

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 joining us at this exciting time for our business and the motorway service sector as a whole. 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 is vital to ensuring 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 interactions with our customers and your colleagues. By being yourself and displaying kindness and generosity to all you meet, you will doubtless make a significant contribution to exceeding our customers' expectations, and be rewarded with a feeling of pride and satisfaction for your achievement.

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



A circular graphic containing a handwritten signature in black ink. The signature is stylized and appears to read 'Mark Fox'.

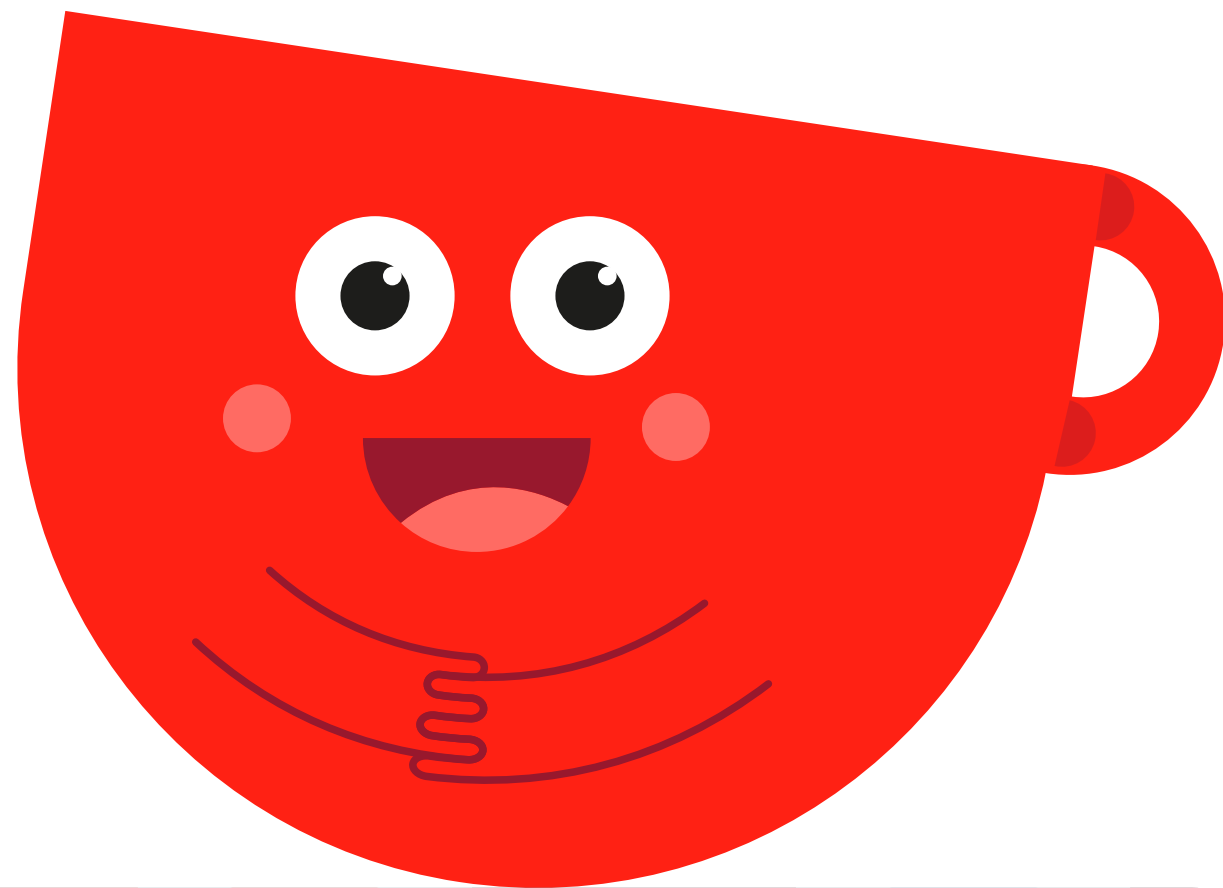
Mark Fox
Chief Executive

Together we're making Britain's roads happier



Be more 'CUP'

Caring
Uncomplicated
Positively Obsessive



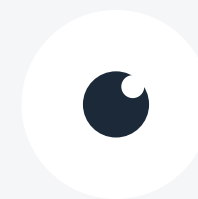
All about us

The Roadchef Mission, Vision & Values are core to what we believe in: they're our culture - and our identity!

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

- Clearly understand their role
- Know Roadchef's goals and how they can contribute
- Understand values and attitudes they must adopt to excel

By becoming more aware of these important factors, they'll guide you to make the best choice in any situation.



