

Going Places Together

Welcome Handbook



Welcome to Roadchef

On behalf of myself and the whole senior management team at Roadchef, I would like to warmly welcome you to the Roadchef family. You have made a great choice in joining Roadchef at this exciting time for our business and the motorway service sector as a whole, and you now have a great opportunity to grow your career and help us to continue to grow our business.

Many of our customers arrive at our service areas stressed and in need of a re-energising break after a long journey. The service that we deliver to them is a vital factor in making sure they can continue their journey refreshed and uplifted which, in turn, ensures they have a safe and happy onward journey. We firmly believe that through the delivery of great brands, products and service in a clean and comfortable environment we can make visiting our service areas so delightful that our customers choose Roadchef every time they travel.

I would encourage you to throw yourself wholeheartedly into your training and to allow your personality to shine through in your interaction with our customers and your colleagues. By being yourself and displaying kindness and generosity to those you meet, you will doubtless make a significant contribution to exceeding our customers' expectations and, in turn, you can feel a sense of pride and satisfaction in what you have achieved.

Thank you for choosing Roadchef and I wish you every success in this new stage in your career.



Mark Fox
Chief Executive

Together
we're making
Britain's roads
happier



Be more 'CUP'

Caring
Uncomplicated
Positively Obsessive



All about us

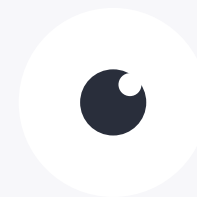
The Roadchef Mission, Vision & Values are core to what we believe in and helps to support and shape our culture - it's our identity!

Team members who understand and believe in our Mission, Vision & Values can...

Have a clearer understanding of their own role
Know what the company is trying to achieve, and how they can contribute.

Know the values and attitudes they need to adopt to perform at their best by becoming more aware of these important factors, you can use them as a guide to make the best choice in any situation

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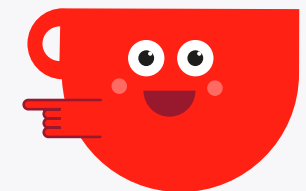
Our Vision

To make Britain's roads a safer and happier place by elevating the mood of every road user.



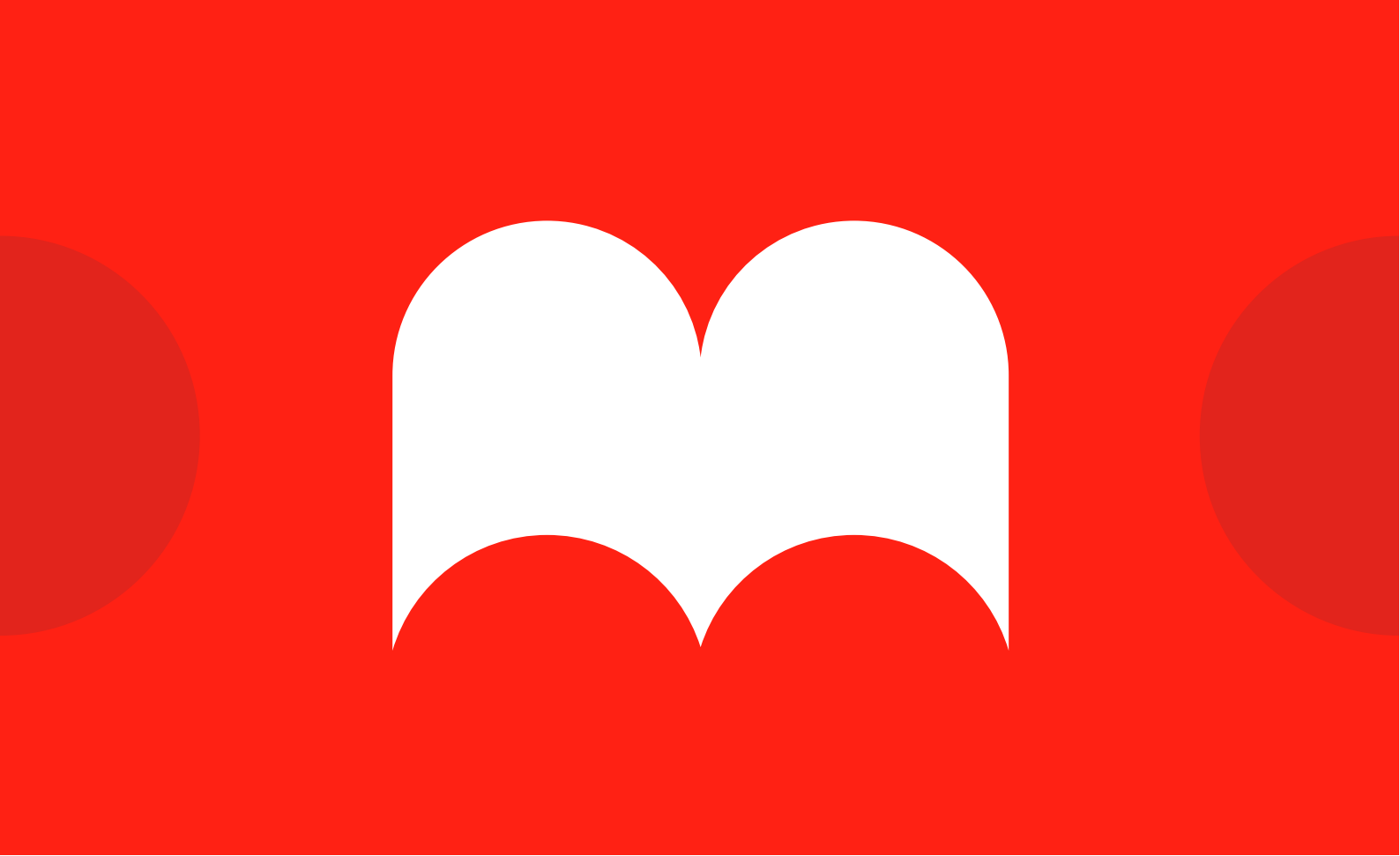
Our Mission

To de-stress & delight Britain's road users.



Our Values

Over there!



Navigating your handbook

This handbook is designed to help you settle into your new job, helping us all to work as a team and deliver great service.

There's lots of useful information inside that can help you now and in the future and we have tried to answer the sorts of questions you may have, such as how to request holiday, what to do if you're not well enough to come to work etc, so please take some time to read it and keep it safe, along with a copy of your Contract of Employment.

The handbook contains information, rules, policies and procedures and parts of it form an important part of your terms and conditions of employment (where specified) alongside your Contract of Employment.

We want you to be clear about all the relevant terms that apply to you, so if you're ever unsure about your contract terms and need some help clarifying them, please ask your line manager to explain them to you.

More detailed Roadchef policies are available to read in full but in the first instance, the handbook gives you an introduction to these. If and when new policies are introduced we will take the time to explain them to you in full.

We would also ask you to regularly look at the notice boards to see if any new information has been posted for your attention.

Contents

Roadchef History	9
Section 1 Your role as a roadchef team member	11
Section 2 Contractual information	14
Section 3 Integrity and anti-bribery	18
Section 4 Confidentiality, media dealings, data protection and security	21
Section 5 Starting your journey	25
Section 6 More than just a job	29
Section 7 Your development journey	32
Section 8 Absence	35
Section 9 What happens if things go wrong	41
Section 10 Other important information	46
Section 11 Health and safety	51
Section 12 Loss prevention	55
Section 13 Leaving Roadchef	58

Our History

We've been around for some time now! Roadchef began in 1973 as a joint venture between Lindley Catering investments and Galleon World Travel Ltd. In 1983 with six Motorway Service Areas, a management team bought out the business from Lindley Catering investments.

Since then, Roadchef has grown from strength to strength. In 1998 it acquired a further three sites with the acquisition of The Blue Boar Group which included the first ever UK motorway service areas at Watford Gap, the first and most iconic MSA in the UK, which celebrated its 50th birthday in 2009!

In 2004 we opened Norton Canes which was the first motorway service area on a UK toll road. In 2011 we acquired 'First Motorways' which included Magor on the M4.

Our Motorway Service Area locations now cover the length and breadth of the country.

We operate an impressive portfolio of leading catering, retail and accommodation brands from Costa and McDonald's to WHSmith and Days Inn, not to mention our own in house catering brands.

We now employ over 3,300 people and serve over 52 million visitors per year with over a million breakfasts, 500,000 portions of fish and chips and in excess of 7 million coffees!

Over recent years £25 million has been spent on redeveloping the catering facilities at our sites, with further improvements scheduled to take place over the coming years.

We are one of the UK's major Motorway Service Area operators and we never forget that we are here to serve the travelling public who use Britain's motorway network every day of the year... including Christmas Day!

Our history is a continuing story and the success of our business is down to our people and that means you!

**For more info visit
www.roadchef.com**

Section 1

Your role as a Roadchef team member

It starts here!

Congrats on joining the Roadchef team

We're a little biased but we think Roadchef is an amazing place to work so we only ask great people to become part of our team. You are joining us because we genuinely believe that you will be able to make a valued contribution to managing and improving our business and looking after our customers.

Customer service is our top priority. We will only achieve our mission if our customers leave feeling that they have had great service. Everyone employed at Roadchef is here to make this happen.

Every time a customer comes into contact with either our service or the things we sell, we have the chance to get it right for them, first time. You will be the reason why our customers go away feeling refreshed and invigorated because you made their experience unique.

To help us consistently maintain high standards we talk to you on a regular basis and provide thorough training for the job that you do. We also need to see what we do through the eyes of our customers and we use a variety of internal and external

auditing programmes to measure customer service and brand standards. Some of our brand partners also have mystery shopping programmes in place. We will provide you with details of the standards that these programmes look for and it is important that you familiarise yourself with them.

Zero Tolerance

We pledge to treat all customers and employees with dignity and respect. You are our Everyday Hero and are there to make the customer experience more enjoyable.

However, we will not tolerate any violence or aggression, including bullying, foul language, racism or harassment towards our team. Police/legal action will be taken, where appropriate, and offenders will be banned from entering our sites.

Our policy on zero tolerance extends to the way in which we deal with each other and our customers.

If you have any concerns, please speak to your line manager immediately.

Recruitment

All potential employees will be taken through the Roadchef recruitment process. We aim to ensure that all applicants are given equal opportunity in a fair and consistent recruitment process.

References

You will be aware from your Contract of Employment that we take up references for every new employee and you will have been asked to provide details of two referees as part of this process. Your contract is conditional on us receiving two satisfactory references and therefore if we do receive a reference which contradicts information you have provided or is unsatisfactory, then Roadchef may terminate your employment.

Cont. —————>

Equality & Diversity

Roadchef is committed to eliminating discrimination and encouraging diversity amongst our workforce.

We aim to provide equality and fairness for all employees in all aspects of their employment and not to discriminate because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, religion or belief, sex or sexual orientation.

It is your responsibility to treat your colleagues and our customers fairly and with respect. Selection of employment, promotion and training will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop to their full potential and the talents and resources within the business will be fully utilised to maximise the efficiency of the organisation.

Appropriate disciplinary action will be taken against any employee who does not comply with the Equality and Diversity Policy.

Your Legal Right to Work

As you are aware, your employment with the Company is subject at all times to you being legally able to work in the UK and this is set out in your Contract of Employment.

Prior to you starting work with Roadchef you provided evidence that you were entitled to work in the UK.

