



TEAM HANDBOOK

BKUK GROUP



ABOUT US

BURGER KING, YOUR WAY

Here at BKUK we have ambition. Ambition to grow our estate year on year by building and acquiring more restaurants and delivering an unrivalled experience that helps us to achieve legendary results.

To help us achieve our ambition, in late 2018, we embarked on a journey to define our brand purpose – what we stand for as a brand in the UK, our proposition, what makes us distinct and what this means for our team, our customers, our suppliers, our partners. We gathered views and insight from our people and our brand and distilled this into our purpose statement 'Burger King, Your Way'.

Our purpose touches on all areas of our business – from Property to Marketing, from People to Finance, and of course our Restaurants.

It underpins the choices we make and the direction we take from helping us to define what products we sell, to what our restaurants look and feel like, how we interact with our customers and not least how we behave with each other.

As part of our brand purpose, we developed our beliefs, values and guiding principles that will guide us through the decisions we make every day.

Throughout your journey with us at BKUK, you'll hear, see and feel these beliefs, values and behaviours being put into practice in all that we say and do – whether that's through the great and big tasting burgers you're serving to our customers or to the individually selected benefits that have been chosen with you in mind.



= BURGER KING®, YOUR WAY

OUR BELIEFS

WE BELIEVE IN...

WE ARE UNASHAMEDLY BOLD

We are willing to take risks to deliver bigger and better for our customers

We question the mainstream with an irreverent sense of humour

We are proud of who we are - delivering the expected and the unexpected with confidence

WE BELIEVE IN...

WE GO ALL OUT

We deliver the boldest perfectly imperfect food

We serve up fresh and intense flavours

We provide an escape from boring mundanity

We are equally passionate about life - living it to the full with fire in our belly

We work energetically to deliver the best for our customers and each other

WE BELIEVE IN...

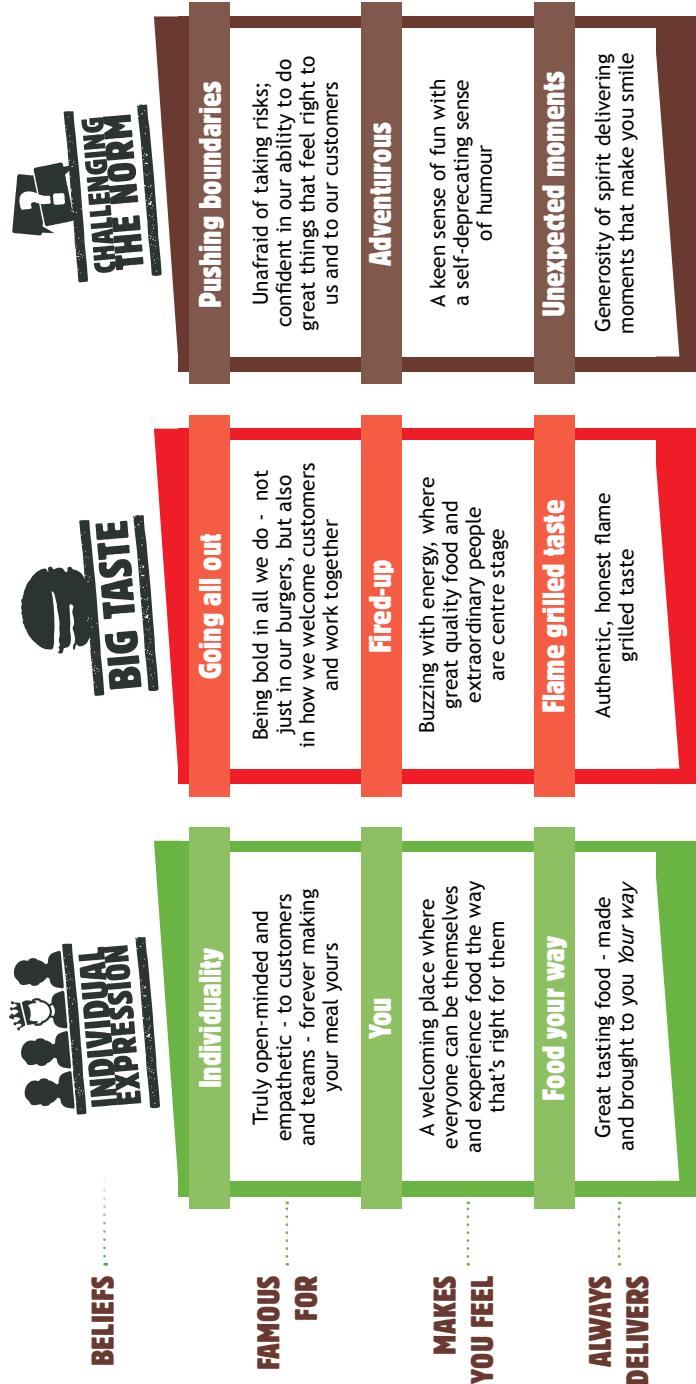
WE SAY NO TO UNIFORMITY

There isn't one set formula for being you, and there isn't one for enjoying our food either

We think being able to express yourself in your way is what makes life more fun and exciting

So we let you enjoy your food your way too

OUR VALUES



GUIDING PRINCIPLES



THE HANDBOOK

The BKUK Team Handbook has been designed not just to provide you with basic information about our main policies and procedures, but as a useful reference for additional information regarding your employment with us.

We have kept formalities to a minimum, but some of the information covered here is important. Unless otherwise stated the contents of this Handbook form part of your terms and conditions of employment. Therefore you should take some time to read this, along with your Contract of Employment.

We reserve the right to review, revise, amend or replace the content of this handbook, and introduce new policies from time to time to reflect the changing needs of the business. Changes will be notified to you by e-mail or via a restaurant notice board.

A printed copy of this handbook is found in all restaurant offices and at Whopper Support. Digital versions of the handbook and all current policies and procedures can be found on the FACT (Restaurants) & Sharefile (Whopper Support) systems. **Should you have any questions, your Manager will be happy to help you.**

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*Those listed in *italics* do not form part of your terms and conditions of employment.

01

STARTING
WITH BKUR

WITH PEOPLE FOOD
SHOULD BE
BEGIN AND END



YOUR ROLE

Your role in BKUK's success is important to us. For you to develop your skills and build your performance it is important that you understand exactly what is expected of you and what you can expect from us. To ensure that you are aware of your aims and objectives, your Manager will explain these and your main duties during your induction.

Your job description details the duties you are required and expected to perform. You should read this very carefully in order to understand and discuss these expectations. You are expected to be flexible and co-operative in meeting reasonable requests in addition to carrying out your normal duties and tasks to support the smooth running of the business.

CODE OF CONDUCT

The Code of Conduct is the expected behaviour that all employees are required to follow and demonstrate to a high standard without exception. It is designed to promote fairness and consistency within BKUK whilst also ensuring our reputation as a brand is protected. In circumstances where there has been a failure to observe the Code of Conduct, this will be investigated and may result in disciplinary action.

For further details please refer to the full Code of Conduct within the BKUK Policies and Procedures.

RIGHT TO WORK IN THE UK

As required by UK law, your offer of employment is subject to the receipt of satisfactory documentary evidence of your entitlement to work legally in the UK for the duration of your employment. In the event of the documentary evidence being unsatisfactory or unacceptable to the Company, your employment may be terminated with immediate effect.

For those whose employment is dependent on a visa, you will be required to maintain and produce proof that you hold current and valid documentation to support employment in the UK.

If you are found to have obtained work illegally, fraudulently, or if your permission to work in the UK expires and has not been extended prior to expiry, or for any other reason you are not eligible to work in the UK, you may be suspended without pay at the Company's discretion, and may be subject to disciplinary action up to and including summary dismissal.

PROBATIONARY PERIOD

All employees are subject to a probationary period, the details of which will be outlined in your Contract of Employment.