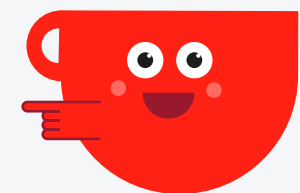
Our Vision

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



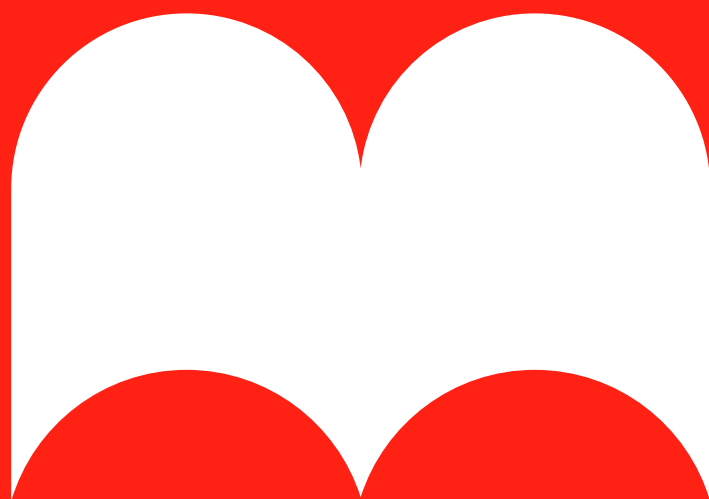
Our Mission

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, so we can all work as a team and deliver great service.

It includes rules, policies and procedures which form an important part of your terms and conditions of work, alongside your Contract of Employment.

The handbook also contains plenty of useful information, such as how to request holiday; what to do if you feel unwell before work; and so on. Please read it and keep it safe, along with a copy of your Contract of Employment.

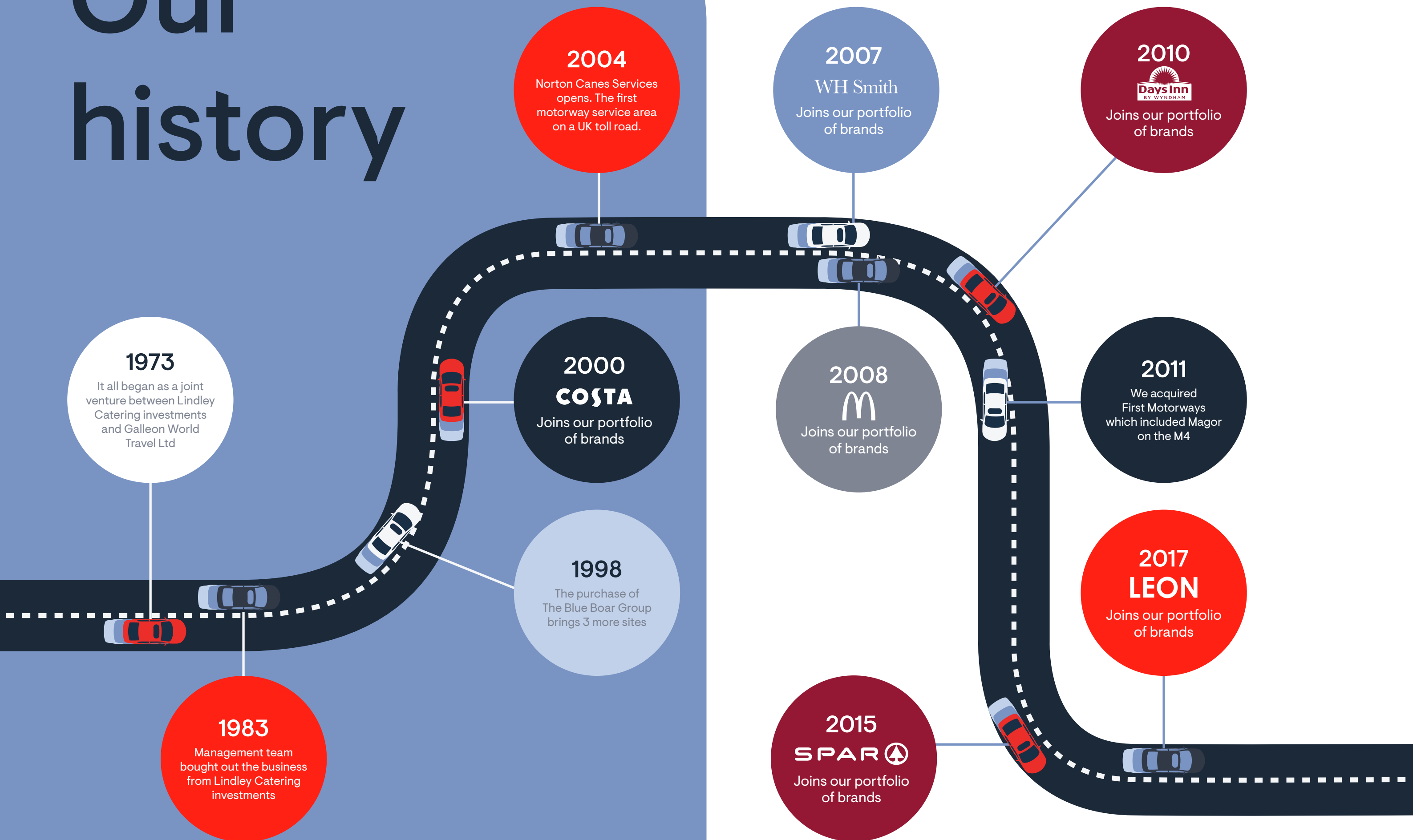
More detailed Roadchef policies are available, but the handbook gives you a useful introduction. If you're unsure about your contract terms please ask your line manager to explain them. When new policies are introduced we'll outline them in full.