If you are on a visa that restricts your working hours (e.g. a student), it is your responsibility to ensure that you do not exceed this limit.

If your right to work in the UK is limited by time, then your continued employment is subject to you being able to satisfy the Company that you have a continuing right to live and work in the UK on at least an annual basis. Roadchef may, at any time during your employment, check your right to work status with the Home Office and may undertake further investigations into your

eligibility to work in the UK which may include contacting the Employers’ Checking Service at the Home Office.

If your right to work entitlement changes, or ceases, you must notify the Company immediately.

The Company may terminate your employment with immediate effect if you are no longer entitled to work in the UK.

Convictions

It is important that if you have a criminal conviction which is not ‘spent’, you must advise your line manager immediately. You must also inform your line manager of any subsequent convictions acquired during your employment with us, including any serious driving offences. If you are convicted of a criminal offence whilst working for the Company, disciplinary action, which may result in your dismissal may be taken if the offence and/or sentence has relevance to the work situation or causes the Company to lose confidence in your integrity.

Personal Presentation & Uniform Standards

You will be provided with a uniform, so please ensure that you give the correct size details to your line manager. You are responsible for keeping your uniform freshly cleaned and ironed for every shift.

Employees must take care not to offend customers and/or colleagues and therefore strong perfume/aftershave should not be worn. Make-up should be discreet and hair should be clean, neatly styled and tied back if long. If applicable, hair must only be ‘dyed’ a natural colour - extreme colours such as reds, blues etc are not acceptable. Men must be clean shaven or have a neatly trimmed beard or moustache. Exceptions will be made on religious grounds following discussion with your line manager. A beard snood may be required to be worn.

Hands must be clean and without nail polish or false nails, and where possible tattoos must be covered. Jewellery should be minimal, and may not be permitted in some units. Footwear should be sensible.

Employees not adhering to our uniform standards may be sent home without pay.

Should you leave Roadchef you will be expected to return all items of uniform issued to you. Your final pay cannot be released until we have received all your uniform, or a charge may be made to you to replace the cost of a replacement uniform.

Personal Hygiene

- Keep your clothing and person clean
- Use effective antiperspirant deodorant
- Wash your hands after: visiting the toilet, each time you enter the kitchen or food areas, after handling refuse, after smoking, after handling raw food, after sneezing or coughing, after handling chemicals

Information on uniform and hygiene standards can also be found in your brand work books.

Timekeeping

It is important that we offer our customers the best possible service. With this in mind it is important that all employees are on time for their shifts. Your start time means that you should be at your work area ready to begin your shift at the time stipulated on your rota. Persistent lateness may lead to disciplinary action.

Relationships at Work

The Company recognises that employees who work together may form friendships, and in some cases personal relationships with each other. Whilst we do not wish to interfere with these relationships, it is important that any such employees continue to conduct themselves appropriately and professionally in the context of their employment with the Company.

In order that Company business is conducted in a professional and proper manner it is necessary to distinguish between, and take account of, personal relationships which overlap with professional ones.

A personal relationship is defined as:

- A personal friendship
- A family relationship; or
- An intimate relationship.

Employees in a personal relationship should not work together in circumstances where a conflict of interest, breach of confidentiality or unfair advantage may be perceived to be gained from the overlap of a personal and professional relationship.

Employees are required to declare personal relationships to their Site Director and/or HR Department.

Contractual Information

Dotting
the i's and
crossing the t's



Contract of Employment

(Statement of Main Terms & Conditions of Employment)

During your induction with us you will be issued with your Contract of Employment (Statement of Main Terms and Conditions of Employment).

This is a legal document which states the terms that you agree to follow whilst you are working at Roadchef, and it is your responsibility to read them carefully before you sign them. If you should have any queries please do speak to your line manager. Your line manager will sign the document on behalf of the Company. Any sections of the handbook which state that they are contractual will also form part of your Contract of Employment.

Should you request to change any terms or conditions to your existing contract, and such a request is agreed, you will be required to sign the current contract of employment or a letter confirming the change and you will retain continuity of employment. If you do not receive written confirmation of the change, you should immediately inform your line manager.

Pay and Review

Your rate and method of pay and payment intervals are set out in your Contract of Employment. An itemised pay statement (payslip) will be issued to you at each pay period. If at any time you have any queries please speak to your line manager. An example pay slip is explained further on in this section.

Pay levels are reviewed annually although an increase is not guaranteed. An increase in one year does not give rise to a contractual entitlement to an increase in any subsequent year.

Night Shift Supplement

If you are entitled to a night shift supplement then this will be detailed in your Contract of Employment. The night shift premium payment hours are from 11pm to 7am.

Overtime Payments

Due to considerable fluctuations in our business you may be required to work overtime from time to time; premium rates of pay are paid as set out in your Contract of Employment. Every effort will be made by your line manager to ensure that you are given sufficient notice of any overtime requirements.

Payment of Wages

All wages will be paid directly into your personal bank or building society account. Roadchef does pay into most major banks and building societies. Please check to ensure that your account is suitable.

We are unable to pay your wages into another person's account. Your line manager will explain how you receive your payslip during your Induction.

Payment of Final Wages

Should you leave Roadchef's employment then your final pay will be paid directly into your bank account.

Deductions

All necessary deductions required to be made by statute (i.e. Income Tax, National Insurance deductions) will be made by the Company in accordance with such statutes. On your payslip these deductions will be shown both 'current' and 'cumulative'.

Income Tax and National Insurance contributions often seem to be complicated. HMRC (Tax Office) will be able to assist you with any queries.

Any other deductions will only be made if your written consent has been received either under your contract of employment or otherwise.

Income Tax

We want to ensure that the correct details are passed to the Payroll Department as soon as possible so that you can get paid correctly which is why we ask that your P45 tax form be handed to your line manager on your first day with us.

If you do not have a current P45 from your previous employer you will be required to complete HMRC Starter Checklist. Your line manager can supply you with this if required.

The details that you supply on the HMRC Starter Checklist will allow the Payroll Department to allocate a temporary tax code to you. On receipt of the forms P45 or HMRC Starter Checklist, HMRC will check your earnings history and issue you with the correct tax code for the year. This code will be sent to both you and us as your employer.

Tax Year

The tax year begins on the 6th April and ends on the 5th April the following year.

Form P60

If you are employed by the Company on the final day of the tax year you will be issued with a P60. This outlines your earnings for the year and tax deductions that should have been made in that year, along with the actual deductions made.

If you have not had the correct tax deducted you are liable to pay the shortfall to HMRC. If you have paid more tax than you should have then you will be entitled to a refund from HMRC.

Please note that all personal tax matters are your direct responsibility and the Company cannot accept any liability.

Over and Under payments

It is your responsibility to notify the Company if you have been underpaid or overpaid by contacting your line manager or the Payroll Department without delay. The Company reserves the right to recover any over payments and you agree to such deductions being made. However, we would discuss and agree the timescales of this with you prior to any recovery taking place if this is considered to be a substantial amount of money and would cause you financial hardship.

Payslip Explanation (right)

- 1. Is your payroll number
- 2. Is the date the money is received in the bank
- 3. Will normally be (C/T) for credit transfer
- 4. Is the main Department you work in
- 5. This is your own personal tax code as issued by the tax office
- 6. This is your contribution letter which indicates at what rate you pay National Insurance
- 7. This is your National Insurance Number as indicated on your tax documentation
- 8. Shows the grade / hourly rate / hours worked on the left and the amount paid in total on the right
- 9. Any other grades / holiday hours / absences will be shown here.
- 10. This is the total gross amount paid
- 11. This the total income tax deducted for this pay period. Any National Insurance / pension or any other deductions will be shown here
- 12. This is the total amount of income tax / National Insurance you have paid in the current tax year
- 13. This is the net pay you will receive for the pay period that the pay slip covers
- 14. This space is left for messages that can be added by your site

Payslip Example

Employee Name Mr J Smith		Company Name ROADCHEF MOTORWAYS LTD (LUNAR)			
1 2 3 4	Employee No 001100 Pay Group No 0077 Pay Date 20/19 APR 2019 Pay Method (C/T) MCDONALDS	5 6 7	Tax Code 1180L Tax Ref Contribution Letter M N.I Number AB123456C	Sort Code Account Number	
8 9	Pay & Allowances (& = Non taxable) AU21 DAY 102.80 (15.23 x 6.75) HOL HRS 441.00 (70 x 6.30) TOTAL 543.80	11	Deductions (R=Refund) Income Tax 0.00 NAT INS 0.00 TOTAL 0.00	12 13	Balance & totals to date (R= Refund) Income Tax 0.00 NAT INS 0.00 Taxable Gross 1253.75 Net Pay 543.80
14 Messages					

Integrity & Anti-Bribery

Good people
doing
good things

The Company is committed to the highest standards of ethical conduct, fair dealing, honesty and integrity in its business activities.

The standard we set ourselves is to avoid even the appearance of dubious conduct so that there shall be no embarrassment to the Company or its employees if called upon to explain any action - whether internally or to a third party.

Company employees are expected to support this commitment at all times and conduct themselves and their business in a manner that ensures the Company's good reputation is constantly upheld and within the scope of the law.

In our dealings with third parties employees are expected to operate with integrity at all times. In particular, legislation requires all organisations to operate an anti-bribery policy.

It is not acceptable to the Company that business is placed with or received from third parties where there is any possibility that such business could be said to have been influenced by inappropriate payments or rewards.

The Company holds licenses from the government to operate motorway service areas and deals with public authorities on a regular basis.

The Company operates within the hospitality industry so it is very easy for this policy to be breached.

To avoid any implication of bribery, preferential treatment being granted or received by employees in the course of their business activities, the general policy of the Company is to discourage acceptance of gifts, favors, gratuities or other consideration from UK or overseas suppliers of goods or services or other external parties (including potential suppliers). Equally, the general policy is that no gifts, favors, gratuities or other considerations are to be given to others at the Company's expense.

It is however, recognised that there may be circumstances where the above general policy is not appropriate. Therefore, the Company may permit corporate entertainment, gifts, hospitality and promotional expenditure subject to the following rules:

- it is for the purpose of establishing and/or maintaining good business relationships; or
- it is to improve the image and reputation of the Company; or
- it is to present the Company's services effectively;

Provided that:

- no consideration accepted influences or may be seen to influence a commercial decision;
- it is arranged in good faith; and
- it is not offered, promised or accepted to secure an advantage for the Company or any of its employees.

Under no circumstances should a consideration in cash be offered or accepted.

The Company will only authorise the receipt of or giving of reasonable, appropriate and proportionate hospitality.

Receiving of Hospitality

Any gifts, rewards or entertainment received or offered from clients, public officials, suppliers or other business contacts should be reported immediately to your line manager and the Human Resources Department. In certain circumstances, it may not be appropriate to retain such gifts or be provided with the entertainment and employees may be asked to return the gift or reward or refuse the entertainment, for example where there could be a real or perceived conflict of interest.

As a general rule, small tokens of appreciation, such as flowers or a bottle of wine where the value is not in excess of £10 may be accepted. Authorisation must be obtained from your line manager, with the Human Resources Department being informed, in all cases before any gifts, promotions, entertainment or hospitality is accepted to the value of £10 or more.

All Company employees are required to keep accurate, detailed and up-to-date records of all gifts or hospitality accepted regardless of value.

Authorisation of Hospitality

Roadchef Managers should submit requests for proposed hospitality and promotional expenditure well in advance of proposed dates to their line manager and the Human Resources Department.