During your first few months your Manager will regularly review how you are doing. These conversations provide a great opportunity for you to get some direct feedback on how you are performing, discuss any problems you might be experiencing and offer support and focus on your future objectives.

Providing that your performance and conduct have met our standards, your employment will be confirmed at the end of your probationary period.

If you are unsuccessful during your probationary period, your employment may be terminated, within or at the end of this period, or in some circumstances the probationary period may be extended. During your probationary period, the Company's disciplinary procedures may not apply.

YOUNG WORKERS (UNDER 18)

If you are classified as a young worker, we will complete a Pre-Employment Checklist and a Young Person's Risk Assessment form with you. These will be completed prior to commencing employment with us.

We have a policy of not permitting the employment of any individual who is under school leaver age.

CONFLICT OF INTEREST

We expect all our employees to work honestly for us, therefore any conflict of interest should be highlighted to your Manager or a member of the People and culture team. This can include but is not limited to:

- Employees on fixed hours, working in any other businesses whilst employed by BKUK without our express permission
- Devoting time to personal or other business matters during working hours
- Having immediate family or close friends involved with competing businesses or supplier agreements
- Personal relationships with other BKUK employees

Failure to disclose or comply will be considered a serious disciplinary offence that may result in dismissal.



02

PAY,
BENEFITS
& WORKING
PRACTICES

PAY

We pay all our employees at the following time:

Salaried Employees (Restaurant Teams) The 28th of each calendar month
Salaried Employees (Whopper Support) The last working day of the calendar month

Hourly Paid Employees

Every other Monday

Your pay is placed directly into the bank / building society account you have provided. This account must be in your name. Your rate of pay is shown on your Contract of Employment and pay slip.

Full details of your pay are shown on your payslip which can be viewed via the Employee Self Service App, or online, and you should check these details carefully. Please speak to your Manager if you do not have access to the Employee Self Service App.

If you need to change your bank / building society details, you should inform payroll via your Manager.

PLACE OF WORK

Your normal place of work will be stated in your Offer Letter and in your Contract of Employment. However, we reserve the right to transfer you (on a permanent or temporary basis) from one location to another, provided that the alternative site is within reasonable travelling distance from your home.

Any transfers will be on the basis that employment remains continuous with no loss of benefits. Where the transfer is permanent, every effort will be made to give you reasonable notice of the change.

HOURS OF WORK

Your usual contracted hours are stated in your Contract of Employment. Due to the nature of our business, you may be required to work different or irregular hours. We will make every effort to inform you of any changes well in advance.

If you are unexpectedly late for work, you should contact your Manager no later than 15 minutes before your start time to explain your delay. If your Manager is unavailable, you should speak to a member of the management team. Punctuality is a condition of your employment and persistent lateness may lead to disciplinary action.

If working in our restaurants, you should arrive with plenty of time prior to your shift ensuring you are in your uniform and ready to start your shift at the right time.

Young Workers (Under 18) are not permitted to work more than 8 hours a day or 40 hours a week and are not able to work past 11pm.

REST BREAKS

Your Manager will ensure you have any permitted breaks during your working day.

All rest breaks are unpaid. Your breaks and lunch periods will vary depending upon your individual working hours and pattern and will be discussed and agreed with your Manager.

The length of break is determined by the actual hours you work and how old you are – the legal requirements are below.

Employees over 18

20 minutes when working more than 6 hours
 11-hour rest period between shifts
 24-hour rest period in every 7-day period

Young Workers (Under 18)

30 minutes when working more than 4½ hours
 12-hour rest period between shifts
 48-hours rest period in every 7-day period

If you work four hours or more in our restaurants you will be entitled to a meal allowance. This is calculated as a Whopper Meal price divided by 6 and multiplied by your shift length.

WORKING ADDITIONAL HOURS & TIME IN LIEU

In line with the needs of the business there may be times when you will be requested, and expected, to work some reasonable additional hours from those stated in your Contract of Employment.

Salaried Restaurant and Whopper Support employees are not normally paid overtime. However, in some situations, you may be given time off in lieu, at the discretion of your Manager and agreed in advance. Any lieu time accrued must be authorised by your Manager before it is taken and should be taken at a mutually agreed time, within 4 weeks of being earned.

WORKING TIME REGULATIONS

The Working Time Regulations (1998) prohibit us from requiring you to work in excess of 48 hours in a 7-day period, without your written approval. If you signed the Working Time Regulations form, you have agreed to opt-out of your rights and therefore may work longer than an average of 48 hours per week.

If you have a second job, please be mindful that your weekly hours may exceed 48 hours and therefore you will be required to sign the opt-out form.

If you have previously opted out and decide you no longer want to work in excess of 48 hours per week, you should inform your Manager and provide 3 months written notice of your intention to reverse the opt-out agreement.

PUBLIC / BANK HOLIDAYS

Our restaurants may trade on Public/Bank Holidays and where so, these days are classified as normal working days. As such, all restaurant and operational support employees are expected to be available to work on those days, if required.

STAFF BENEFITS & BONUSES

In addition to your pay we have invested in providing a range of benefits for all employees which we regularly review to ensure we are offering you the best perks.

EMPLOYEE DISCOUNT SCHEME

We offer a range of employee discounts and offers via our benefits site – www.mybkbenefits.co.uk – using access code BKNB18 to sign up. Here you will find lots of bespoke offers, discounts and vouchers which are updated weekly so be sure to check back regularly to see what benefits you can take advantage of.

EMPLOYEE 50% OFF FOOD AND DRINK SCHEME

Employees are eligible for 50% off all food and drink for themselves, friends and family in any of our owned restaurants. You will need to show your current payslip via the Employee Self Service App and discount is limited to 6 guests at one time.

EMPLOYEE BONUS AND INCENTIVE SCHEMES

We operate several discretionary bonus and incentive schemes throughout the year which you may be eligible for. If eligible, your Manager will have details of the current schemes. All benefits and bonus schemes are discretionary and non-contractual and may be withdrawn or amended at any time.

EMPLOYEE WELLBEING

Your wellbeing is important to us and to support you we provide an Employee Assistance Programme that offers independent support to all employees 24/7.

They offer confidential advice on a variety of areas including improving health and wellbeing, dealing with financial pressures, managing working life, helping to overcome personal challenges, coping with alcohol, drugs, gambling and other addictive behaviours and legal issues.

For free confidential advice contact Hospitality Action:

- Phone 0808 802 2111
- Online/Live chat [hospitabilityaction.well-online.co.uk](http://hospitalityaction.well-online.co.uk)
- Email assistance@hospitabilityaction.org.uk
- Well Online Portal hospitabilityaction.well-online.co.uk
Login details — Username: hospitality | Login: wellbeing

Further details can be found on your restaurant notice board or in Whopper Support.

PENSION SCHEME

In accordance with the Company's obligations under pension regulations and legislation you will, if eligible, be automatically enrolled into the Company Pension Scheme. Details of this scheme can be obtained from the Payroll department at Whopper Support.

EXPENSES

You may, dependent on your role, incur business expenses such as travel costs or accommodation costs. We will authorise and reimburse you for any reasonable costs in accordance with our expenses policy. You should ensure you obtain receipts for these costs and follow the expenses policy to ensure you get compensated correctly in a timely manner.

TAKING US FROM



GOOD
TO



LEGENDARY



03

PRESENTING
YOURSELF
AT WORK

UNIFORM & APPEARANCE

We provide all restaurant employees with a Burger King uniform which includes footwear and a name badge which are to be worn during all shifts. It is your responsibility to keep it clean and in good condition.

PERSONAL HYGIENE

Personal hygiene is essential and must be of the highest standards for all employees. The following rules must be observed by all employees:

HANDS WASHING

The BK handwash system is an organised system, equipment, procedures and signage, to ensure hands are effectively washed upon entering a restaurant kitchen, before starting a shift, after any possibility of contamination, and at least once every hour whilst working to help prevent the spread of bacteria on food, equipment and surfaces.