Remember to also check site noticeboards in case new information is posted for your attention.

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Our history



We've been on quite a journey!

Roadchef began in 1973 as a joint venture between Lindley Catering investments and Galleon World Travel Ltd.



In 1983, with six Motorway Service Areas (MSA), a management team bought the business from Lindley Catering investments. Since then, Roadchef has gone from strength to strength.

In 1998, we bought a further three sites with the acquisition of The Blue

Boar Group, which included the inaugural UK MSAs at Watford Gap - the first and most iconic location in the UK, which celebrated its 50th birthday in 2009!

In 2004, we opened Norton Canes, the first MSA on a UK toll road. In 2011, we acquired First Motorways, which included Magor on the M4. Our MSA locations now cover the length and breadth of the country.

We pride ourselves on being at the forefront of innovation in our sector, pioneering the introduction of leading high-street brands into our service areas and developing strong, successful partnerships with our franchisors.

We've amassed an impressive portfolio of catering, retail and accommodation brands - from Costa to WHSmith and Days Inn - not to mention our own in-house catering brands.

We are also the UK's only MSA corporate franchisee of McDonald's. With 29 restaurants at our locations, we have been

classified as Leading Edge Operators thanks to our consistently high standards.

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

In recent years, £25m has been spent on redeveloping the catering facilities at our sites, with further improvements scheduled.

We are one of the UK's major MSA 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: that means you!

For more info visit
www.roadchef.com

Section 1

Your role as a
Roadchef team
member...

starts
here!



Congrats
on joining the
Roadchef team.

We're biased, but we think Roadchef is an amazing place to work. We only ask great people to become part of our team. You are here because we genuinely believe that you'll 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.

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Zero Tolerance

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

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.

We Appreciate Difference

Roadchef is committed to eliminating discrimination and encouraging diversity in 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's your responsibility to treat colleagues and 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 reach their full potential, and your talents and resources will be used in full to make the business more efficient.

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

Personal Presentation & Uniform Standards

You'll receive a uniform; please give 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 colleagues, so we ask you not to wear strong perfume or aftershave. Make-up should be discreet and hair should be clean, neatly styled and tied back. Dyed hair must be a natural colour - extreme reds, blues etc are unacceptable. Men must be clean shaven or have a neatly trimmed beard or moustache. Exceptions will be made on religious grounds - please discuss this with your line manager. A beard snood may be required.

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.

When you leave Roadchef, please return all items of uniform - we can't pay your final salary until we receive it, and you may be charged for replacement clothing.



Contractual information

The small print

Contract of Employment

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

This is a legal document stating the terms you agree to follow while you're working at Roadchef; you're responsible for reading it carefully before signing. Line managers can help with any queries and will sign the document on the Company's behalf. Sections of the handbook stating they are contractual will also form part of your Contract of Employment.

If a request to change any terms or conditions to your existing contract is agreed, you must sign the current contract or a letter confirming the change, and you will retain continuity of employment. If you don't receive written confirmation of the change, you should immediately inform your line manager.

Pay and Review

Your rate, method and frequency of pay are detailed in your Contract of Employment. A payslip will be issued to you for each pay period. Please read on for an example, and ask your line manager if you have questions. They'll explain during your induction how you receive your payslip.

Pay levels are reviewed annually, but an increase is not guaranteed. Nor does a pay rise in one year mean a contractual entitlement to an increase in any subsequent year.