The request should:

- specify the objective of the proposed client entertainment or expenditure; the identity of those who will be attending;
- the organisation that they represent; and
- details and the purpose of the proposed activity.

The Company will approve a business entertainment proposal only if it demonstrates a clear business objective and is appropriate for the nature of the business relationship. The Company will not approve business entertainment where it considers that a conflict of interest may arise or where it could be perceived that undue influence or a particular business benefit was being sought (for example, prior to a tendering exercise).

If it is desired to provide gifts to suppliers, clients or other business contacts, prior written approval from your line manager, in conjunction with the Human Resources Department is required, together with details of the intended recipients, the reasons for the gift and business objective. These will be authorised only in limited circumstances and will be subject to a cap of £50 per recipient.

If you have any concerns about the Company's actual or proposed behaviours then you should discuss them with your line manager. If you feel that is not appropriate to discuss it with your line manager or, after discussing it with your line manager you are still concerned, then you should discuss the concern with the Human Resources Department.

Section 3

Confidentiality, media dealings, data protection and security

Sharing safely



Confidentiality

The Company reserves the right to protect the confidentiality of its business interests and to this end as an employee you may not, without permission, disclose to any third party any confidential information regarding the interests or business of the Company.

Any document or copies of documents which you may possess which may include information regarding the Company's interests must be delivered to the Company when you leave its employment.

All employees are required to be mindful of to whom they disclose any confidential information. Disclosure to organisations outside the company should not be done until there is in place a Non-Disclosure Agreement which can be prepared or reviewed by the Legal Department.

Apart from requests in the normal course of business, any request for confidential information from a regulator or law enforcement agency should, wherever reasonably possible, first be referred to the Legal Department.

Press and Media Dealings

Employees may not speak to the press or media officially or unofficially, including in a personal capacity regarding any aspect of Roadchef's business or activities.

Any press or media statement or comment must only be made by an authorised person in accordance with the procedure described in section 10.

If you are approached to make a press or media statement you must decline to comment and immediately refer the request to your line manager, who is then responsible for altering the authorised persons and providing any briefing they require.

Data Protection

The Company processes personal data on a daily basis. Everyone needs to help the Company remain compliant with data protection laws.

Personal data is any data which relates to a living individual who can be identified from that data. Good examples are email addresses and mobile numbers. Every time a customer provides feedback on a survey, a new employee fills out a form or a supplier emails us with their personal details, the Company is collecting personal data (the term for collecting, storing or really doing anything with personal data is "processing"). "GDPR" stands for the General Data Protection Regulation. It is the EU Regulation that has updated the law in respect of how all businesses throughout Europe deal with personal data. It was formally implemented into UK law in May 2018 by the Data Protection Act 2018. The law has the following broad principles with which you should be familiar – namely that the Company will:

- process personal data in accordance with the law, in a fair and transparent way and only for a specified, explicit and legitimate purpose;
- not process more personal data than is necessary for a specific purpose; and
- ensure that all personal data it processes is accurate and kept up-to-date and is retained in a secure manner (to protect against unauthorised access and accidental loss) and only for as long as is strictly necessary.

Compliance with data protection laws impacts everyone at the Company and not just those people who work in offices. The first step towards compliance is to read the Company's Data Protection Policy. The second is to complete the data protection training. The final stage is to ensure you remain compliant with the Policy when performing your role for the Company.

Any deliberate or reckless breach of the Policy, or of the data protection laws in general, will be dealt with under the Company's Disciplinary Policy and may also be a criminal offence.

Please speak to your line manager for any further guidance in the first instance

Security

Confidential information and data of any kind is valuable to the Company and in the case of personal data is important to the individual concerned.

Loss or misuse can have severe consequences. Loss or inadvertent disclosure of Company confidential information can affect the Company's financial results. Loss or inadvertent disclosure of personal data could make the Company subject to a prosecution or fine from the Information Commissioner.

All employees are expected to observe all usual precautions such as:

Site Security

- Visitors should be escorted at all times
- Do not permit visitors or contractors to enter parts of the building where they could see or hear confidential information
- Do not assume that everyone is authorised to be in an area – be prepared to challenge anyone if you are not sure of their right to be there

Physical Security

- A clear desk policy of not leaving papers on your desk overnight Lock away any particularly sensitive material when not in use
- Do not take sensitive materials away from the office except where it is necessary to do so
- Do not leave papers or devices such as laptops or tablets unattended particularly in

vehicles or on public transport

- Always consider the people to whom you disclosing information and whether they need to have access to it
- Consider the sensitivity of the information and how it should be conveyed e.g. secure post, courier etc. and in the case of electronic transfer whether it should be password protected or encrypted in some way
- Do not throw away confidential waste or into the normal waste bins – use the confidential waste facility

IT Security

- Do not send confidential or personal data to anyone particularly third parties unless necessary and where necessary only using password or encryption techniques
- Do not share your password with anyone else
- Do not leave portable IT equipment out overnight – as a minimum put it out of sight and if possible lock it away
- Do not leave portable IT equipment unattended in a public area
- The use of portable media such as CDs, DVDs or memory keys is not allowed unless there is an absolute necessity to use them. If this is the case then it should be obtained from the IT Department. After use it should be returned to the IT Department for cleaning.
- Do not leave your screen open to view – use control + alt + delete to lock your screen when you are away from your desk
- Check carefully the recipients of emails before sending

If you are unsure of any elements in relation to IT Security, please revisit the IT Security Awareness e-learning program.

Social Media

The Company recognises that the use of social media is a popular way to keep in touch and communicate with friends, family and business contacts, so it is important that all employees understand their responsibilities within this area to avoid difficult situations arising.

It is not the Company's intention to restrict individual's free speech or enjoyment of social media but it is our responsibility to protect both our employees and the Company's reputation.

Social media platforms are used within the business and we do recognise that they can add value, for example, we have a number of Whatsapp groups set up within many of our brands which continue to be an efficient way of communicating information between employees.

You will have received a copy of our Social Media Policy during your induction, please do take the time to read this carefully and ensure you follow the guidelines contained within the policy, for example;

- If you disclose via any type of social media post that you work for Roadchef you must always state that your views do not represent those of Roadchef
- Employees should not post comments about sensitive business-related topics, such as the Company's performance. Even if it is made clear that the views on such topics do not represent those of the organisation, comments of this nature could still damage the Company's reputation

If you are uncertain or concerned about the appropriateness of any statement or posting, you should refrain from making the communication until you have discussed it with your line manager.

Staying Connected



Section 5

Starting your journey

We'll go
faaaaaaar
together



Role Profile

You will have received a Role Profile during your recruitment process; it forms part of your Contract of Employment and ensures that you know what is expected of you so there will be no misunderstandings in the future. However, it may be subject to alteration as it is designed to be a guide to the overall activities required of the job, so as time goes on your job will naturally change and your Role Profile will need to be updated. We will ensure that you receive training for your job role, and you are encouraged to seek training in other associated roles.

Whilst you are employed to carry out a specific role, there may be times where you will be required to alter your role, or change units and carry out alternative duties, if we deem this to be suitable alternative work and necessary for business reasons.

Induction & Probation

The first 3 months of employment with the Company is your probationary period. During this time you will receive a full Induction to the Company and specific brand training for your new job role. Your performance will also be reviewed and assessed against the requirements of your role, both from a behavioral and a technical perspective.

If it is considered necessary your probationary period may be extended.

We hope that you have a successful probationary period. Should you not meet the required standard of performance, attendance or conduct within or at the end of your probationary period, we will follow a process to review this. This review process could result in the termination of your employment.

During your probationary period you are subject to the normal rules and procedures of the Company.

Hours of Work

The details of your hours of work can be found in your Contract of Employment.

Your work days and rest days will be arranged between yourself and your line manager and these will be displayed on site by way of a weekly rota. Different sites have their own rota system and these will always be flexible to take into account the busy and quiet times within our business; this will be explained to you during your induction.

It is your responsibility to ensure that you are punctual for work and follow all timekeeping and absence procedures. If you need to leave work before your normal finishing time, or you need to have time away during the normal working period, this must be agreed with your line manager in advance.

If you need specific rest days outside of your holidays, you should make a request to your line manager as far in advance as possible. This will give your line manager ample time to try to accommodate your request although this cannot be guaranteed.

You are required to clock-in and out using the Company’s electronic system, you must ensure that you do so at the start and end of each shift. Failure to do so may lead to payment of incorrect wages.

If you work in a McDonald’s unit, as well as clocking in and out as directed above, you must also clock in and out using the McDonald’s biometric system upon entering/leaving the unit at the start and end of each shift. It is your responsibility to ensure that you clock in and out of both systems as directed, as a failure to do so may lead to payment of incorrect wages.

If you have permission to leave the premises during normal working hours, you should ensure that you clock out and make sure a line manager has authorised your departure. You should always ensure that you clock back in and inform your line manager of your return.

In the event of failing to clock-in or out, you must inform your line manager of the exact time of arrival or departure and the reason for failing to clock-in or out. It will be at the Company’s discretion to make the appropriate entry on the system. Clocking other employees in or out, or asking others to clock you in or out is considered as falsifying company records and may result in disciplinary action being taken, including summary dismissal on the grounds of gross misconduct.

Working Time Regulations

As a Company, we commit to comply with the Working Time Regulations.

You are entitled to no less than 11 hours consecutive rest (12 hours for employees under 18) in each 24 hour period.

You will be entitled to the statutory minimum of a 20 minutes uninterrupted break where daily working time is more than six hours. However, Site Directors reserve the right to enforce breaks for shifts of less than 6 hours (or 4.5 hours for those under the age of 18) if this meets the needs of the business. Employees under the age of 18 are entitled to 30 minutes break where their working time is more than 4.5 hours. Your break times will be advised to you by your line manager.

If you are working in other employment as well as working for Roadchef you must notify your line manager so that we can ensure your hours do not breach the Working Time Regulations and that there is no conflict.

If you have any questions about how the regulations apply to you, or if you feel that they have been breached, please speak to your line manager in the first instance.

Flexibility

Roadchef operates in an environment where levels of demand fluctuates throughout the year. This therefore means we have to schedule accordingly. You may be required to work more hours than you are scheduled. There may also be times when the business has quieter periods and we may need to send you home due to low trade. Every effort will be made by your line manager to ensure that you are given sufficient notice of any of these changes. You may therefore not get the same number of hours each week.

Your hours of work will be detailed in your Contract of Employment. Your line manager will discuss your availability with you and will endeavor to schedule you to work within those you require. You will be paid for additional time worked, that has been authorised by your line manager.

KPIs

Here at Roadchef we work to KPIs (Key Performance Indicators) in all units. This means you may be asked to up sell items at your till. This helps to increase sales in your unit and within your site overall. Your performance may be measured against KPIs which can include up selling, customer friendliness and speed of service. Manipulation of any of the KPIs may lead to disciplinary action.

Holidays

The holiday year begins on 1st April and ends on 31st March for all of our employees. All holiday entitlement for a particular year must be taken in that year.

The amount of holiday leave you can take at any one time during the holiday year may be limited to the amount you have accrued at the time the holiday is taken. Eg. It may not be possible to take a 2 week holiday in April as you will not have accrued enough holiday leave as it is at the start of the year.