- Hands must be washed using our anti-bacterial soap in a hand wash basin
- Upon entering a restaurant kitchen and before starting a shift
- Before:
 - Putting on disposable gloves (where required to be worn)
 - Handling ready to eat / cooked food
 - Change in station
- After any possibility of contamination:
 - Using the toilet
 - Handling raw food (e.g. unwashed salad and uncooked burgers)
 - Sneezing, coughing, using a tissue, blowing nose, touching face, hair or clothing
 - Using tobacco, vaping, eating drinking or chewing gum
 - Taking out rubbish, or any other non-food related tasks such as handling money
 - Cleaning

HAND REQUIREMENTS

- Hands and nails must be clean and nails short, maximum 0.25cm above skin end point at end of nail, and neatly trimmed
- No hand lotion prior to food handling
- No gel, acrylic, fake nails, stickers or nail polish to be worn
- No jewellery or watches other than a plain wedding band

HAIR

- Hair must be kept neat, clean and tidy – only brushing in staff room area
- Long hair must be tied back
- A hat or visor must be worn when handling food
- Moustaches and beards must be neatly trimmed and groomed and if long, or covering more than 25% of the face, covered with a beard snood when handling food

COUGHS AND COLDS

- Do not handle open food if suffering from any coughs, colds or eye / ear or throat infections
- Always wash your hands after blowing your nose or covering your mouth when coughing

DRESSINGS

- If you are suffering from a communicable or infectious disease that may affect colleagues or customers you are not allowed to work
- If you are suffering from gastro-enteritis, that is sickness and / or diarrhoea, you are by law required to tell your manager so they can decide whether you are fit for work
- Generally, this will mean you cannot work until you have been symptom free for 48 hours (if you have been suffering from an infectious virus, it will then have cleared from your system)

DRESSINGS

- Any burns, skin infections, cuts, boils wounds must be completely covered with a blue, waterproof dressing before handling open food
- Disposable gloves may need to be worn to keep dressings dry and in place

GENERAL HYGIENE

- Wash daily and use deodorant
- Ensure uniform is washed regularly
- No heavy make-up or false eyelashes to be worn
- No heavy perfume or aftershave to be worn
- Chewing gum or eating is not permitted during shifts unless of a rest break. Staff may have a drink but food handlers should wash their hands directly afterwards

JEWELLERY

- Rings – one plain unadorned wedding band only
- No bracelets or watches, including medical alert bracelets
 - You should advise your manager of medical needs and your bracelet can be hung around your neck inside your uniform
- Managers may wear metal watches but must remove them if they handle open food
- Necklaces are allowed if they are not visible, inside your uniform
- Piercings – visible in ears only, stud type only, max 1 per ear, less than 1.27 cm in diameter

SMOKING

We do not permit smoking or use of E-cigarettes or vaping on our premises except for in designated smoking areas. You are not permitted to smoke in your uniform. If you are found smoking in an unauthorised area, it may result in disciplinary action being taken.

ALCOHOL, DRUG & SUBSTANCE ABUSE

Drinking alcohol whilst at work is not permitted, except for drinking alcohol at a company social event with the knowledge and consent of management.

We recognise that misuse or dependence on alcohol or drugs can cause a serious health problem for individuals, along with affecting others in the workplace and our customers. Being under the influence of or possession of alcohol or drugs (unless proven to be medically prescribed) whilst at work will not be tolerated and will be regarded as an act of gross misconduct and dealt with under the disciplinary procedure.

Useful Contacts:

The National Drugs Helpline	0870 77 66 00	www.ndh.org.uk
Alcoholics Anonymous	0845 7697 555	www.alcoholics-anonymous.org.uk
Frank	0800 77 66 00	www.talktofrank.com

MOBILE PHONES & TELEPHONE CALLS

You are not permitted to have your mobile phone on your person during your shifts in restaurant or to make or receive any personal calls during this time. If you bring your mobile phone to work, you should keep it in a staff locker with any other personal items.

If there is an emergency, you can be contacted on the restaurant / Whopper Support telephone number. Any BKUK telephones are for business use only and not for personal calls.

PERSONAL RELATIONSHIPS

We do not wish to interfere in an employee's personal friendships or relationships. However, it is in the best interests of the Company and all parties that internal personal relationships with other employees should not exist where one employee can influence situations for another.

If you are in or start a close personal relationship at work with a colleague or supplier, you must inform your Manager. Your relationship should not influence any conduct at work and all parties must behave appropriately. We cannot allow a personal relationship (or the breakdown of such a relationship) to impact performance and conduct in the workplace.

Where issues do arise, we reserve the right to act. This could include transfer of employment to an alternative restaurant either temporarily or permanently or in some cases formal action under the Company's disciplinary procedures.

We discourage the direct employment of family members in the same restaurant or in a position of responsibility and direct line management. If you are a Manager and wish to employ a member of your family, you must ask your Director for authorisation before commencing any recruitment and arrange for a neutral party to carry out the hiring process.

Failure to disclose or comply with these matters will be considered a serious disciplinary offence that may result in dismissal.



INDUCTION

When you start working with us, you will be given an induction to help you settle into your role and our business. During your induction you will be taken through how we work and operate as a business. You will be introduced to how our restaurants work, day to day, including being shown how to operate equipment, how we make and prepare our products, and how we give exceptional service to our guests.

It's important to us that your experience is a positive one and that you feel part of our business from the start so your induction will help you familiarise yourself with your role, team and BKUK. Do ask questions during this time if you are unsure or do not understand something.

DEVELOPMENT

Once you have settled into your day to day role you may want to develop your skills further. We offer a variety of development opportunities including career pathways, regular workshops on key skills and knowledge, involvement in business projects and job shadowing.

We aim to offer all our employees the opportunity to grow within our business and your Manager can help you to explore the options available to you.

PERFORMANCE REVIEWS

To help you and our business succeed, we believe in giving you feedback on how you are progressing and want to hear how you are finding your role and what support you may need.

You will have regular reviews with your Manager during and after your probationary period along with more formal performance reviews during the year.

Any review is a two-way discussion and an opportunity for you to tell us about your experiences, discuss how you are progressing and look at your future goals.

KEEPING YOU UPDATED

We regularly communicate with all our teams in Whopper Support and out in our restaurants. This is through various methods including regular team briefings and one to ones with your Management team.

We also have notice boards in all restaurants and Whopper Support for additional information to be shared including any promotional opportunities, company news and operational updates. We may at times also email you important or exciting news about our business.

05

TIME AWAY

HOLIDAY

The restaurant holiday year runs from 1st April to 31st March. Whopper Support holiday year runs from 1st January to 31st December.

All employees are entitled to paid holidays and this calculated based on the hours worked. If you join us part way through a year, or work on a part-time basis, your entitlement will be calculated on a pro-rata basis. Please refer to your individual Contract of Employment for your specific entitlements. All holiday payments will have tax and NI deductions.

Untaken holiday allowances cannot be carried over from year to year (save for in exceptional circumstances provided for in law) and will not be paid in lieu.

TAKING HOLIDAY

Holidays are approved on a first-come first-served basis. Requests must be made with at least two weeks' notice for 1-4 days leave and four weeks' notice for 5 days and over. Your request must be made and approved by your Manager.

All requests must be submitted and agreed before any commitments are made and failure to obtain authorisation may result in holiday plans needing to be cancelled. We will not be liable for any financial loss you might incur for unauthorised holiday requests.

Holidays requested for restaurant employees at peak trading times including December, New Year and on public holidays, will not be authorised unless in exceptional circumstances and agreed with a member of the senior management team.

You should not normally take holiday for more than two consecutive weeks. If you wish to request for a longer period, you should do so in writing to your Manager.