Getting Paid

All wages will be paid directly into your personal bank or building society account. Please check to ensure that your account is suitable (we pay into most of them).

We are unable to pay your wages into another person's account.

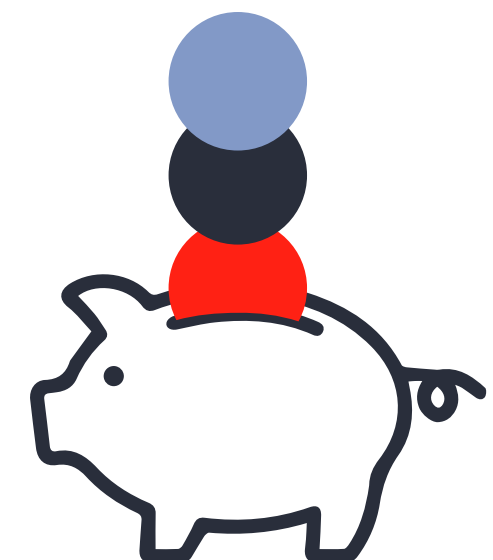
Payment of Final Wages

If you leave Roadchef your final pay will be paid directly into your bank account.

Deductions

We'll make all necessary deductions that are required by statute (Income Tax and National Insurance). On your payslip they'll be shown as 'current' and 'cumulative'.

Income Tax and National Insurance contributions often seem to be complicated. HMRC (Tax Office) will be able to answer any queries. Any other deductions will only be made if your written consent has been received.



Confidentiality, media dealings, data protection and security

Sharing safely

Press and Media Dealings

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

If you're approached to make a media statement you must decline to comment and immediately tell your line manager. They'll be responsible for contacting and briefing Roadchef's marketing manager and PR team, along with authorised spokespeople if necessary.

The people responsible for issuing statements are:

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

Security

Confidential information and data is valuable to our business and the individual concerned.

Its loss or misuse can have severe consequences, potentially affecting our financial results. We could also be prosecuted or fined by the Information Commissioner.

All employees are expected to observe precautions such as:

Keeping You Safe

- 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

- Don't leave papers on your desk overnight. Lock away any particularly sensitive material when not in use
- Don't remove sensitive materials from the office unless necessary
- Don't leave papers or devices, such as laptops or tablets, unattended - particularly in vehicles or on public transport
- Always consider who you're disclosing information to and whether they really need access to it
- Consider information sensitivity and how to send it - e.g. secure post, courier, etc - and, in the case of electronic transfer, whether it should be password protected or encrypted
- Don't put confidential waste into normal bins - use the confidential waste facility

Getting started

We'll go
faaaaaaar
together

Working patterns

Roadchef complies fully with Working Time Regulations.

This means you are entitled to no less than 11 hours' consecutive rest (12 hours for employees under 18) in each 24-hour period.

You'll be entitled to the statutory minimum of a 20-minute uninterrupted break when 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 a 30-minute break when their working time is more than 4.5 hours. You'll be advised about break times by your line manager.

If you have another job besides working for Roadchef, you must tell your line manager so we can ensure your hours do not breach the regulations and there is no conflict.

If you're still unsure how the regulations apply to you, or if you feel they've been breached, please speak to your line manager.

Flexibility

Roadchef operates in an environment where demand fluctuates throughout the year, so 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 changes. You may 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 try to schedule work as you require.

You'll be paid for additional time worked if your line manager has authorised it.

There may be quiet times of the year when we must 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 HR-approved circumstances.

Deputy

This is a cloud-based HR technology providing employee management and scheduling functions, including overtime calculation. If a team member cancels their shift, managers can send a shift request to their next available staff member to fill the gap. The tech also incorporates a communication platform to generate announcements for all employees in one place.

Shifts & Rota's

These are published on Deputy. Team members should receive their rotas two weeks in advance plus the week they're in.

Section 4

Getting started

Probationary Review Guidelines

The first three months of your employment are treated as a probationary period. This allows us to assess a new employee's suitability for their role.

Line managers regularly meet with all new employees during their probationary period to discuss progress and address issues through probationary reviews. A review allows you to improve your performance (if necessary!) before we can confirm your employment.

We use a template for all reviews, whether you're in a site-based or support office role.

Probationary reviews will be completed:

- After week 1
- At the end of weeks 4, 8 and 12
- At the end of week 12 we'll make a decision about confirming your employment

Failed Probationary Periods

When a line manager isn't satisfied at the end of 12 weeks they can opt to extend a probationary period. Via the review form they will clarify the reasons for this decision, and what still needs to be achieved.

If we decide to end employment after a probationary period, we invite the employee to a formal review, with a minimum of 24 hours notice and the right to be represented by a third party.