If you decide to leave the business and have taken more holidays than you have accrued, then we will deduct these from your final wages, or you will be required to pay back monies owed. If you have not taken all of your holidays accrued then these will be paid in your final salary. Employees that take more holiday than their entitlement, will have the additional hours taken back through their wages.

Your holiday entitlement is set out in your Contract of Employment and all holiday requests must be submitted to your line manager for authorisation, on a holiday request form. The maximum consecutive holiday period that you may take at any one time is two weeks subject to management discretion.

All holiday requests will be approved on a first come first serve basis, and requests for holidays during peak trading or when there are already a number of other employees on holiday, may be declined or limited. We do ask for a minimum notice for holidays, and this will vary from site to site depending on how schedules are completed. You should verify with your line manager the notice required for holiday bookings at your site. Giving the correct notice does not guarantee your request, as this will depend on previous bookings from other employees.

There may be quiet times of the year where we may need to allocate a limited number of holidays. We will always discuss this with you in advance.

Holiday entitlement cannot be carried forward into the next holiday year and no payment will be made for holidays not taken, apart from in certain limited circumstances which must be authorised by HR.

Public Holidays

Your Public/Bank Holiday entitlement is set out in your Contract of Employment.

Due to the nature of our business, we will normally remain open throughout Public/Bank Holidays and it is a condition of your employment that you work on any of the nominated Public/Bank holidays when scheduled to do so.

If you work a Public/Bank Holiday you may be entitled to receive a premium payment, details of which are set out in your Contract of Employment. To receive the premium payment you must work your scheduled shift before and after the Public/Bank Holiday.

Where a Public/Bank Holiday falls on a weekend day, bank holiday entitlement will be paid for that weekend day worked, and not the following week day where the public holiday may fall.

Section 6

More than a job



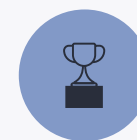
6 Winning behaviours

Having teams in place with the right technical skills is essential to the success of the Company. Without competent, confident, well trained employees we won't be able to deliver to the standards expected of us by our brand partners or indeed our own internal teams.

Alongside these skills we have a set of behavioural standards that are equally as important - we call these our Roadchef Winning Behaviours. The Winning Behaviours provide a way in which we can all take ownership and responsibility for developing ourselves and in helping to develop the Company.

There are 6 Winning Behaviours all of which, you will have been measured against as part of the recruitment process you underwent to get here today!

There are many ways in which we all use the Winning Behaviours in our day to day roles whether that be when we serve customers, when we support our colleagues, when reviewing performance or when recognising our Everyday Heroes. The Winning Behaviours provide a way in which we can all take ownership and responsibility for developing ourselves and in helping to develop the Company.



Leading and empowering others

This Winning Behaviour is about being motivated and passionate about leading others to achieve success for the business and the individual.



Creating an inclusive environment for people to grow

Creating an environment where people can develop and enhance their individual contribution to fulfill their overall potential.



Communicating with clarity

Conveying messages clearly and effectively in a diverse environment, listening and sharing information to create openness and joint understanding.



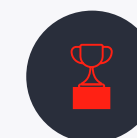
Practical and straight forward approach

Adopting a straightforward approach, anticipating pressure points and putting practical solutions in place to resolve issues.



Obsessive about delighting our customers

This is all about working to ensure the customer is at the heart of what we do and constantly finding ways to delight and de-stress them.



Energetic and adaptable to make things happen

Working with a sense of total dedication, energy and enthusiasm to make things happen and being highly responsive with a bias for action.

Rewards →

Rewarding and recognising our delighters⁺ and de-stressers who make Britain's roads safer

Everyday Heroes

The Everyday Heroes Scheme recognises employees who do that little bit more to enhance the customer experience, benefit the financial performance of the Company, develop themselves and generally get stuck in when faced with operational challenges.

We don't just recognise individuals either; your team can also be nominated for delivering outstanding results.

You can be nominated in 3 different ways, each with different rewards:

1. Instant rewards - Everyday Hero £10 cheque / £10 Love2shop voucher for a great individual performance
2. Team rewards - chocolate and sweet hampers to distribute amongst the whole team for a great team performance
3. Everyday Heroes individual 'hero' award - Everyday Hero certificate and gift for an outstanding individual performance

Please refer to the Everyday Heroes leaflet that you received during your Induction training for more details on the scheme. Everyday Heroes are recognised in a monthly Newsletter so do keep your eye on the team notice board to read about all the fantastic achievements from employees, in your own site and across the whole Roadchef business.

SD Instant Wins

The SD Instant Win cards give an opportunity for Site Directors and line managers to treat employees on shift as a way of saying thanks, great job and/or well done. They are a way to acknowledge and reward the hard work and effort put in by our teams on every shift of every day. Treats do vary but could be, for example, an Iced Cooler in Costa, a McFlurry in McDonald's or Krispy Kreme Doughnuts in WHSmith.

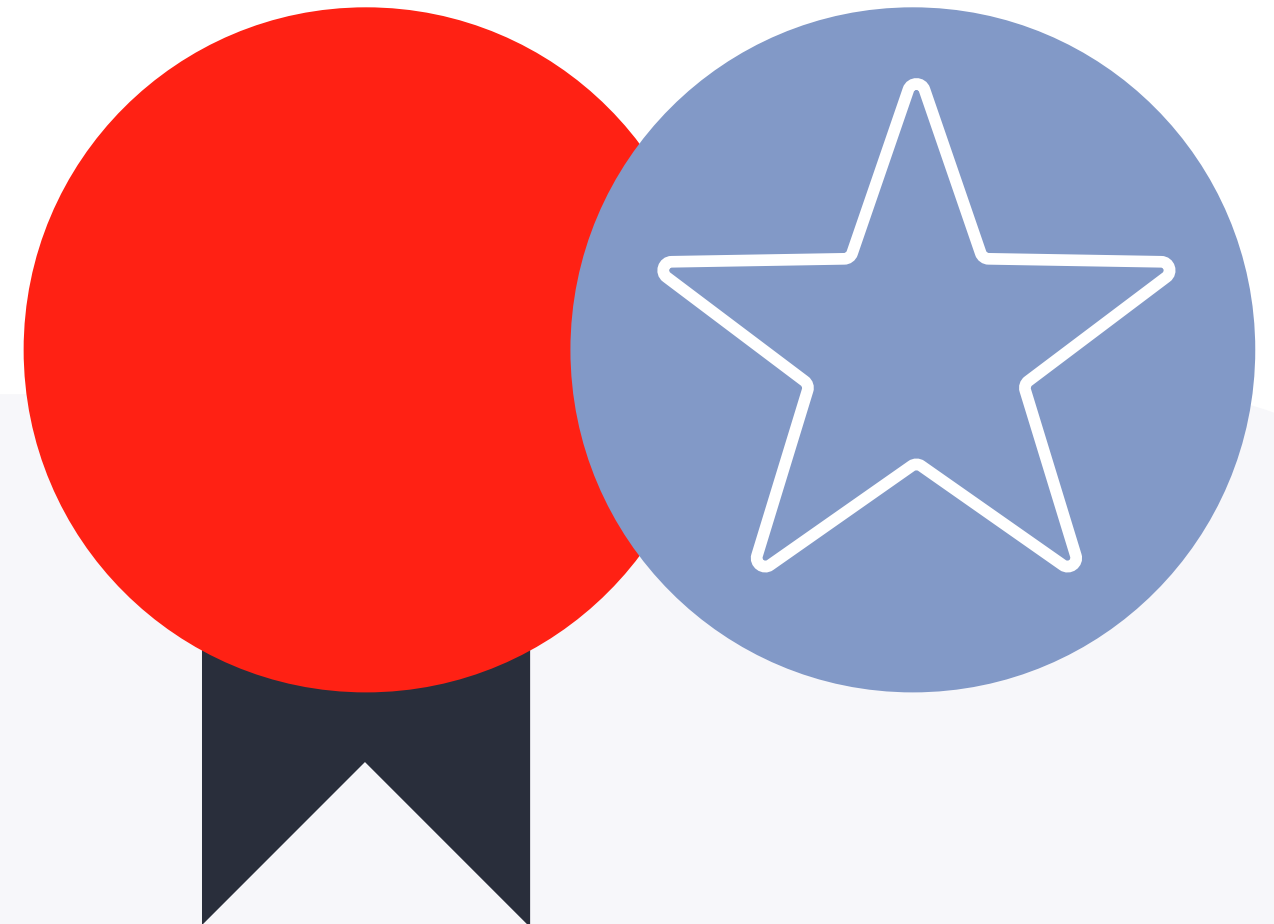
Employee of the Month

Each month the site management team will put forward nominations from within their own teams for this award. The Site Director and Managers will review all the nominations and award an overall Employee of the Month for the Site.

The overall winner of the Employee of the Month will receive recognition at site and Love2shop vouchers.

Long Service Award

We know that the success of the Company is due to the dedication, hard work and loyalty of our teams throughout the years. We appreciate and recognise an employee's dedication and experience at 5, 10, 15, 20, 25, 30, 35 and 40 years' service.



Benefits Website

Being a large Company means we are able to secure great deals for everyone who works for us with our partners and other external businesses. A number of benefits can be accessed via our benefits website. Your line manager will provide you with log on details during your Induction training and once logged into the website you will see the benefits available to you from day 1 of your employment.

Employee Discount Scheme

From day 1 of employment you are entitled to discount in all Roadchef operated Motorway Service Areas. Your operator card also acts as your discount card so keep it safe at all times. Please refer to the Employee Discount Leaflet provided to you as part of your Induction training for details of all the great discounts available to you.

Life Assurance

You will be provided with life cover on commencement of employment. This is detailed in your Contract of employment.

Pension Scheme

Roadchef provide a Pension Scheme for all employees and information will be provided to you by the Human Resources Department.

Your development journey

The sky's the limit

Performance Reviews

A performance review is a great opportunity for you to discuss with your line manager things that really matter - you and your development! It is a great opportunity to share with them how you feel you are doing within your job role and to find out how they feel you are performing against set business requirements and the Roadchef Winning Behaviours.

It is a chance to get some personal feedback and an ideal opportunity to discuss any additional training and/or development you feel you need or would like to complete.

Performance reviews also give us the opportunity to identify talent within the business and ensure great performance is recognised.

All employees within Roadchef receive reviews during their probationary period and once probation has been successfully completed fall into a set cycle of 6 monthly reviews.

Career Progression

We will encourage you to enhance your skills and develop within the Company and where possible, we always look to fill vacancies from within our internal talent pool. All internal Site based vacancies will be communicated to you via the site management team and can also often be found on the team notice board.

Management and Support Office vacancies are often advertised in 'Just the Job', the Company's weekly internal vacancy bulletin. To see the latest copy of 'Just the Job' take a look at the team notice board or speak to your line manager.

We also use the Company succession plan to identify talent and fill Management and Support Office vacancies.

If you are thinking of applying for an advertised vacancy you must, in the first instance, discuss any application with your line manager before applying.

Apprenticeship Qualifications

Apprenticeships are a great way to develop your skills while you earn and we have partnered with a number of national training providers to give all employees the opportunity to gain an Apprenticeship qualification. Posters and leaflets are available in the team room, which show the qualifications on offer and details of what to do if you are interested in completing a qualification, so please do take or look or speak to your line manager who can also provide you with details.

Examples of qualifications on offer include hospitality, retail, business administration and management.

The qualifications are subject to eligibility criteria and funding in accordance with Government guidelines.