Any holidays taken in breach of the guidelines set out above will be deemed as unauthorised absence and may be treated as a disciplinary offence.

RELIGIOUS DAYS

We recognise that you may require additional time off for religious days. In these situations, your annual holiday entitlement should be used or where this is not possible, a request for unpaid leave may be considered. Any leave requests must be agreed with your Manager, as far in advance as possible.

SICKNESS ABSENCE

There may be occasions when you are prevented from coming to work due to sickness or injury. On your first day of absence, you must personally contact your Manager and notify them at least 3 hours before your expected start time (or as early as possible). You must advise them of the nature of your illness or injury, how long you expect to remain absent and if you are seeking medical attention. If your Manager is not available, you must speak to another member of the management team as soon as possible. During any short-term absence, you are expected to remain in regular contact with your Manager to ensure they are aware of your progress and expected return to work timings.

For the avoidance of doubt, communication should be via telephone. Text messages, email or social media are not an appropriate way to inform your Manager of absence. Only in exceptional circumstances, should you ask someone else to contact your Manager on your behalf.

If your sickness is related to food poisoning and you are a restaurant employee, you should not return to work until 48hrs after the symptoms have passed.

Further information can be found in the Sickness and Absence policy. Failure to follow the policy may lead to disciplinary action which could result in dismissal.

LONG TERM ABSENCE

Where the absence is prolonged (over 7 consecutive days), you should maintain regular contact with us so we can support you and, when ready, help to transition you back into your role. We may in some circumstances arrange to meet with you face to face during this period too.

If your doctor or occupational health recommends any adjustments to your duties, hours or working conditions to facilitate your return to work, we will work with you to achieve these changes if we feel they are reasonable.

SICKNESS PAYMENTS

If you are unable to work due to sickness or injury you may be entitled to receive Statutory Sick Pay (SSP) from the fourth day of illness if you have followed the correct procedure and are eligible.

Rates of SSP are based on your weekly earnings and provided you earn more than the minimum amount on which National Insurance contributions are paid, you will be eligible. SSP is paid to you through payroll and is paid for a period of up to 28 weeks. SSP will not be paid for the first 3 days (waiting days) of any illness. BKUK does not currently operate a company sick pay policy.

MEDICAL CERTIFICATES & EXAMINATIONS

In the event you are absent for more than 7 consecutive days (one week), you must send your Manager a fit note from your doctor to cover your absence from the eighth day.

The company also reserves the right to request a medical certificate for any period of illness less than 7 days and if requested will reimburse the cost of this.

We recognise that in some unfortunate situations, an illness may result in prolonged or persistent absence from work. We have a responsibility to ensure you are fit to undertake your duties and to consider any reasonable adjustments to your duties to enable you to attend work. Therefore, we may need to contact your GP or arrange for an independent report from an Occupational Health provider to help us support you in the right ways.

RETURNING TO WORK

If the absence is for 7 days or less, on the first day of your return to work, you must obtain, complete and sign a self-certification form. Forms may be obtained from your Manager.

As soon as practically possible following your return to work, you will have a Return to Work Interview with your Manager. This is to ensure we are fully aware of the cause of your sickness or absence and can discuss with you any further requirements needed to support you back into your role.

MEDICAL & HEALTHCARE APPOINTMENTS

All medical and healthcare appointments should be made outside working hours wherever possible. If this is not possible, authorisation must be obtained from your Manager and an appointment card produced if requested.

UNAUTHORISED ABSENCE

Where absence from work is not supported either by an acceptable explanation, or if you are unable to produce a medical certificate it will be identified as unauthorised and investigated. It may result in disciplinary action which could result in and include dismissal and your pay may be suspended for the period you are absent.

REOCCURRING ABSENCE PROCEDURE

If you have been absent (unauthorised or sickness) from work on three occasions in a rolling six-month period you may be warned that any further absence in the next six months will result in a first stage warning.

There are additional triggers for reoccurring absence that may carry further warning's, for further information please review the Sickness and Absence policy.

COMPASSIONATE LEAVE

From time to time, you may require time away from work for unexpected events which may require special leave. We aim to deal with any requests sensitively and reasonably. In all cases, you should make the request to your Manager informing them of the reasons for your request and, where at all possible the number of days you would like to take.

If you suffer a bereavement or serious illness in your family or close relationship (spouse, parent, sibling, child or legal partner) compassionate leave will be considered on an individual basis with time off being approved by your Manager. Pay during compassionate leave is at the discretion of the Company and as such cannot be viewed as setting a precedence.

Other requests for compassionate leave due to difficult personal circumstances will be treated reasonably and sympathetically according to the situation.

Suspected abuse of this policy will be subject to an investigation where confirmation documentation may be requested and may result in disciplinary action up to and including dismissal.

JURY SERVICE OR BEING A WITNESS

If you receive a summons to serve on a jury or to attend as a witness, you must notify your Manager immediately.

You should advise the court you wish to claim compensation for loss of earnings. You should report for work as normal on those days or parts of days when you are not actually required at court.

PUBLIC DUTIES

We may authorise reasonable time off for you to carry out public duties. Examples of these include acting as a Justice of the Peace or member of the Local Authority etc. If during your employment you wish to commence public duties, you must discuss this with your Manager and agree what time off will be reasonably allowed and on what basis (paid or unpaid). It is at the Company's discretion to decide what is reasonable in this context.

If you have an approved Reserve Forces Service commitment you are responsible for ensuring that you retain enough holiday entitlement to meet your commitments.

06

BURGER KING IS FOR THE

ILO, TRISTAN, FELIX, SAVANNAH,
 ORGAN, VERITY, ROMILLY, IVY,
 ISU, THOR, PAUL, BENJAMIN, OAH,
 JACK, CHARLIE, LEO, JACOB,
 AUREN, EMILY, VINYL, JOSEPH,
 ILLY, KADE, IN, ELOUISE,
 IDEN, SARA, JON, LIAM, SAL,
 HOEBE OR CORINA, IVY, PEARL,
 IS, NICOLE, CLARA, LARA, DYL,
 LFIE, TOMMY, DOMINIC, NATE,
 SCAR, ARTHUR, THOMAS,
 IXON, ADAM, SEBASTIAN,
 EIRON, SEB, TIAN, THEODOR,
 INENT, REE, RIGBY, RYDLE,
 ARIA, SCARI, FION, CARYS,
 LIVER, GEORGE, AVID, EZRA,
 MEDI, JESU, THOR, PAUL

JI, SERENA, ELODIE, PHOEBE,
 AUTUMN, SORRELL, HAZEL,
 VICTORIA, PAWEŁ, GEORGE,
 EDDIE, ALFIE, ARCHIE, THEODORE,
 MY, ARLO, FINLEY,
 IYLAN, BRAD,
 NY, VICTOR, MAGNUS, VICTORIA,
 ANNA, JULIA, ANNETTE,
 ENA, LANI, OLIA, LYLA, CARYS,
 HARY, JACKSON, LUKE,
 DY, FINLEY,
 K, NATHAN, ILLY,
 TY, TOBY, COREY, SUMMER,
 XAVIER, MILO, TRISTAN,
 IA, MORGAN, VERITY, ROBIN,
 MMED, JESU, THOR, PAUL

ILLA, IVY, PEARL, VICTORIA,
 COLE, CLARA, LARA, TOMMY, DOMINIC, ILLY,
 R, ARTHUR, THOMAS, KON, ADAM, SEBASTIAN,
 ON, SEBAS, AN, THEODOR, REECE, RYAN, RYDER, ILLY,
 L, SCARLET, ON, CARYS, GEORGE, ILLY, EZRA, MILA,
 OSCAR, MATT, EW, HARLEY, N, HUNTER, ALEXANDER, ROBIN,
 EN, SETH, JASPER, HUGO, OS, ALEB, CASSIDY, MITCHELL, HANNAH,
 LIX, SAVANNAH, IDI, SERENA, IVY, FELICITY, IN, SORRELL,
 BENJAMIN, D, CATORIA, PAV