During this meeting the line manager will discuss previously outlined issues that haven't been rectified and clearly outline reasons probation has been failed. A written statement will follow.

HR advice is available for any aspect of probationary reviews.



Delivering our brand standard



Winning behaviours

Without competent, confident employees we can't deliver the standards expected by our internal teams and our brand partners.

We also have a set of behavioural standards that are just as important: Roadchef Winning Behaviours. These provide a way for us all to take responsibility to develop ourselves and Roadchef as a whole.

There are six Winning Behaviours – you're measured against all of them during recruitment to get here today!

There are many ways to use them daily, from serving customers and supporting colleagues, to reviewing performance and recognising Everyday Heroes.



Leading and empowering others

Winning Behaviour is about being motivated and passionate, to lead and achieve success for the business and each other.



Practical and straight forward approach

Anticipating pressure points and putting practical solutions in place to resolve issues.



Creating an inclusive environment for people to grow

Ensuring people can develop and enhance their individual contribution to fulfil their overall potential.



Obsessive about delighting our customers

Ensuring the customer is at the heart of what we do and constantly finding ways to delight and de-stress them.



Communicating with clarity

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



Energetic and adaptable to make things happen

Working with total dedication, energy and enthusiasm to make things happen, embodying action and fast, satisfactory response to customer needs.

More than a job



**Be your
best
every day**

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 Roadchef's financial performance, develop themselves and generally get stuck in when faced with operational challenges.

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

You can be nominated in three 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 among the whole team for a great team performance
3. Everyday Heroes individual 'hero' award - certificate and gift for an outstanding individual performance

Please refer to the Everyday Heroes leaflet you received during induction training for more details. Everyday Heroes are recognised in a monthly newsletter - check the team noticeboard to read about fantastic employee achievements in your own site and across our locations.

SD Instant Wins

The 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 acknowledge and reward the hard work put in by our teams on every shift of every day. Treats vary: for example, a Costa drink, McDonald's treat, or Krispy Kreme doughnut.

Employee of the Month

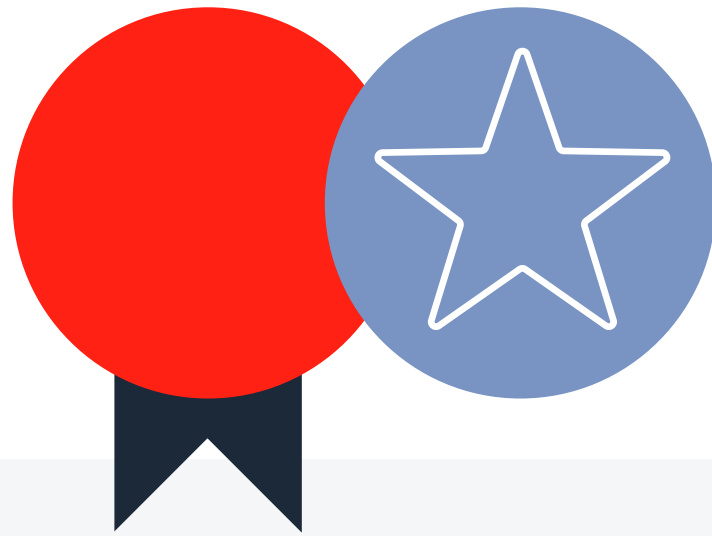
Each month site managers nominate from within their own teams for this award. Nominations are reviewed and an overall Employee of the Month is nominated for the site.

The winner will receive recognition at site and Love2shop vouchers.

Long Service Award

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

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Benefits

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.

Wellbeing

You can view our Wellbeing booklet giving details on all our initiatives [here](#)

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RCF_Wellbeing_Fin...v 2020 (1).pdf

Free Parking

You receive free parking working at Roadchef. Our sites have automatic number plate recognition (ANPR) at our sites. It's important that you provide us with the number plates of any vehicle's you use in order to ensure it is recognised and exempt from fines. Should you get a fine, it can be cancelled, however it will incur a charge to cover administration and processing costs which you will be asked to pay.

All your Employee Benefits can be found [here](#)

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Employee Benefit...Leaflet (1).pdf

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

Giving Something Back

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.

Having Fun

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.

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, regardless of level 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.

Growing yourself

The sky's
the limit

Performance Reviews

A performance review is a great opportunity for you to discuss your development with your line manager, and for them to recognise and potentially reward your work. Talk about your progress and performance, and find out their feedback - measured against the Roadchef Winning Behaviours.

It's also your chance to discuss any additional training or development you'd like.