E-learning

Our e-learning platform not only contains training associated with Induction training and legislative training it also contains programmes specifically targeted to support employee development. These programmes are assigned to individuals once in a line manager position.

Cont. →

Training Courses

The Company operates a National Training Calendar of internal training courses which give employees the opportunity to develop their skills in a variety of subject areas including Health and Safety, Supervisory Skills, HR practices and Leadership.

In addition to the internally run training courses some job roles require the employee to complete brand specific training courses delivered by our external brand partner teams.

If you are required to attend any training courses as part of your job role, or would like to develop your skills further by attending one of the courses on the National Training Calendar your line manager will provide you with further details.

Recording Training

It is important to record all training required for your job role and any developmental training in order to demonstrate your understanding and in case of a question or query at a later date. You will be given your own individual Training Record which will be kept by your line manager in your personnel file so don't forget to ask your line manager for your Training Record each time you complete any training.

Internal Development Programmes

Fastlane

The Fastlane Management Development Programme is a structured 6 - 8 month programme which takes an employee in a supervisory role, or one with supervisory experience, and provides them with the necessary skills for a future first line management role.

The programme requires the employee to be:

- Someone with bags of ambition and ideally some relevant supervisory experience under their belt
- Able to apply for a role within not only their own site but ideally another site within the business after completing the programme
- Have a flexible and will do attitude and ensure our customer's expectations are exceeded consistently

Intakes for the Fastlane programme are held regularly throughout the year and to find out more look out for the Fastlane poster on the team notice board or speak to your line manager.

Leadership Highway

The Leadership Highway Programme is a structured 9 - 12 month programme for senior site based Managers and Support Office Managers to develop their skills. The programme is facilitated by both internal and external facilitators and includes coaching, personal profiling and 360 feedback as tools to aid development whilst on the programme.

Nominations for the Leadership Highway Programme are typically made following a review of the Company senior succession plan and on average one intake per year is completed.

Section 8

Absenses

Not feeling yourself?

Absence

What happens if you’re not at work?

Your line manager is required to monitor your attendance to ensure that neither the effectiveness of the Site nor the health and safety of individual employees is compromised.

Sickness

Sickness Notification

On the first day of sickness absence you are required to contact your line manager (unless your site has alternative arrangements). This must be by phone call made by you and not any other person. Text messages are not acceptable. You should notify the appropriate person with a minimum of two hours’ notice before the start of your shift. You must keep the Company up-to-date with your absence through regular communication with your line manager so that we know how you are and can cover your shifts adequately.

During your absence from work, you must be contactable by the Company unless hospitalised etc, as we may need to call you. You must contact your line manager at least one shift in advance of your scheduled return to work. This is to ensure you are scheduled on and we do not cover your shift unnecessarily. Failure to do this may result in you being sent home unpaid.

You must provide the appropriate certificates as referred to below at the relevant times, and complete any absence recording documentation as required on your return to work. When you return to work you will be required to attend a ‘Return to Work’ interview.

Unauthorised Absence or No Shows

Failure to notify your line manager as set out above will be regarded as unauthorised absence and you will not be paid in respect for such period of absence. The frequency and pattern of all absences is regularly reviewed and unacceptably high levels of absence, or failure to correctly report absence, may lead to disciplinary action. Prolonged periods of unauthorised absence could lead to dismissal.

Self-Certifications and Fit Notes

You should produce the following written evidence of absence and ensure that the appropriate certificates are provided for the whole of your absence period.

A. Sickness of seven days or less

Self-Certificate - for absence of up to and including seven calendar days (Including rest days); or

B. Sickness of more than seven days

Medical Practitioner’s Certificate - (Doctor’s Note) - for absence of more than seven calendar days; or when requested by your line manager in certain circumstances (any expense incurred will be refunded).

You should forward certificates and any correspondence to your line manager at your site as soon as possible. Failure to do so may result in sick pay being delayed or withheld and disciplinary action being taken.

Sick Pay

Statutory Sick Pay

Statutory Sick Pay (SSP) will be paid when you are absent from work due to sickness, provided that you have complied with the requirements and conditions attached to its payment.

To ensure that your SSP is correctly calculated the following procedure must be followed immediately when you become sick.

- 1st day of absence from work, telephone your line manager at least two hours before the start of your shift.
- 4th-7th days if you are still sick, fill in a self-certification statement obtainable from your local Department for Work and Pensions (DWP) office, your doctor or place of work and send it direct to your line manager on site.
- If you return to work between the 4th-7th days, fill in a self-certification statement with your line manager dated from the 1st day of sickness.
- 8th day and weekly thereafter if you are still sick, you must obtain a doctor’s Fit Note and send it direct to your line manager.

If you do not follow the above procedure, we will have to withhold payment for the number of days that your notification of “sickness was delayed without good cause.

When SSP is payable

SSP cannot be paid for the first three days of sickness, these are called waiting days. Therefore, payment usually starts on the fourth day of absence, and continues for as long as you are absent, up to a maximum of 28 weeks in any one period of sickness.

SSP is paid as a set rate and is paid in the same way as normal wages.

When SSP is not payable

SSP is not payable in certain circumstances, the principle ones being:

- If your average weekly earnings are less than the figure set by the Government for the payment of National Insurance Contributions
- For absence of less than four days
- If you have failed to follow the sickness notification procedure (i.e. the site specific procedure as displayed on the team noticeboard in your workplace)
- If your employment has terminated
- Where Statutory Maternity, Paternity, or Adoption Pay is being paid to you
- For days on which you do not normally work (e.g. if you work Monday to Friday and not at weekends, SSP will normally apply to those five days only)
- If you are over 65 years of age or under the age of 16
- The rules on SSP are very complex and you should not hesitate to raise any query you may have with your line manager

Please Note: It you have been absent due to sickness and are found not to have been genuinely ill, you may be subject to disciplinary action, which could include dismissal.

If we believe that you may be fit to work, then we reserve the right to withhold sick pay.

Payment during Sickness Absence

Your Contract of Employment details the Company sick pay that you may be entitled to during periods of sickness. Payments are made on a rolling 12 month period commencing on the first day of absence. If you are absent due to sickness on a day (one shift) immediately either side of a bank/public holiday, payment for the bank/public holiday will be at the basic: non-premium rate only. If you return to work on the bank/public holiday, payment will be at the basic non-premium rate (single time), but you will still be entitled to a day off in lieu.

Medical Examination

Roadchef reserves the right to refer you to a medical practitioner of the Company’s choice and/or to seek a report from your doctor.

Where the Company wishes to obtain a medical report, you will be asked for your verbal consent. Should you withhold such consent the Company will take a decision regarding your continuing employment without the benefit of medical opinion.

Long Term Sickness Employees that are unwell for 4 weeks or longer are considered as long term sick.

In cases of long-term sickness it is likely that you will be invited to an absence review meeting at your site or a home visit if you are not well enough to come to site.

This is to enable the Company to review your health and once well enough, to discuss what adjustments we can make for you to aid your return to work. In certain circumstances we will ask for your verbal consent for us to obtain a medical report from a Company Doctor in order to understand the nature of your illness and to help us to assist you in your return to work. In all cases we will fully discuss with you the results and contents of any medical information provided to us.

To support the rehabilitation of individuals back into the workplace following extended periods of sickness absence consideration will be given to a phased return to work. During any period of phased support payment will be made only for the days that are being worked.

Compassionate Leave

Family Emergencies

You are entitled to reasonable time off, without pay, for urgent incidents of real need involving a dependant. A dependant is classed as; a member of your immediate family or someone who reasonably relies on you for help when they are ill or injured or for making arrangements for them to be cared for in the event of illness or injury. The entitlement to time off in such circumstances is limited to what is reasonable in order for you to deal with the immediate problem and sort out any longer term arrangements.

Bereavement Leave

We understand that losing a relative or loved one is a terribly distressing time and we wish to assist our employees during this difficult time. Bereavement leave is a supplement to paid annual leave that may be taken when an employee loses an immediate member of their family.

Please speak to your line manager and they will give you every consideration possible and will agree an appropriate amount of leave.

Medical Appointments

From time to time you may have medical or dental appointments. We would expect where possible for these to be arranged outside of your working hours. Should you need any emergency medical or dental treatment during your working hours, Roadchef may pay you for your lost working hours up to a maximum of two hours and for a maximum of up to six appointments in any one year, provided you have produced an appropriate appointment card to your line manager.

If this benefit is misused it can lead to action under the Company disciplinary procedure. We reserve the right to withhold pay if we believe that your appointment could be made at a more suitable time, or your hours could be re arranged around your appointment.

Jury and Public Service

Leave will normally be granted to you in order for you to perform obligatory duties such as jury service or as a witness in a court of law. Payment will be on the basis of your normal basic pay less any payment made by the public authority to compensate for your loss of earnings. Paid leave can only be given if you submit all the relevant documentation to your line manager.

Armed Forces Reservist

If you are a reservist in the armed forces you may be given two weeks additional paid leave per annum to enable you to attend camps and/ or training courses. Payments will be reduced by the amount of service pay received.

Employee Representative

An employee who is acting as an employee representative during an official meeting will normally be entitled to appropriate paid time away from their unit to attend scheduled meetings.

Maternity and Adoption Leave

Roadchef has a Maternity and Adoption Leave Policy that is designed to ensure the fair and consistent treatment of all employees wishing to take Maternity or Adoption Leave. The policy complies with all legal requirements and will guide employees through their Maternity and Adoption rights and benefits.

We aim to help make sure employees can enjoy their pregnancy and Maternity/ Adoption Leave. We want to help employees as much as we can and encourage their return in order for them to continue their career with Roadchef.

Should you require more information regarding Maternity or Adoption Leave, you should speak to your line manager for more information.

Antenatal Care

Regardless of length of service once an employee informs the Company that they are pregnant the employee is entitled to paid time off for appropriate antenatal care. This will include any appointments associated with the pregnancy whether the care is administered via a Doctor, Consultant or Health Visitor.

It is the employee’s responsibility to inform their line manager, in advance, of when and for how long they are likely to need to be away from the workplace to attend an appointment. The employee’s line manager will then agree to reasonable time off.

Where possible the employee should try to arrange appointments so as to cause the least disruption to their working day.

Apart from the employee’s first appointment, their line manager may ask to see an appointment card before time off is agreed.

Any payments made in relation to maternity or paternity are outlined in the relevant policies.

Shared Parental Leave (SPL)

SPL is a form of leave that is available to working parents following the birth of a child and enables the parents to take time off to share the care of the baby during an equivalent period to the mother’s maternity leave.

The total amount of SPL available to the parents is 52 weeks, less the weeks spent by the child’s mother on maternity leave (or the weeks in which the mother has been in receipt of statutory maternity pay or maternity allowance if she is not entitled to maternity leave). Parents can take SPL at the same time as each other or at different times.

Full details can be found in the Shared Parental Leave Policy.

Paternity Leave and Rights

Roadchef has a Paternity Leave Policy that is designed to ensure the fair and consistent treatment of all employees wishing to take paternity leave. The policy complies with all legal requirements and will guide employees through their paternity rights and benefits.

Parental Leave

Parental leave gives parents the right to take a period of time off work to look after a child or make arrangements for the child’s welfare. Parents can use it to spend more time with children and strike a better balance between their work and family commitments.