ILLY, KADE, AIDEN, SARA, ETHAN,
 IDIE, PHOEBE OR CORINA, ZEL, IRIS, NICOLE, CLARA,
 GEORGE, ALFIE, TOMMY

ATMAN, EVE, SAVANNAH,
 ILLY, COREY, SUMMER,
 ILLY, TRISTAN, FLORIAN,
 ILLY, VERITY, ILLY, FELICITY,
 THOR, PAUL, BENJAMIN, DIANTH,
 JACK, CHARLIE, LEO, JACOB, ILLY,
 N, EMILY, DANIEL, JOSEPH,
 ADEN, QUINN, ELOUISE, VICTORIA,
 IRA, ETHAN, LIAM, SALLI,
 R, CORA, IVY, PEARL,
 E, CLARA, LARA, DYL,
 IVY, DOMINIC, NATE,
 UR, THOMAS, ELL,
 ILLY, SEBASTIAN, ILLY,
 ILLY, THEODOR,
 KE, RIGBY, RYDLE,
 LETT, FION, CARYS,
 IGE, DAVID, EZ,
 OSCAR, MATT,
 VICKON, LIUNIE

AEN, SEIN, JAXON, ADRIEN, OSCAR, BILLY, ADEN,
 ILLY, HAYDEN, AIDEN, SARAH,
 ILLY, AVANNAH, HEIDI,
 ILLY, ELODIE, PHOEBE OR CORINA,
 ILLY, SORRELL, HAZEL, IRIS, NICOLE,
 RIA, PAWEL, GEORGE, ALFIE, TOMMY,
 ILLY, ALFIE, ARCHIE, THEODORE, OSCAR, ARTHUR,
 ARLO, REGGIE, ILLY, JAXON, ADRIEN,
 ILLY, BRADLEY, SETH, KEIRON, SEB,
 VICTOR, MAGNI, ILLY, REECE, RYAN,
 VA, JULIA, ANN, ILLY, SCARLET,
 LANI, OLIA, LYLA, ILLY, GEORGE, ILLY,
 ILLY, JACKSON, LUKE, ILLY, OSCAR, MATT,
 INLEY, MASON, ILLY, HUNTER, ILLY,
 THAN, EVE, SAJEN, SETH, JAXON, ADRIEN,
 ILLY, COREY, SLAY, ILLY, KALEB, CASSIDY,
 ILLY, MILO, TRISTAN, FELIX, SAVANNAH,
 ILLY, VERITY, ROMILLY, FELICITY,
 ILLY, JESU, THOR, PAUL, BENJAMIN,
 ILLY, NOAH, JACK, CHARLIE, ILLY,
 ILLY, VINYL, DAVID, ILLY, SCARLET, ILLY, GEORGE, ALFIE, THEODORE,
 ILLY, ALFIE, ARCHIE, THEODORE, ILLY, REGGIE, EDWARD

ILLY, KADE, AIDEN, SARA, ETHAN,
 IDIE, PHOEBE OR CORINA, ZEL, IRIS, NICOLE, CLARA,
 GEORGE, ALFIE, TOMMY



FAMILY MATTERS

We are committed to supporting all our employees when their families grow. The following section gives you the basic details and allowances and full details are contained in the Maternity, Paternity, Shared Parental Leave and Adoption policies. We will arrange an informal meeting with you on notification of any of these areas at which we will ensure we have all the details we need and that you have all the information you need.

MATERNITY

Once your pregnancy has been confirmed, you should inform your Manager. They will arrange an informal meeting with you to discuss how you can best be supported during your pregnancy, make plans for your maternity leave and answer any queries you may have. At this meeting we will ask for some key information:

- A copy of your MATB1 form
- The expected date your baby is due
- The date you plan to start maternity leave

You should also confirm these points in writing to your Manager no later than 15 weeks before your due date.

Your Manager will also conduct an Expectant Mothers Risk Assessment, to ensure that you are working in a safe environment whilst you are pregnant.

MATERNITY RIGHTS & ENTITLEMENTS

- You are entitled to 52 weeks of statutory maternity leave (26 weeks normal & 26 weeks additional)
- All expectant mothers must take a minimum of 2 weeks leave following the birth of the baby

The earliest you can start your maternity leave is 11 weeks prior to your expected week of childbirth.

If your baby arrives early, then your leave will commence from the day following birth.

If you are signed off work in the four weeks prior to your expected date with pregnancy related illness prior to childbirth, then your leave will automatically start.

MATERNITY PAY

If you have worked with us for 26 weeks continuously by the 15th week before your expected week of childbirth and your average wages are enough to pay NI contributions, you will be entitled to 39 weeks paid maternity leave as detailed in statutory maternity pay (SMP). A breakdown of payment periods and amounts can be found in the policy and we will discuss this with you at your informal meeting.

SMP is paid in the same way as your normal wages and is subject to tax and NI deductions.

If you do not qualify for SMP you can apply for maternity allowance through your local job centre.

Throughout your maternity leave you will continue to accrue holiday. You can choose to take any previously accrued holiday prior to starting maternity leave. You can also choose to take any accrued days through your maternity leave, at the end of your maternity leave or use them once you have returned to your role.

KEEPING IN TOUCH & RETURNING TO WORK

We would like to ensure you remain connected to us during your maternity leave and as such we have Keep in Touch (KIT) days which are fully paid so you can attend any meetings, training or general work that is mutually agreed upon. We offer a maximum of 10 KIT days during your maternity leave.

Around 8 weeks prior to your return to work date, we will arrange to meet with you and discuss how we will support your return.

PATERNITY LEAVE & PAY

You are entitled to 1 or 2 consecutive weeks of paternity leave if you are the biological father or the partner of the mother (male or female) responsible for the upbringing of the child. You must give notice in writing to your Manager that you wish to take paternity leave. This notice must include the following information:

- The expected date the baby is due
- The date you plan to start paternity leave
- Whether you wish to take one week or two consecutive weeks' of paternity leave

If you decide to only take 1 week then you will lose the second week. Paternity leave can start on any day but must be within 56 days of the actual date of birth or placement.

If you have worked with us for 26 weeks continuously by the 15th week before the expected week of childbirth and your average wages are enough to pay NI contributions, you will be entitled to paid paternity pay at the statutory rate. Paternity pay is paid in the same way as your normal wages and is subject to tax and NI deductions.

SHARED PARENTAL LEAVE

Shared parental leave provides you more flexibility in how to share the care of your child in the first year after birth. Both parents need to be eligible to be able to choose how to split the available leave between you and may decide to be off work at the same time or at different times. You may also be able to take time off in more than one block.

ADOPTION LEAVE & PAY

If you have worked with us for 26 weeks continuously by the week you are matched with a child and your average wages are enough to pay NI contributions, you will be entitled to 52 weeks statutory adoption leave (26 weeks normal & 26 weeks additional).

During this leave you will also be entitled to 39 weeks paid leave which is 90% of your average weekly earnings or the current statutory adoption rate (whichever is lower). The remaining 13 weeks of adoption leave will be unpaid. Statutory Adoption Pay (SAP) is paid in the same way as your normal wages and is subject to tax and NI deductions.

Adoption leave can only be taken by one person if in a partnership, with the other potentially entitled to paternity leave. Adoption leave can start 14 days prior to the date of placement for UK adoption or for overseas adoption the date the child arrives in the UK or within 28 days of this date.

07

FLEXIBLE WORKING & ADDITIONAL LEAVE POLICIES

FLEXIBLE WORKING

Flexible working arrangements can enable a balance to your working life with other priorities, including caring responsibilities, life-long learning and other interests. To apply for flexible working, you should write to your Manager stating your request and reasons. You can make a request once you have 26 consecutive weeks employment with the Company.