All Roadchef staff have reviews during their probationary period, then every 6 months afterwards.

Career Progression

We encourage you to enhance your skills. Where possible, we always look to fill vacancies with existing employees. Site-based vacancies will be communicated via the site management team, and can also be found on the team noticeboard.

Management and Support Office vacancies are often advertised in 'Just the Job', our weekly internal vacancy bulletin - check the team noticeboard or ask your line manager for a copy.

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

If you're thinking of applying for a vacancy you should firstly discuss it with your line manager.

Apprenticeship Qualifications

Apprenticeships are a great way to develop your skills while you earn. We partner with a number of national training providers to give all staff the chance to gain an Apprenticeship qualification. Posters and leaflets appear in the team room, showing qualifications on offer and how to take one. Your line manager 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 includes induction training and legislative training, but also contains modules specifically targeted to support employee development. These programmes are assigned to individuals once in a line manager position.

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Training Courses

We offer a National Training Calendar of internal training courses, giving you the opportunity to develop your skills across areas including health & safety, supervisory skills, HR and leadership.

Some job roles require you to complete brand-specific training courses, which are delivered by external teams.

If you must attend training courses for your role, or would like to develop your skills via a course on the National Training Calendar, your line manager will provide you with further details.

Recording Training

It's vital to log your required training, and any developmental courses, to show you have completed them, and in case of future queries about your learning. You will receive a personalised Training Record, kept by your line manager. Remember to ask them for your Training Record each time you complete any training.

Internal Development Programmes

Fastlane

The Fastlane Management Development Programme is a structured programme lasting 6 to 8 months. If an employee is in a supervisory role, or has supervisory experience, it provides them with skills required for a future line management role.

The programme requires the employee to:

- have bags of ambition, and ideally relevant supervisory experience
- be able to apply for a role within their own or another site after completing the programme
- have a flexible, can-do attitude, ensuring customer expectations
- are consistently exceeded

Fastlane intakes are held regularly throughout the year. Look out for more details on the team noticeboard or speak to your line manager.

Leadership Highway

The Leadership Highway Programme is a structured programme lasting 9 to 12 months for senior, site-based managers and Support Office Managers to develop their skills.

It's run by internal and external facilitators, and includes coaching, personal profiling and 360-degree feedback as tools to boost your development.

Nominations for the Leadership Highway Programme are typically made following a review of our senior succession plan; on average one intake is completed annually.

Absenses

Not feeling yourself?

Absence

What happens if you’re not at work?

We understand there may be times when you can’t work. Your line manager will support you and monitor your attendance so the effectiveness of your site, and the health and safety of employees isn’t compromised.

If you’re away for a sustained period of time we offer support programmes. Visit our Employee Assistance Programme, provided by Health Assured, which is detailed in our benefits section – or [click here](#).

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Employee Assistance Program.pdf

With your consent, we can also use our occupational health service provider to help us fully understand the nature of your illness, and help you return to work. Any information obtained will be shared and discussed with you.

Sickness

Sickness Notification

On the first day of sickness absence you must contact your line manager (unless your site has alternative arrangements) by phone call, and do this yourself. This must be done a minimum of two hours before your shift begins. You must then keep the Company regularly updated through your line manager, so we know how you are and can cover your shifts.

During your absence from work, you must be contactable by the Company, unless hospitalised. We ask you to contact your line manager at least one shift in advance of your scheduled return to work. This is to ensure you are scheduled and cover isn’t duplicated.

Full details of our absence policy can be found [here](#).

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Attendance Policy.docx

Family Friendly

We’re proud of Roadchef’s family-friendly culture. We’re here to help should you need to take time out or change your hours – we’ll always do our best to use flexible working to suit your needs.

Flexible Working

You’re expected to work your scheduled shifts, based on your availability discussed prior to starting at Roadchef. If this changes, you should submit a flexible working request form (available from your line manager). If accepted, we’ll make a permanent change to your contract unless otherwise stated.

Parental Leave

This is available to help achieve a more balanced work and family life. Parental leave is unpaid: you’re entitled to 18 weeks’ leave for each child and adopted child, up to their 18th birthday. You can take a maximum of 4 weeks per year for each child, and you don’t have to take all the leave at once.

We need you to give at least 21 days’ notice, in writing to your line manager.

Bereavement and Compassionate Leave

We’re here to support you should you suffer the loss of a family member.

You’re entitled to request bereavement leave regardless of the length of time you’ve been with us.

Emergency Leave

We know things go wrong sometimes and you may need to take time off work at short notice.