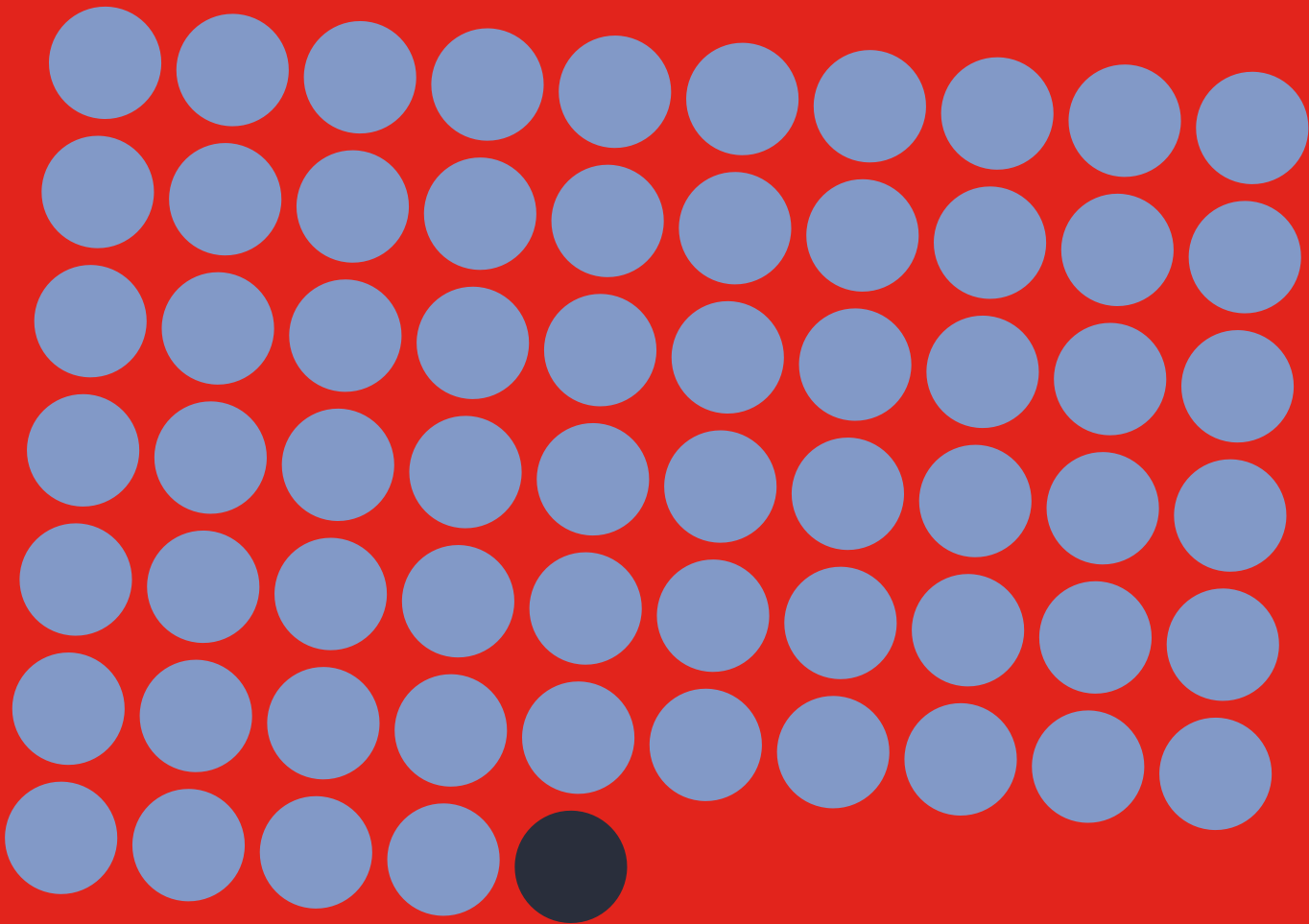
Flexible Working

Roadchef offer the right to request flexible working in line with statutory legislation. Details of this can be found in the Flexible Working Policy. Please ask your line manager for details.

If you wish to make a request to change your working pattern, please apply in writing to your line manager. Only one flexible working request can be made per 12 months. Whilst we will try to accommodate requests, flexible working is not an automatic right.

Section 9

What happens if things go wrong



Ooops!

Disciplinary Procedure

Principles of the Disciplinary Procedure

We pride ourselves on our high standards both of our products/facilities and of the conduct of our teams. In order to maintain these high standards the Company requires from you a satisfactory standard of work and conduct.

With this in mind the Company procedure is designed to emphasise and encourage improvements.

Purpose of the Disciplinary Procedure

The purpose of the Disciplinary Procedure is to outline a recognised and consistent system to deal with any misconduct, attendance issues, or poor performance. The objective is to emphasise and encourage improvements in individual conduct. A full investigation will be undertaken into the circumstances of any disciplinary offence prior to the implementation of any disciplinary action.

If it is necessary for the Company to take action under the Disciplinary Procedure, you will be issued with disciplinary warnings only following a formal disciplinary meeting at which you will have been given the opportunity to be accompanied by a fellow employee or an accredited Trade Union representative. Throughout the Disciplinary Procedure you will be given the opportunity to respond to any allegations before any decision on disciplinary action is taken.

Temporary Suspension

In some cases of potential breaches of misconduct/gross misconduct it may be necessary for a line manager to suspend an employee (on full pay) whilst they investigate the incident and gather the necessary facts. If you are sick during any period of suspension or pending disciplinary action, you will be paid in accordance with the sickness procedure and any suspension on full pay will be lifted until you are fit to return to work. This does not mean that the disciplinary process will not be progressed if it is appropriate for it to continue.

Disciplinary Levels

The Company Disciplinary Policy outlines the process and details of potential disciplinary levels and outcomes up to and including dismissal. Dependant on the circumstances, a warning can be issued at any of the levels.

Dismissal

Dismissal may be with or without notice depending on the circumstances and may occur whether or not warnings have been issued.

Gross Misconduct

You will be summarily dismissed (i.e. without notice) if there has been an act of Gross Misconduct. Generally this includes any breach of duty/conduct which brings the Company into disrepute or action which is inconsistent with the relationship required between employee and employer.

Remedies Short of Dismissal
In exceptional cases and at the absolute discretion of the Company, action including transfer, demotion or temporary suspension without pay may be considered as an alternative to dismissal.

Examples of General Breaches of Misconduct, but not limited to:

- i) Poor timekeeping and attendance
- ii) Poor standards of work, negligence or inadequate attention to work
- iii) Refusal to obey a reasonable instruction
- iv) Unauthorised absence from the place of work without satisfactory explanation
- v) Contravention of the Company safety and hygiene regulations
- vi) Unreasonable disruption of the work of others
- vii) Smoking in prohibited places or at prohibited times
- viii) Betting, collecting money for betting or pools, lottery syndicate, competitions, sweepstakes without prior approval of the Company
- ix) Breach of rules governing the way you perform your work e.g. till procedures, uniform standards
- x) Breaches of the attendance policy
- xi) Repeated general breaches of discipline may be regarded as Gross Misconduct

Examples of Gross Misconduct includes, but is not limited to (these would normally warrant dismissal):

- i) Falsification of records, e.g. timekeeping records, accounts, stock sheets, driver's log books, expense claims, attendance records for yourself and others
- ii) Theft or unauthorised possession of Company property e.g. includes unauthorised consumption of food or drink, possession of customer's property or data, possession of promotional vouchers, taking meal allowance items away from the restaurant or team restroom
- iii) Negligence in carrying out recording procedures or cash procedures leading to loss of stock or money and wasted employee time in correction
- iv) Flagrant disregard for safety/hygiene regulations likely to endanger the

- individual concerned or other people, or to cause a breach of statutory regulations
- v) Unauthorised appropriation/possession of Company, other employees', customer or other person's property or data
- vi) Bribing others or accepting bribes or the offering or receiving of inappropriate payments or rewards
- vii) Misuse of Company property likely to cause serious damage or danger
- viii) Physical assault on other persons in the course of the Company's business and/or intimidation by aggressive behaviour or language
- ix) Conduct rendering the employee unsuitable for continued employment e.g. conviction for certain criminal offences
- x) Any action with the potential to bring the Company's reputation into disrepute
- xi) Breach of procedure relating to the control of cash or stocks including the employee purchase procedure
- xii) Sleeping on duty
- xiii) Rudeness to customers or colleagues
- xiv) Attending work under or unacceptable behaviour arising from, the influence of drugs or alcohol
- xv) Unauthorised consumption or possession of alcohol or drugs on the Company's premises
- xvi) Smoking in non-designated areas or whilst in uniform
- xvii) Serious/repeated breaches of the attendance policy

These examples are not a comprehensive list but give a good indication if the types of behaviour and conduct that could lead to dismissal.

Appeals Procedure

You will be entitled to appeal against any disciplinary decision taken. Such appeals will be held in accordance with the Appeals procedure.

Bullying and Harassment

We require all employees to treat each other with dignity and respect at work. Bullying and harassment of any kind will not be tolerated or condoned.

Employees who are found to have been responsible for bullying or harassment, will be subject to action under the disciplinary procedure. Those experiencing harassment at work will be provided with all possible assistance, and the investigation procedure is available to ensure sensitivity and confidentiality.

All employees are entitled to work in an environment free from discrimination, harassment and bullying. Employees cannot work together effectively if they do not respect one another and behave with consideration.

3rd Party Harassment

3rd Party harassment is harassment of employees by third parties who are not employees of Roadchef such as customers, suppliers and contractors.

If you feel you are being harassed by a customer, supplier, or contractor you must report it to a member of the management team.

Grievance Procedure

Where you have a grievance relating to any aspect of your employment you should have no hesitation in raising the matter in accordance with the following procedure. The purpose of this procedure is to ensure that disagreements or conflicts between employees and the Company can be resolved constructively and quickly. In this case, it is our policy to encourage

free and informal communication between you and your line manager to ensure questions and problems arising can be aired and, where possible, resolved quickly and to the satisfaction of all concerned. Most grievances are best resolved informally in discussion with your immediate line manager. If the issue cannot be resolved informally, the following procedure should be adopted:

Stage I – Grievance Letter

You should raise the issue with your immediate line manager. If your grievance is directly related to your line manager, then you should raise this with HR who will arrange for an independent manager to hear your grievance. The issue should be identified clearly as being “a formal grievance” and should be in writing with a brief summary of the main issue(s). There is an assumption that prior to Stage I the matter will have been discussed less formally as above and Stage I is the statement that the discussions are now on a formal footing.

Stage II – Grievance meeting

Once your line manager receives a written copy of your grievance, you will be invited to attend a grievance meeting to discuss the grievance. A Trade Union representative or colleague may accompany you at the meeting, if you wish. After the meeting you will be informed of the decision in response to your grievance and of any proposed action in respect of the grievance. You will also be informed of the right to appeal against the decision.

Stage III – Appeal

If you wish to appeal against the grievance decision, you should confirm your intention to appeal in writing and set out the grounds of your appeal in writing.

The appeal meeting will be heard within seven working days (or if this is not reasonably practicable, as soon as possible thereafter). You may be accompanied by a Trade Union representative or colleague at the appeal meeting, if you wish.

Conciliation

If the matter is not resolved at Stage III, the parties may, by agreement, use the offices of ACAS either for a conciliated settlement or for arbitration. If arbitration is agreed upon then the decision of the arbitrator will be binding on both parts.

Social Media (Facebook, Twitter etc.)

