring illegal activity on your premises.

- Train staff on how to identify signs of drug use or supply.
- Maintaining vigilance at all times and continue to supervise the entire premises by doing walk around.
- Maintain high standards of cleanliness to deter drug users and dealers. We are committed to not tolerate illegal activity.
- Establish strong relationships with your licensing officers and police in order to preserve a channel of communication and advice.
Check with the Police forces for workshops on the subject.
- Get to know your customers.
- Alteration of flat surfaces in the toilets if necessary
- Door staff will assist in both removing drugs before they enter a premises and deterring drug users from attempting to enter the premises at all.
- CCTV to provides an effective deterrent to keep track of those in a premises, including in secluded areas (toilet lobby for example) and outside.
- Record any drugs finds or seizures

- Have a locally agreed arrangement with the police as to how and when seized drugs will be collected for destruction (secure place where they can be stored as stated above “drug safe” to be considered)
- All movement of drugs is documented so that an audit trail is maintained.
- To become an active member of your local Pubwatch. To look to create safe and responsible drinking environments through the sharing of intelligence and information between premises on individuals who are known to threaten such safe and responsible environments.
- Membership will aid us in identifying individuals who are linked to drug use or supply and ensure that staff are able to prevent such individuals from entering the premises.

8. Legal

- The Health and Safety at Work Act 1974 requires employers to protect the health, safety and welfare of their employees and others who may be affected by their activities, as far as is reasonably practicable.
- The Management of Health and Safety at Work Regulations 1999 requires employers to carry out a risk assessment to identify hazards in the workplace and put measures in place to minimise these risks.
- The Misuse of Drugs Act (1971) is the main legislation covering drugs and categorises them as classes A, B and C. These drugs are called controlled substances and class A drugs are considered to be the most harmful under this act.
- It is illegal for anyone to produce, supply or be in possession of illegal drugs.
- Licensee may be liable if they knowingly allow dispensing, manufacturing, possession, using or selling on their premises.

9. Policy Rules

- It is not acceptable to be under the influence of alcohol or drugs before entering the premises.
- Customers found in possession of illegal drugs or using illegal drugs while in the premise will normally be reported to the police.
- In some cases, the legitimate use of prescribed drugs can affect a person’s ability.
In such instances customer should inform a team member, manager or door security when present.

10. Training and Implementation of the Policy

- Training will be provided for managers to outline their responsibilities for enforcing this policy.
- New managers will be made aware of their responsibilities in relation to this policy and its implementation.

- New staff will be made aware of this policy on induction and will be sent a copy with their contract of employment.