Emergency leave covers any type of unplanned absence that is not related to personal sickness. Examples include:

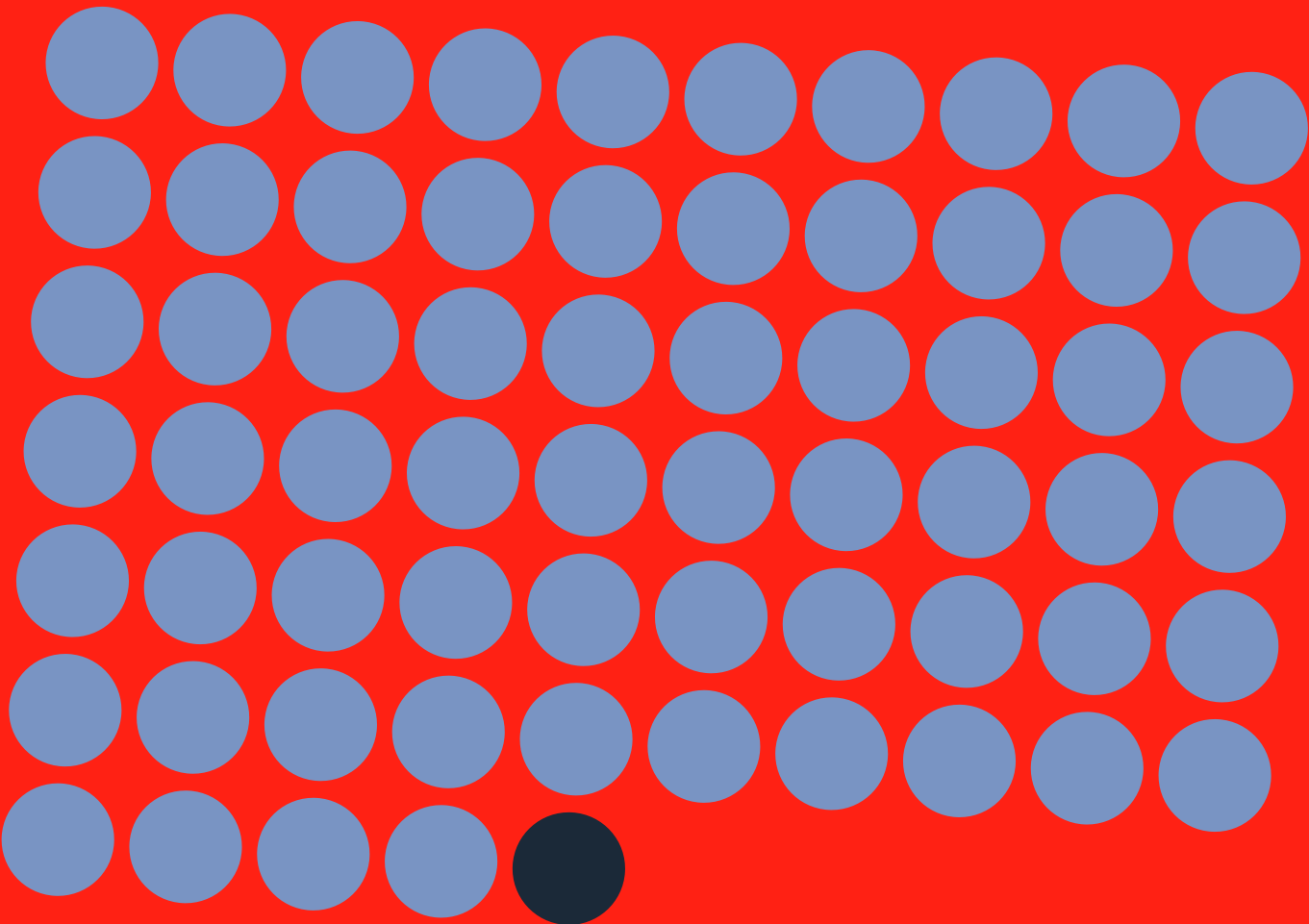
- Children or family illness
- Emergencies at home
- Personal problems
- Transport problems

In these instances, follow the normal absence reporting procedures. Your line manager may allow you to take holiday at their discretion, otherwise emergency leave is unpaid.

Full details of our absence policy can be found [here](#).

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Attendance Policy.docx

What happens if things go wrong



Oops!

Sometimes things can go wrong... if this happens we'll have an open conversation with you to understand why this has happened, and how we can support you in making improvements.

In some situations, we may need to follow our Disciplinary procedures, which are detailed below.

Disciplinary Procedure

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

Employees who are found to be 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; 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.

Full details of the Bullying and Harassment policy can be found [here](#).