Roadchef recognises that the Internet provides unique opportunities to participate in interactive discussions, and share information on particular topics using a wide variety of social media, such as Facebook, YouTube, Twitter and blogs. However, employees should be aware that social media websites may often be in the public domain and can therefore pose risks to our confidential information and our reputation.

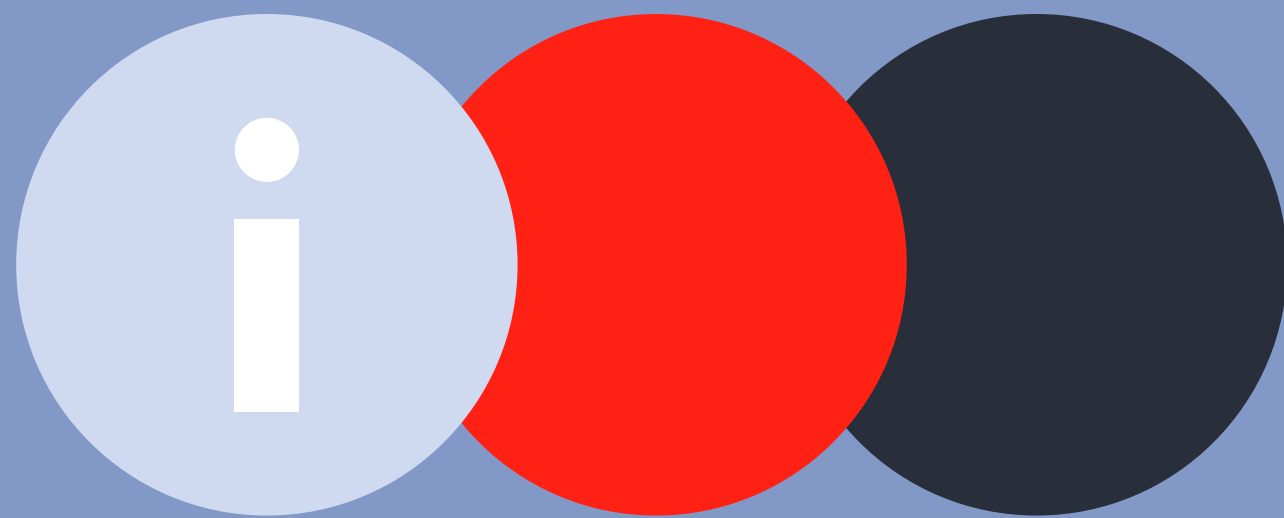
The Company respects an employee’s right to a private life. However, the Company must also ensure that confidentiality and its reputation are protected.

An employee who makes a defamatory statement involving Roadchef, its employees, or third parties that is published on the Internet is deemed as gross misconduct. An employee may be legally liable for any damage to the reputation of an individual, or the Company.

Furthermore if an employee subjects other employee(s) to harassment via a social networking forum they will be liable to disciplinary action in line with the Company’s Disciplinary Policy which could potentially result in their summary dismissal. Disciplinary action may be taken regardless of whether the breach is committed during working hours, and regardless of whether our equipment or facilities are used for the purpose of committing the breach. Any employee suspected of committing a breach of this policy will be required to cooperate with our investigation, which may involve handing over relevant passwords and login details.

Employees may be required to remove Internet postings which are deemed to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

Other important information



Your need to knows...

Data Protection and Privacy

We recognise the importance of protecting the personal privacy of all employees and the need to safeguard the processing of your personal data. In line with GDPR and Data Protection Act legislation, the Company will act in accordance with its Privacy Policy which is available at www.roadchef.com/roadchef-privacy. The Data Protection legislation gives you a number of rights in respect of the processing of your personal data that takes place during your employment, all of which are set out in the Company's Privacy Policy (including the rights of access to your data and correction of any mistakes).

Personal Details

At the commencement of your employment, you will have provided us with various personal details. Wherever possible, you will be expected to provide a telephone number where you can be contacted, e.g. during periods of sickness. You must notify the Company immediately of any change of personal details, e.g. name, address, telephone number, next of kin, and bank details. You must notify us of any such changes, as, for example, without your changed bank details, the Company would not be able to deposit your pay in your bank account. We cannot be held responsible for any issues arising out of your failure to notify changes in your personal details.

Access to Personal Data

All employees are entitled to access information that the Company holds about them. You can make a request to understand what information we hold relating to you (often referred to as a "subject access request"). If you would like to do this, please make a request (online at www.roadchef.com/data-subject-request-form, or in writing at Roadchef House, Norton Canes MSA, Betty's Lane, Norton Canes, Cannock, Staffordshire WS11 9UX, or by email to data.protection@roadchef.com) and provide us with proof of your identity and address when doing so. These procedures are in place to prevent the

possibility of documentation/records containing personal data being sent to individuals who are not entitled to them. Where you would like a copy of some information we may hold relating to you, please be as specific as possible as to what information you would like to see. We will acknowledge receipt of your request and will respond within 30 days.

Media – Statements to the Press or Other Media

You may not make any statements to the press or other media concerning the company, its business or concerning any employee or officer of the company

The persons responsible for issuing such statements are:

- Financial matters – Chief Executive Officer
- Other matters – A Director acting with the knowledge and consent of the Chief Executive Officer

Any calls or enquiries regarding the Company, its business or any of its employees or officers should initially be referred to the Roadchef Marketing Manager and Roadchefs PR agency via your line manager. See also Section 4 under 'Press and Media Dealings'.

Cont. —————>

Whistle Blowing

Whistle Blowing is where an employee raises concerns or makes us aware of any of the following that has happened or is about to happen within Roadchef:

- A criminal offence
- A failure to comply with legal obligations
- A miscarriage of justice
- Endangering the health and safety of individuals damaging the environment
- Concealing any information relating to any of the above

We are proud of our culture of openness and accordingly we expect and encourage you to bring to our attention any illegal or unsafe practices and any wrong doing that you believe may threaten the public or Roadchef’s interests. We adopt a working environment that welcomes the early identification of challenges or issues from any of you and our customers and recognise that open communication is important and essential to our success as a business.

We are committed to ensuring that our affairs are carried out ethically, honestly and to a high standard and will ensure that any of you who do disclose information in good faith will be protected from any unfair treatment and that the confidentiality of the disclosure will be respected.

If you reasonably believe in good faith that any illegal practices or wrong doings exist within Roadchef, then you are encouraged to report your concerns immediately to the Loss Prevention Manager or you can contact TellMark@roadchef.com

Computer Users

The Company’s Internet, email and computer systems are a powerful business tool. The Company will make some, or all, of these tools available, as and when required to employees for the purpose of carrying out their duties.

The Company has a full policy to ensure that usage does not interfere with the running of the business, the performance of the employee or others. The Company monitors the use of the Internet, email and network traffic. Use of a computer system is restricted to employees who have been given authority by their line manager.

Passwords must not be written down and left in visible areas, e.g. computer screens, and not shared with anyone else.

Use of email and access to the Internet is only allowed when authorised by the user’s line manager and in accordance with this policy.

A full copy of the Roadchef IT Policy is available from your line manager.

Car Parking

We have automatic number plate recognition (ANPR) technology at our sites in collaboration with our parking contractor, CP Plus Limited to assist in the management of our parking estate.

The technology involves capturing the vehicle’s number plate when entering and leaving the site to determine the duration of the visit. Where a motorist has not paid the required parking fee and stays over the free 2 hours that the Company provides for its customers, the registered keeper of the vehicle is then charged directly by CP Plus Limited by means of a Parking Charge Notice (PCN) that is sent by post.

It is therefore your responsibility to provide us with your vehicle’s number plate details in order to ensure it is recognised as a designated employee vehicle and exempt from fines. You must keep us informed of any changes to the car(s) that you use to travel to and from work.

If you use a different car and you fail to provide us with the vehicle ‘s number plate your car will not be registered and you will be issued with a PCN.

In any event, any such PCN cancellation will incur a charge to cover administration and processing costs which you will be asked to pay if the charge results from you not informing us of any changes to your vehicle.

Vans (Company Vans)

Company/site vans are considered as commercial vehicles and are not permitted to be used for private use. Only employees of Roadchef are permitted to travel in them at all times. Any employee who uses a company vehicle for personal use or carry unauthorised passengers could face disciplinary action (up to and including dismissal).

Expenses

We will reimburse you for approved expenses incurred in the course of your work.

It is not the purpose of expense payments to provide you with an incentive or reward for non-standard duties. The amount of any expenses payment will be the additional costs incurred as a result of you undertaking a work assignment. Expenses will be paid in accordance with the regulations and interpretation of HMRC or suspended if necessary at its instruction. Any special ad hoc arrangements made to suit particular circumstances will not be considered to set any form of precedent.

You will be entitled to claim the following, providing they are reasonable, and the appropriate documentation has been completed and supporting receipts submitted:

- Cars - mileage at the rate notified and all necessary parking charges and unavoidable tolls. (You are responsible for any fines or penalties incurred)
- Trains - standard class fare
- Accommodation cost of room and all

- necessary meals and reasonable drinks
- Meals - as necessary and to a reasonable standard whilst on authorised business

You are expected to use the most cost effective transport, methods and routes when travelling to carry out your duties. If further clarification is required please refer to the Travel and Other Expenses Policy.

Payment of your expense claims will be delayed or withheld if not properly substantiated . Fraudulent claims will result in your dismissal.

Refer a Friend

We recognise that you are a very valuable resource in the recruitment process as you may have friends that are interested in joining the Company. In order to encourage all employees to recommend their friends we operate a Refer a Friend scheme. For more information please speak to your line manager.

Joint Consultative Committee

As a Company we believe in open communications and in facing up to issues. We welcome views from everyone and rely on all employees to be open and honest in their opinions.

Roadchef recognises the importance of giving you the opportunity to become involved in matters affecting your job and your place of work. Through communication and encouraging involvement in the JCC - Joint Consultative Committees, the Company aims to generate the commitment of all employees to the success of the Company, to improve your job satisfaction and to contribute to the efficiency and profitability of the business.

These aims can only be achieved through regular communication and consultation and in an atmosphere that encourages the free exchange of ideas.

Ideas and Suggestions

We welcome all ideas and suggestions from employees, as we recognise that the best ideas often come from those working in our Sites and Support Office day to day. Whether it is an idea for a new brand to operate, a suggestion for improving business efficiency or a way to make working for Roadchef better for you, we want to hear from you.

We have a dedicated email address for all ideas and suggestions so if you do have one you would like to tell us about please email Tellmark@roadchef.com

Charity

We work closely with local and national charities. Your site will have a nominated charity and Roadchef also has a national charity, which is reviewed annually. Throughout the year, there will be regular Charity Days held at site. We encourage employees to take an active part in charitable activity as it is proven to greatly improve your own job satisfaction, and at the same time it does a great deal for others less fortunate.

Social Events

As a Company we are committed to upholding the highest levels of conduct at all times, and this extends to Company functions and social events. Company premises are not your only work place, and on occasions your workplace extends to social events organised by yourself or for the Company. Whilst the Company wants to encourage a relaxed and enjoyable atmosphere at these events, it is also important that employees understand that they are responsible for their behaviour at work related social functions.

You must ensure that your behaviour does not affect the enjoyment of others, and your behaviour should be courteous and inclusive. Our equality and diversity policy extends to such social events, and drinking excessive alcohol will not be considered as an acceptable reason for any inappropriate behaviour.