REMOTE / HOME WORKING

We are open to our Whopper Support Team employees requesting and occasionally working remotely or from home. Many of our Whopper Support Team employees are field based and, in this situation, it is standard practise to occasionally work from home. Each request for remote or home working will be considered by your Manager on an individual basis in consideration of the needs of the employee and the business. We reserve the right to allow or refuse any request submitted.

PARENTAL LEAVE

Parental leave is taken for the purpose of caring for a child and may be taken by either natural or adoptive parents. You are entitled to parental leave after you have one years' service with the Company.

You are entitled to 18 weeks unpaid leave if you have a child under the age of 18. Leave can be for a minimum of 1 week to a maximum of 4 weeks in any 52-week period. Where possible 21 days' notice should be given to your Manager of the intention of using parental leave.

EMERGENCY AND DEPENDANTS LEAVE

There may be certain situations where you need to take additional leave to deal with a dependant related problem or a domestic emergency. You should inform your Manager and each situation will be looked at individually, in order to assess and agree an appropriate amount of leave.

A dependant is a spouse, partner, child, parent or someone living in your home as a member of your family. It may also apply to someone who reasonably relies upon you for help in an emergency. A dependant related emergency would be an unexpected or sudden problem involving the dependant and may be due to a mental or physical illness or the deterioration of an existing illness. It may be that there is a problem with existing care arrangements e.g. the sudden loss of a childminder due to illness.

A domestic emergency will be a situation that needs immediate attention and can only be attended to by yourself.

This time off is unpaid and the amount of time off should be a reasonable period of time to deal with the emergency and make the arrangements that are needed.

UNPAID LEAVE

In certain circumstances and at the absolute discretion of the Company, we may allow you to take a period of unpaid leave. You should make any request for unpaid leave to your Manager who may require additional approval from Senior Management.

08

IF THERE ARE
PROBLEMS
TO RESOLVE

We aim to be clear on the expectations of working with us and that all employees understand the rules, regulations and standards of behaviour. This is important for the well-being and safety of all our employees. There are a variety of ways in which we ensure any problems that may arise can be dealt with in a fair and clear way.

EQUALITY

We are committed to creating and providing a working environment in which equality of opportunity is a reality and one in which every individual can seek, obtain and continue employment without unfair discrimination. Our policies and procedures reflect this including those relating to the recruitment, training, development and promotion of employees, and matters relating to the terms and conditions of employment.

It is the duty of each individual employee to maintain this policy in their area of responsibility.

Discrimination, bullying or harassment, in any form will lead to disciplinary action being taken and may lead to dismissal. Employees should also be aware that if they are guilty of discrimination, they may be personally legally liable for their actions. Further information can be found in the Equality & Diversity Policy.

HARASSMENT & BULLYING

We strongly support having a working environment in which everyone is entitled to work without harassment, victimisation or bullying. Any incident of this nature will not be tolerated and will be treated with the utmost seriousness. The Company has developed a procedure to assist any employees who feel that they have been subjected to harassment, victimisation or bullying.

Informal Action

Employees should follow one or all the following courses of action:

- If in a position to, immediately tell the individual exhibiting the offensive behaviour to stop
- If not in a position to or uncomfortable with doing so, ask a line manager or the People & Culture Team to speak to the individual informally on their behalf

Formal Action

If the matter cannot be resolved informally then you should raise the issue formally with your Manager, in writing. The matter will be investigated, establishing what action is necessary, informing the complainant and alleged harasser, of the outcome as soon as possible following the conclusion of the investigation. If the matter is regarding your Manager, then speak to their Manager or a member of the People & Culture team.

Each case will be reviewed independently, and in some cases may be managed via the Disciplinary Procedure with the outcome being communicated as required. Further information can be found in the Equality & Diversity Policy.

RAISING A GRIEVANCE

Sometimes issues and challenges can come up where you may feel you need to raise a concern or complaint with us. In resolving grievances, we work with you to understand the issue and to resolve the matter quickly.

Informal Procedure

If you have a problem with one of your colleagues, you may want to think about speaking to them informally to resolve the issue. When doing this consider how you approach this and where, ensuring that any conversations are held in a private. If you feel you need some support in doing this or you feel that an issue remains, then speak to your Manager.

If you have an issue with your role, a policy or procedure then please speak to your Manager. If you are uncomfortable approaching your Manager, then speak to their Manager or a member of the People & Culture team.

Formal Procedure

If you have tried the informal approach and feel the problem remains, then you can raise your issue formally. You will need to speak to your Manager to do this. If the problem relates to your Manager, then you should approach their Manager or the People & Culture team.

To support the process, you will also need to put the details in writing. The more detail you can give will help us to understand how you see the issue and what has happened. If you have an outcome in mind to resolve the issue, we would also like to understand this.

Once you have formally raised the issue, then a formal procedure will commence inviting you to a grievance meeting. We will then conduct a full investigation and reach an outcome to the issues raised.

For full information on the process, refer to the Grievance Procedure.

PUBLIC INTEREST DISCLOSURE OR WHISTLE-BLOWING

The law protects any employee that makes public interest disclosures. This applies to the following:

- 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 another legal obligation
- Concealment by us of any of the above

If you have reasonable belief that something is, has been or is likely to take place then we will investigate the matter urgently. You also have access to a free confidential whistleblowing hotline provided by Hospitality Action — contact them on 0808 801 0351

Further information can be found in the Disclosure Procedure.

DISCIPLINARY PROCEDURES

We have this procedure in place to support and ensure that everyone is fully aware of the standards of performance, conduct and behaviour expected as well as the potential penalties for failing to maintain these standards. The disciplinary procedure is intended to be corrective rather than punitive and the emphasis (except in cases of Gross Misconduct) will be to correct actions and return to an acceptable standard of conduct.

The procedure aims to prevent undisciplined or unreasonable behaviour by a minority of employees adversely affecting the business or interfering with the establishment and maintenance of effective working relationships. The disciplinary procedure is non contractual and may not be applied during the first two years of employment.

For full information on the procedure, refer to the Disciplinary Procedure.

PERFORMANCE IMPROVEMENT

As one of our employees you are required to achieve and maintain a good standard of work. We also require you to show a conscientious approach to your job and all its details, to a standard that may be reasonably expected.

The performance improvement process is there to help you maintain and return to the standard of performance we require, by giving you and your Manager a framework to work within to keep up satisfactory performance standards and encourage improvement where necessary. It is our policy to ensure concerns over performance are dealt with fairly and that steps are taken to establish the facts and ensure you are heard in relation to the issues.

For full information on the process, refer to the Capability Procedure.

REOCCURRING ABSENCE

If you have been absent (unauthorised or sickness) from work on three occasions in a rolling six-month period you will be warned that any further absence in the next six months may result in a first stage warning. There are additional triggers for reoccurring absence that may carry further warning's.

Further information can be found in the Sickness and Absence policy.

GROSS MISCONDUCT

Gross misconduct is when something is done that is considered serious enough to result in your dismissal without warning. Summary dismissal is dismissal without notice or payment in lieu of notice.

If you are suspected of gross misconduct, you may be suspended on normal pay while the Company investigates the alleged offence(s) and, where appropriate, pending any disciplinary hearing. The outcome of the disciplinary will be determined by the severity of the misconduct. Any level of warning or dismissal can be issued. You will be informed in writing of the outcome along with clear details of the misconduct.

The following list gives examples of the circumstances, which will be regarded as 'gross misconduct'. Please note that this list is not exhaustive.

- Theft from BKUK, its employees or customers
- Dishonesty such as providing incorrect or fraudulent information
- Behaviour that is unprofessional and brings BKUK into disrepute
- Any forms of discrimination, harassment, victimisation or bullying on any unlawful grounds
- Breach of health and safety procedures
- Theft, fraud, or abuse of BKUK funds, property or systems
- Serious breach of our Code of Conduct or any BKUK policy or procedure
- Unauthorised use or disclosure of confidential BKUK information
- Attending work while behaviour appears to be affected by the influence of alcohol or non-prescribed illegal drugs or possession of illegal drugs at work
- Unauthorised absence
- Breakdown of trust and confidence

Further information can be found in the Disciplinary Procedure.