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Bullying and Harassment Policy.docx

Grievance Procedure

Where you have a grievance relating to any aspect of your employment don't hesitate to raise the matter in accordance with the procedure.

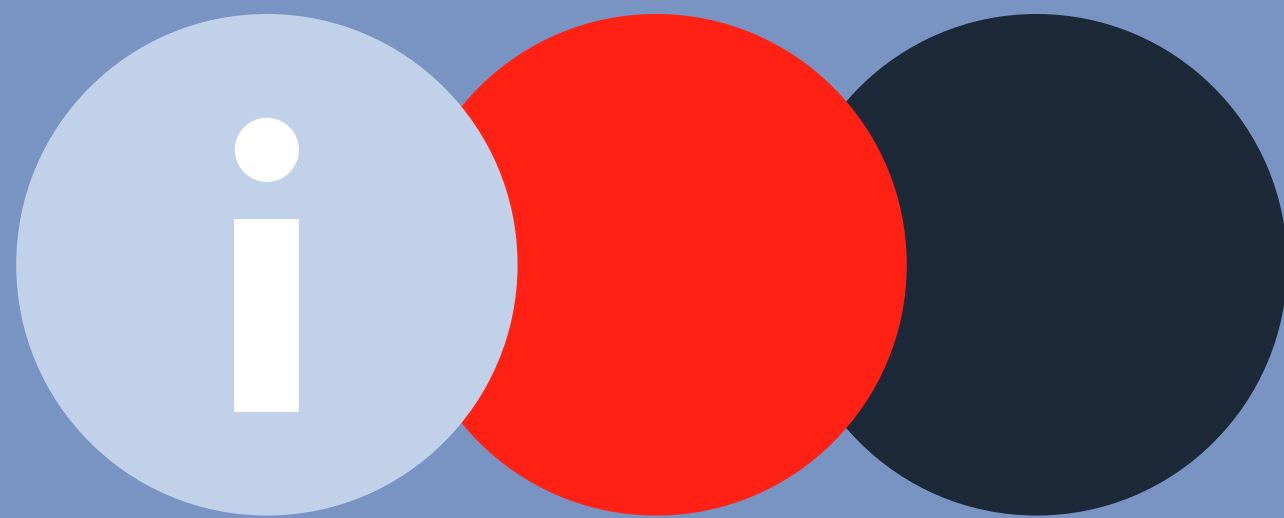
Its purpose is to ensure that disagreements or conflicts between employees and the Company can be resolved constructively and quickly.

It is our policy to encourage free and informal communication between you and your line manager, to ensure questions and problems can be aired and - where possible - resolved quickly, and to the satisfaction of all concerned. If the issue cannot be resolved informally, then the grievance procedure can be followed.

Full details of the Bullying and Harassment policy can be found [here](#).

Client to link file online
Bullying and Harassment Policy.docx

Other important information



Your need to know...

Data Protection and Privacy

We recognise how important protecting the personal privacy of our employees is, and the need to safeguard processing of personal data.

In line with GDPR and Data Protection Act legislation, the Company will act in accordance with its Privacy Policy - available at www.roadchef.com/roadchef.privacy

The legislation gives you a number of rights relating to 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

When you start at Roadchef, you'll provide us with various personal details. Wherever possible, you will be expected to provide a telephone number to contact you e.g. during periods of sickness. You must notify us immediately of any change of personal details: name, address, telephone number, next of kin and bank details.

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

Please 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. If you'd like a copy of information we may hold that relates to you, please be as specific as possible. We'll acknowledge receipt of your request and respond within 30 days.

Refer a friend!

If you recommend someone who joins us and passes their probationary period, we'll give you a cash* reward to say thanks!

They'll benefit too!

Flexible Hours
Generous Holidays,
Meal Allowance
Life Assurance,
Pension Scheme
Great Career Prospects...
and lots, lots more!

To find out more contact your Site Director. Full details of the Refer a Friend policy can be found [here](#)



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.

When you leave

Notice Period

If you wish to resign, you should do so in writing to your line manager, who’ll add it to your personnel file. Please refer to your Contract of Employment to ensure you give us the right amount of notice.

Retirement

The default retirement age of 65 was abolished on 1 October 2011; there’s actually 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 HR department; 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. This includes uniform, discount card, till card, keys, Company documents and computer data, and any equipment such as laptops and mobile phones.

Final Pay & P45

You’ll 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 but not taken, up to your leaving date (or a deduction for more annual leave that has been taken than accrued). These payments will be subject to Income Tax and National Insurance.

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

Sorry
to see
you go!

Going Places Together

Roadchef Ltd

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

Tel: 01543 272 540