The Company may consider taking disciplinary action up to and including dismissal for unacceptable or inappropriate behaviour at a work related event.

Section 11

Health and safety

Looking out for each other

Regulations

The Company Health and Safety Policy Statement is displayed on site notice boards.

All employees are required to strictly observe all published health and safety regulations and/or notices. Employees and the Company have joint responsibility for working safely.

Breach of a safety regulation or disregard of a safety notice may result in the employee being liable to summary dismissal. Employees must avoid any practice which might endanger their own health and safety and that of any other person or which might impair general standards of safety, cleanliness or hygiene. Health and Safety training is given and it is the employees own responsibility, jointly with local management, to ensure they complete and subsequently comply with the training.

Accidents

All accidents, near misses and dangerous occurrences, however trivial they may appear, must immediately be reported to your line manager or supervisor and must be entered into the site accident book at the earliest opportunity.

Identifying risks before they become accidents

All employees are required to report any hazards they observe or are aware of. These may occur in the employee’s own job or generally in the work environment. Concerns must be reported through your line manager.

In the interests of safety, you must take care to ensure that safety equipment provided is used in the correct manner. You must not interfere with any item of equipment.

Roadchef Health & Safety Committee

To monitor Health and Safety we have a central Health and Safety Committee. The role of the committee is to monitor Health and Safety matters which affect the sites and support office, making sure that all appropriate steps are taken to fulfil the Company’s Health and Safety Policy.

Employees should raise any health and safety concerns, via their employee representatives, to their site Joint Consultative Committee which will in turn bring these issues forward to the Company Health and Safety Committee.

First Aid

The Company has appointed sufficient First Aiders to ensure that coverage in each site and support office is consistent with legal and best practice requirements. All First Aiders are trained in accordance with Government guidelines.

Local First Aid arrangements will be explained to you during your Induction. Names of qualified First Aiders will be displayed on site notice boards.

Occasionally the need arises for new First Aiders, if you are, or would like to be considered for the role of First Aider, please notify your line manager.

Fire Precautions

It is the responsibility of the Company and employees to teach and learn respectively what to do in the event of a fire. To this end fire training will be given to you during your induction and retraining will be given periodically throughout your employment with us. You must attend on request any fire training given by the Company.

We take our responsibility extremely seriously, to protect you, your colleagues and anyone else on our premises. We also expect you to take your responsibilities seriously.

Therefore within the first month of employment you must know the following:

- Basic facts regarding fire
- What to do on discovering a fire - how to call the fire brigade - facts on fighting fire
- Knowledge of extinguishers and their use in fire prevention
- Evacuation procedures and the site Fire Emergency Plan / location of emergency “Battle Box”.

Lone Worker Policy

In the event that you are required to work alone you will need to be trained on the Company’s Lone Worker Safe System of Work and the use of the Solo Protect device. It is important to ensure that the Solo Protect devices are always charged and ready for use. More details can be obtained from your line manager.

Bomb Procedure

Unattended/Suspicious Packages

- Keep all non-public access doors locked when not attended
- Keep a look out for unattended bags or packages of any description
- An unaccountable smell of petrol or marzipan could mean a bomb
- Report any suspicious packages or bags to

- your line manager
- If the unit or site is to be evacuated, lead all customers to the nearest safe exit
- When the customers have been evacuated, leave the building yourself and assemble at the fire point and await the roll call.
- In the event of a bomb, customers and employees should be moved to a safe distance from the building to be protected from a potential blast

Remember

Do not use a fire extinguisher on a suspect bomb. We value your life more than any building **Do not** under any circumstances attempt to move suspicious objects

Smoking Policy (Including electronic cigarettes)

Smoking is not permitted at all in any of the enclosed areas of our premises. This includes the use of electronic cigarettes.

Smoking can only take place during designated break periods and only in designated outdoor smoking areas, in any event, not in view of customers. This policy applies to all employees, work related visitors, clients and contractors, who are expected to comply with the policy while on Roadchef premises.

All cigarettes and electronic cigarettes should not be taken into any unit and should be signed in as per the loss prevention policy.

Failure to comply with this policy will be dealt with under the disciplinary procedure and may result in dismissal on the grounds of gross misconduct.

Alcohol and Substance Abuse

We recognise that alcohol and substance misuse can have a detrimental effect upon health and can adversely affect employees work performance and their relationships with colleagues and customers. It can result in reduced efficiency, absenteeism and long term health issues.

The Company accepts that in some cases, drug or alcohol dependence is an illness and we have a policy which offers support to those employees who are looking to overcome their alcohol or substance abuse problems.

However, the Company will not tolerate the abuse of alcohol or other substances by its employees, and considers attending work under the influence of alcohol or substances as gross misconduct. Where appropriate we will use the Company's Disciplinary Policy to deal with such matters.

Infectious & Contagious Diseases

You must advise your line manager if any infectious or contagious disease develops in the house where you live, or if you have been in contact with any infected person. A doctor's permission will be necessary before you can continue to work in such circumstances or you may be assigned to new duties on a temporary basis.

Examples of infectious and contagious diseases are as follows:

- Diarrhoea
- Vomiting
- Any skin infections
- Any discharge from the ears, nose or eyes
- Food Poisoning
- Typhoid
- Paratyphoid
- Dysentery
- Norovirus

Please note that the above list is not exhaustive.

Section 12

Loss Prevention

Safety in m!nd

You will be issued with your own copy of the Company's Loss Prevention Employee Manual.

This contains important information about personal property, till procedures, cash handling, general security procedures and stock control, as well as general loss prevention information.

You should read this manual as part of your Induction and if you have any queries you must refer these to your line manager.

It is really important that you understand the content of this manual as non-compliance may result in disciplinary action which could include summary dismissal. Failure to read this manual will not provide you with an excuse or defence should you be subject to any investigation into a breach of these policies.

Cash and Money Handling Procedure

Before handling any Company monies on any till, or handle any cash anywhere else on site including gaming collections, you must first receive full training and familiarise yourself with the Company cashier procedures and have signed to agree that you have had satisfactory training.

Where you are involved in financial transactions with customers, you must ensure that you are aware of and comply fully with the Company's procedures as set out below:

- You must check the float before you take responsibility of the till and report any discrepancies to your line manager. Till sharing is not allowed, and any unauthorised usage could result in disciplinary action being taken.
- You must sign on the till roll or log in when taking over a till
- You must enter all transactions into the till and ensure that the customer is aware of the amount charged
- You must check the amount tendered and enter this into the till. You must then provide customers with the correct receipt and change (McDonald's need only to issue a receipt upon request.)
- You must report incorrect entries and shortages to your line manager immediately. Notes should be checked to prevent counterfeit notes being accepted in error. There is equipment available to check notes, but if there is any uncertainty regarding a note, then a supervisor must be called to the till. Any £50 notes must be checked by a supervisor prior to being accepted
- You must not carry money (cash) on your person when on duty, nor must you, without permission, change your own money in the till
- You must check that vouchers are valid. The correct voucher must be used. All sections of the voucher must be completed and the customer's signature obtained or PIN entered where applicable. You must obtain authorisation where Company procedures deem this necessary. Any vouchers received

on the till (such as Captains Club or overnight parking), once redeemed should be sent to the cash office

- Credit/refund transactions should be made in accordance with agreed practices unless you have been given prior authorisation
- Customers requesting change of notes should be politely informed that we have change machines in our gaming areas, and we cannot complete this at the till points. Under no circumstances should change of notes be exchanged with a customer outside of a transaction, and a supervisor should be called to the till if a customer does not wish to use the change machine
- You must ensure that accurate till recordings are made of all monetary transactions handled by you in the course of your duties
- Till cards are treated as a part of your uniform. Till cards should always be kept in your possession, and not left with another employee or on a till. Any till card that is lost, stolen, or found should be reported to a Unit Manager immediately.
- Failure to follow these procedures may result in disciplinary action

If you suspect that another employee has used your till without permission, you should inform your line manager immediately as unauthorised till sharing is not permitted.

Negligent or fraudulent recording of financial transactions will be considered to be gross misconduct and may result in summary dismissal. The company operates a Civil Recovery Policy, whereby any losses of cash or property are recovered via a third party company. Employees that cause losses may have action taken to recover the costs to Roadchef.

Employee Declarations

You should declare to your line manager any cash you bring onto site, and also any goods such as cigarettes, foodstuff or sweets (anything that is purchased on site should have a receipt). If cash is left in your vehicle, then this should be declared on the employee declaration log, or shown as NIL when no cash is on your person or is left in your vehicle.

Right of Search

The Company reserves the right to carry out random searches of its employees. These searches will be carried out in the presence of witnesses at all times. Any employee found to be in unauthorised possession of Company property will be dealt with under the Company disciplinary procedure, and it will be considered to be gross misconduct and may result in summary dismissal. Searches can include lockers and employees cars. All searches will be recorded and signed by all parties present at the search.

Personal Property

The security of personal property is the responsibility of the individual employee, and the Company does not accept liability for loss or damage to an employee's property. You are strongly advised not to bring valuables to work with you or leave them unattended on the Company's premises. Any valuables that are brought onto site should be stored in the valuables safe or cabinet and should not be left in vehicles.

Telephone Calls

The use of Company telephones either outgoing or incoming is not permitted except in the case of emergency and with management approval. The use of personal mobile telephones at work is not permitted. These should be kept securely and only used during agreed breaks.

Site Visits

You may not visit the site at which you are employed outside working hours or invite friends or family to visit when you are working, except either in an emergency or on Company business and always with management approval. Should your employment with Roadchef be terminated via our disciplinary procedure, then you will not be permitted to visit the site where you have been employed.

Lost Property

All lost property should be handed in to the duty manager of the site, who will examine the contents in front of you and always record and lost property on the correct paperwork. If a member of the public refers to an item of lost property ask them to take a seat and inform the duty manager.

Leaving Roadchef

Bon Voyage!

Notice Period

If you wish to resign, you should do so in writing and give this to your line manager so its down on paper and there's no confusion about it. We'll then add it to your personnel file. Please refer to your Contract of Employment to ensure that you give the right amount of notice.

Redundancy

It is the Company's aim to provide security of employment and prevent redundancy wherever possible. However, it is also recognised that situations may arise that render redundancy unavoidable. If such a situation should arise, the Company will endeavour to communicate and consult in a timely and sensitive manner in order to minimise the adverse effects on affected employees.

If a redundancy situation arises we will follow our company Redundancy Policy.

Retirement

The default retirement age of 65 was abolished on 1 October 2011 and as such there is no such thing as retirement anymore. We simply ask that you follow the notice period process as defined above.

References

All reference requests should be sent to the Human Resources Department, as we provide a standard reference for all employees.

Return of Property

When you leave us you must return all Company property that you may have. That includes your uniform, discount card, till card, any keys, any Company documents and computer data, and any equipment such as laptops and mobile phones.

Final Pay & P45

If you leave the Company you will be paid up to your last working day on the next pay date. Your final pay will include an amount for any annual leave you have accrued up to your leaving date but not taken (or a deduction for more annual leave that has been taken than accrued). These payments will be subject to tax and national insurance in the normal way.

Your P45 will be sent to your home address after your final pay date.

Going Places Together

Roadchef Ltd

Roadchef House
Norton Canes MSA
Betty's Lane
Norton Canes
Cannock
Staffordshire
WS11 9UX

Tel: 01543 272 540