APPEALS

An employee may appeal against any decision under the disciplinary or capability procedure within five working days of the decision. Appeals should be made in writing and state the grounds for appeal. You will be invited to attend an appeal meeting chaired by a Director or a more senior Manager, who has not been previously involved in the process.

Following the meeting, you will be informed in writing of the appeal decision. The Company's decision on an appeal will be final.

THE RIGHT TO BE ACCOMPANIED

Employees are entitled to be accompanied to any disciplinary, capability or appeal hearing by a trade union official or a fellow employee of their choice.



09

KEEPING
EVERYONE SAFE

HEALTH & SAFETY

People are core to the continuing success of our operations. We are committed to taking all reasonably practicable steps to ensure the health, safety and welfare of our employees, customers, contractors and visitors, by making sure our restaurants and offices are safe places to work and you will find a copy of our Health and Safety Policy Statement on your staff notice board.

Our restaurant and duty managers have responsibility in their sites to implement and monitor company procedures ensuring the welfare and safety of employees and visitors. Regardless of where you are based for your role (Restaurants or Whopper Support) you are required to:

- Take reasonable care for your own health and safety
- And that of others who may be affected by what you do or what you fail to do
- Co-operate with your Manager to ensure the highest standards of safety are maintained

Safe ways of working are shown to you in your induction and training which you are expected to follow. If you are concerned about any health and safety issue, require specific advice on any aspect of your personal health and safety, or have any physical, mental health or medical issue, permanent or temporary, for which you need us to make reasonable adjustments, please discuss it with your Manager.

These health and safety rules must be adhered to:

- Completion of full training before using any equipment or attempting tasks for the first time
- Use of all equipment in the way you have been trained, including any trouble shooting, maintenance or cleaning
- Ensure all machinery is turned off and either unplugged or isolated at the mains before taking apart, cleaning or assembling
- Report any hazards or obvious disrepair or defects to your Manager
- Follow the manual handling procedure when lifting and moving items
- Following our clean as you go and floor cleaning procedures to prevent slips on wet floors
- Report any near misses or accidents while at work to your Manager
- Follow our allergen process when advising customers, never guess or make assumptions, and ask a manager if you are unsure

ACCIDENTS

We are obliged by law to keep a record showing details of all accidents and near misses, which are situations where it's foreseeable someone could have been injured, even if on this occasion no one has actually been hurt. You must report all such events and resulting injuries, even very minor ones, to the Manager responsible for the site so the reasons for it happening can be investigated to ensure it doesn't happen again.

After any accident or incident your priority is to look after the welfare of the affected person(s). All duty managers are trained in emergency first aid and must be summoned to assist and call for an ambulance if necessary.

If a visitor or customer is involved in an accident, look after them but for legal reasons you must not in any way admit liability on behalf of yourself, other employees or the Company. Being kind and sympathetic and saying you are sorry someone has been hurt, is not an admission of liability and can be helpful when customers are upset in these situations.

FIRE & EMERGENCY PROCEDURES

Details of emergency procedures, exits and assembly points are displayed on notice boards in restaurants and at Whopper Support. These will be shown and explained to new employees on induction and escape routes to the final assembly point will be walked through.

On discovering a fire:

- Raise the alarm immediately
- Commence evacuation of the building and head towards the assembly point
- If you have been trained and feel that it is safe to do so, attempt to fight the fire using fire extinguishers / fire blanket
- A manager or supervisor will call the fire brigade and remain on the phone until they arrive
- Play your part in the roll call so you are safely accounted for and don't re-enter the building until a manager tells you because the fire brigade has advised us it's safe

MANUAL HANDLING & BACK CARE

If you are required to lift and carry loads as part of your role it is important that you always take care to protect your back. You should always:

- Work within your own capacity and get help if necessary
- Use mechanical aids where possible
- Be aware of your posture at all times

If you have a medical condition or physical impairment, either temporary or permanent, which may affect your ability in this area, tell your Manager to you can discuss whether any suitable adjustments need to be made.

DRIVING ON COMPANY BUSINESS

Any employee driving on company business has a personal duty to comply with the Road Traffic Act, which is enforced by the police, in the same way when they are driving on personal business.

Employees must notify the DVLA and us if they have any notifiable medical condition or disability which may affect their ability to drive safely for work.

All employees driving on company business:

- Must have a full current driving licence which is legal to use in the UK

- Must inform us if you commit any offence whilst driving on company business, including speeding offences
- Must inform us as soon as you become aware you may or do lose your driving licence

Additional checks for non-company cars:

- Please refer to the Car policy for further information on insurance requirements and checks required

Employees driving on company business must be responsible and mindful when using a hands free system for mobile phone calls whilst driving.

VIOLENCE IN THE WORKPLACE

We do not condone any forms of violence, physical or verbal, by either employees or members of the public.

If you are involved in a violent situation, or a customer or other visitor becomes verbally abusive, remove yourself from the area and inform management immediately. We do not expect any employees to expose themselves to harm.

10

IT
COMMUNICATIONS
& DATA

IT & SOCIAL MEDIA USE

We reserve the right to review, audit, monitor, read and intercept all electronic data and information sent over our business information systems which includes but is not limited to computers, laptops, telephones, smart phones. All information within these systems remains the property of BKUK.

You are responsible for the security and upkeep of our systems and equipment provided to you to perform your job. No computer programs may be copied, and no unauthorised software may be used on any BKUK computer. Personal equipment is not permitted to be connected to any BKUK information systems.

EMAIL & INTERNET

BKUK's e-mail and internet system is intended primarily for business use. All employees are expected to use e-mail and the internet in a responsible manner.

E-mail is often seen as an informal means of communication, but it is not. Think carefully before sending e-mail messages, which could be misinterpreted. E-mails are not confidential. They are subject to legal disclosure and a name at the end of an email is the equivalent of a signed name on a document.

The Company reserves the right to monitor and inspect e-mails sent or received by its employees. This covers emails sent internally or externally and the use of the internet.

Please be aware that evidence of serious misuse of the e-mail and/or Internet system by you may result in disciplinary action, up to and including dismissal.

Inappropriate use includes but is not limited to:

- Any communication that might bring the reputation of the Company into disrepute, including protected copyright material
- The sending of chain letters, junk mail, advertisements other than those which are sent in the course of your duties under your Contract of Employment, or other trivial content including jokes, quizzes and video clips
- Sending abusive material in any e-mail whether business or personal
- Accessing, copying, sending and/or forwarding of pornographic, discriminatory, harmful, illegal or otherwise offensive material/content

If you receive an inappropriate e-mail or file attachment, inform your Manager immediately.

SOCIAL MEDIA & NETWORKING SITES

We recognise that social media and networks are a valuable way for us all to communicate and engage with others. We also recognise that you may have your own blogs and use social media sites like Facebook and Twitter and you should only use these in your own personal time.

We expect our employees to observe certain standards of conduct to protect both our business reputation, our employees and our customers from inappropriate use whereby you do not:

- Conduct yourself in a way that is detrimental to, or brings the Company into disrepute
- Allow interaction through social media to damage working relationships between employees, customers or suppliers
- Include personal information about our employees, suppliers, customers or clients without their express consent
- Make derogatory, offensive or defamatory comments about the Company, our employees, suppliers, customers or clients
- Disclose any confidential information belonging to us or our suppliers, customers or clients or any information that could be used by a competitor
- Upload any offensive photo's relating to Company business or company events, which includes photos of employees, suppliers, customers or clients
- When requested you must remove any photos or content relating to Company business or Company events

A failure to use IT responsibly may result in disciplinary action and could result in dismissal.

Further information can be found in the IT & Social Media Policy.

DATA PROTECTION

The Data Protection Act 2018 controls how your personal information is used by organisations, businesses or the government. We are committed to fulfilling the requirements of this legislation.

We will only hold information that is needed for your employment with us and will be used in a lawful, fair and transparent way. We will only keep it for as long as we need to, and it will be kept securely.

The types of information we will hold includes your personal details, recruitment information, right to work documentation, pay details, role information, talent management documentation, management records, IT and System information and family information. We also may hold sensitive information on ethnicity, your health and any criminal convictions you may have or offences you may have committed.

You are required to provide the information requested as part of your Contract of Employment. If any of your personal details change you must inform your Manager to ensure our records are accurate and current.

You may encounter personal details in the completion of your role. It is your responsibility to ensure that you protect this data.

How to exercise your right to access your personal data:

If you want to make a request in respect of your rights relating to your personal data, please contact the Company in writing by emailing us at datarequest@bkuk.com OR writing to Data Request at Whopper Support. Please note that we may be required to ask you for further information in order to confirm your identity before we provide the information requested.

Further information can be found in the Data Protection Policy.



11

KEEPING
THINGS
SECURE AND
TRANSPARENT

STOCK & CASH RESPONSIBILITY

Restaurant employees will encounter and be responsible for stock and cash on a daily basis. It is important all employees understand the procedures in place for this.

When working with cash you will be required to account for all monies that you handle. Employees are not permitted to carry personal cash on themselves whilst working.

Employees must not take out of the Company's monies, any unauthorised loans for themselves or any other employee. Any borrowing of cash will be treated by the Company as possible theft and will result in disciplinary action that could result in summary dismissal.

We consider cash and stock losses as a potential serious disciplinary offence that may result in disciplinary action and could result in summary dismissal. This includes but not limited to the following practices:

- Falsifying stock levels
- Borrowing stock
- Behaviour, negligent or otherwise which results in the loss of company stock or cash
- Carrying cash on you whilst working
- Improper till use that results in cash deficits
- Applying false discounts
- Under ringing of sales

All employees handling cash are expected to read and sign the Cash Control Policy and all Management are expected to read and sign the Management Finance Policy.

CONFIDENTIAL INFORMATION

Whilst working with us you may have access to confidential, technical, commercial or financial information about our business. You must not during your employment or at any time after its termination use or disclose any confidential information to any third party.

This includes but not limited to the following: financial information, security arrangements, future promotional plans, recipes & ingredients, new site locations, supplier details, customer details or personal information of other employees. Confidential business information must also not be removed from any company locations.

RIGHT TO SEARCH

We reserve the right to search belongings, lockers or work stations at any time, while you are on the premises, in which you are working, for the purposes of the detection of or the prevention of crime. If you have a car on the premises this may also be searched.

Searches will only be carried out by authorised staff and in doing so no accusation is being made against you. We will use the maximum amount of discretion during any search.

You may request to be accompanied by another member of staff during a search and can request that it be conducted in private. You may request that the search be carried out by persons of the same sex.

If you refuse to undergo a search you may be suspended, and an investigation completed which may result in disciplinary action and could result in summary dismissal.

CCTV MONITORING

We reserve the right to use CCTV monitoring for the prevention or detection of crime. Where CCTV monitoring is carried out, notices will appear in the relevant areas.

Further information can be found in the Security & CCTV Policy.

GIFTS FROM SUPPLIERS OR CUSTOMERS

To ensure the best possible relations with suppliers and other external organisations, we must maintain high standards of integrity. We do not believe that it aids a healthy business relationship for employees to receive gifts from suppliers or customers.

If you receive a gift, please speak to your Manager who will advise you about what to do with it. Breaches of this policy may result in disciplinary action and could result in summary dismissal.

Further information can be found in the Anti-bribery and Anti-corruption Compliance Policy.

PRESS & MEDIA POLICY

Contact with the press, publications, radio, TV or any other forms of media on matters concerning the business is strictly prohibited. If you are asked for information relating to the business, or our interests, by someone outside the business, you should contact the marketing department at Whopper Support.

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LEAVING
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NOTICE PERIODS

If you decide to leave our employment, please inform your Manager in writing as soon as possible. Your minimum written notice of termination of employment is stated in your Contract of Employment.

If you request an earlier leaving date and it is agreed by your Manager, you will only be paid up to the agreed leaving date. Please note that the Company will not be able to facilitate any request if it has an adverse impact on the business.

HOLIDAY ENTITLEMENT WHEN LEAVING

If you leave us, your holiday entitlement will be re-calculated as at your leaving date, taking into account the amount of holiday year remaining, and the amount of holiday you have taken.

If you have taken less than your entitlement, the balance remaining will be paid to you in your final pay. Any such payment will be subject to deductions of tax and National Insurance contributions in the usual way. If you have taken more than your entitlement, the balance will be deducted from your final pay.

Requests to take holiday during your notice period will not normally be approved except in exceptional circumstances. We may however require you to take any outstanding holiday during your notice period.

STAFF DISCOUNT AND BENEFITS

Employees giving notice to leave the Company will be able to receive staff discount and certain benefits until their last working day. You may not be eligible for some benefits (bonus) once you have resigned. Please speak to your Manager for further details.

RETURN OF COMPANY PROPERTY

Any Company property, which you have in your possession, must be returned on or before your last day with us. Please note that failure to return property could entitle the Company to withhold payment of your final salary and/or any other monies payable to you, or to deduct an amount equivalent to the cost of such property from such monies.

Company property includes but is not restricted to items such as: keys, uniform & badge, security pass, corporate credit card, laptop, mobile phone and company car. Any documents, papers, reports or similar items or copies that you have acquired during the course of your employment must also be returned.

ENTICEMENT

For a period of 6 months following the termination of your employment, you may not endeavour to entice any employee away from the Company, either on your own account or for the benefit of another person or organisation.

POST EMPLOYMENT RELATIONSHIPS

Due to the nature of our business and having close business relationships with our partners and suppliers we would ask you to inform your Manager should you be applying for a position with one of our Franchisees or suppliers. This is to ensure that we continue to have a good working relationship and our business relations are not affected.

REDUNDANCY

A member of staff is made redundant when the need for the job performed by that employee no longer exists, or when there is a reduction of activity within the area in which that person is employed.

We will only make staff redundant with great reluctance but, should redundancy be necessary, the Company will first attempt to find suitable alternative employment and will ensure that full consultation takes place. A full policy will be made available if this situation arises. This policy may not apply for employees with less than two years of service.

LEAVING INTERVIEW

We would be very interested to learn more about your individual reasons for leaving. On handing in your notice, you may be requested to complete a questionnaire or attend an interview with your Manager or a member of the People & Culture team. This will give you the opportunity to discuss your reasons for leaving, on a confidential basis.

LIST OF BKUK POLICIES AND PROCEDURES

Copies of all full policies and procedures can be found on the FACT (Restaurants) or Sharefile (Whopper Support) systems.

- Access & Search Policy
- Alcohol, Drug & Substance Abuse Policy
- Anti-Bribery & Anti-Corruption Compliance Policy
- Capability Procedure
- Cash Control Policy (cashiers)
- Code of Conduct
- Conflict of Interest Policy
- Data Protection Policy
- Disciplinary Procedure
- Disclosure (Whistleblower) Procedure
- Equality & Diversity Policy
- Expenses Policy
- Flexible Working & Additional Leave Policies
- Grievance Procedure
- Health & Safety Information
- Holiday and Other Leave Policy
- IT & Social Media Policy
- Management Finance Policy
- Maternity, Paternity, Shared Parental & Adoption Leave Policies
- Security and CCTV Policy
- Sickness & Absence Policy
- Young Persons in Work Policy

POLICIES & PROCEDURES

