

TROO

HANDBOOK



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ABOUT TROO HOSPITALITY

WHO WE ARE

Transforming the Hospitality Industry with Excellence and Innovation

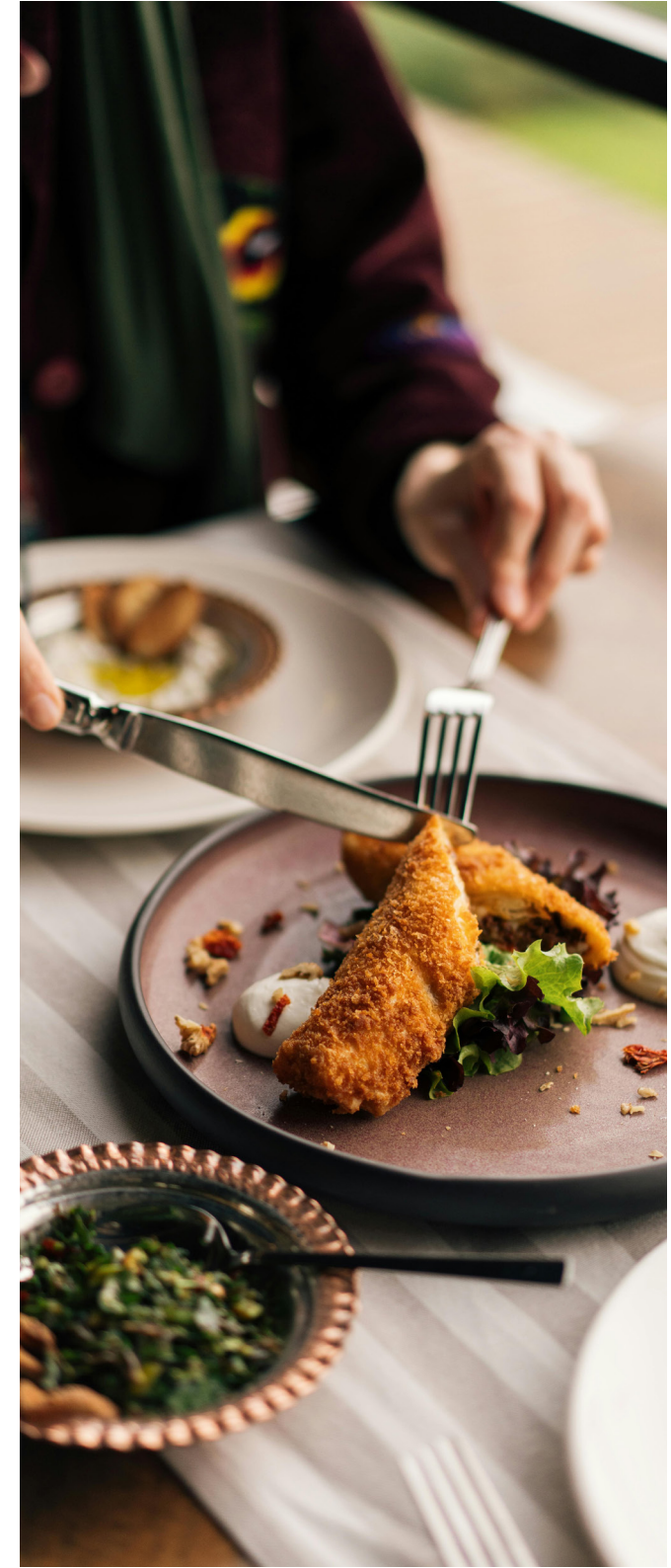
Troo Hospitality is a cutting-edge hospitality management company that is committed to excellence and innovative solutions geared towards owner objectives. With a team of highly experienced international hotel owners and operators, we bring a wealth of knowledge and expertise to developing and operating businesses within the hospitality industry.

Since our launch in 2022, we have rapidly expanded and achieved national success by aligning ourselves with what owners want to achieve in their properties. Our focus on team engagement, innovative strategies and dedication to guest experience have been the cornerstone of our growth in the industry.

We deliver for owners just as we would deliver for ourselves.

TROO

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OUR PASSIONS

EXCELLENT SERVICE

Exceptional and meticulous service levels at every touch point – this is our DNA and runs through our veins

DEVELOPING OUR TEAM

Creating and fostering the right environment of diversity and eqaulity while ensuring the right development paths that enable each and every member of the team to grow personally and professionally

EXPLORATION

Meeting new people, enjoying the beauty of new cities and new countries, experiencing different cultures and traditions...travelling

HERITAGE, DESIGN & ARCHITECTURE

The history and heart of a building and its structure, places and designs which evoke emotion and inspire reaction

FOOD & DRINK

Passionate about food and drink – high quality, innovative, distinctive and meticulously prepared

OUR VISION

We aim to create a cutting edge
Hospitality Management Company
underpinned by the way we treat people

OUR MISSION

- 50 hotels by 2027
- Best in class for guest satisfaction

TROO HOSPITALITY is an exciting hospitality collective; a joint venture between Millemont Capital Partners and an experienced team of hotel operators with years of international hospitality experience in ownership, development and management.



OUR VALUES

TROO LOYALTY

We show compassion and foster trust

TROO INTEGRITY

We believe in honesty, openness and fairness

TROO VERSATILITY

We are quick to listen and adapt to new ideas and-changing landscapes

TROO EXCELLENCE

We demand world class levels of attention to detail from ourselves

LIVE TROO...



TROO



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OUR TROOPS

OUR EXPECTATIONS FROM THE TEAM;

- TRUST
- RELIABILITY
- ORIGINALITY
- OWNERSHIP

DELIVERED WITH PASSION
AND A SMILE.



THE TROO HOSPITALITY EXECUTIVE TEAM

Meet the members of our team.



Winston Zahra
Founder and CEO



Stewart Davies
Chief Operating Officer



Tanya Wilson
Head of Finance



Laura Kelly
Head of Talent & Culture



Shani Grisdale
Head of Revenue



Kevin Hobson
Head of Property & Services

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CURRENT PROPERTIES

TROO



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STOCK EXCHANGE HOTEL

Stock Exchange Hotel is located within the heart of central Manchester. The Hotel pays homage to the rich history of the Grade II listed building, both in style and spirit.

Reopened in 2018, it has been carefully restored to breathe new life into one of the city's most historically symbolic institutions and is now home to tender by Niall Keating and STERLING Bar.

Stock Exchange Hotel is committed to curating unique experiences and quality service in an exquisite setting. A collection of forty rooms, signature suites and a stunning top floor residence have been thoughtfully considered and designed with the absolute comfort of our guests in mind.

Stock Exchange Hotel was voted 12th in the World's Best New Luxury Hotels 2019 by Luxury Travel Intelligence and also took home the Leading Hotel of the Year Award at the This Is Manchester Awards 2022.

Location	Manchester City Centre
Rooms	40
Dining	tender by Nial Keating & STERLING bar
Extras	Penthouse Residence





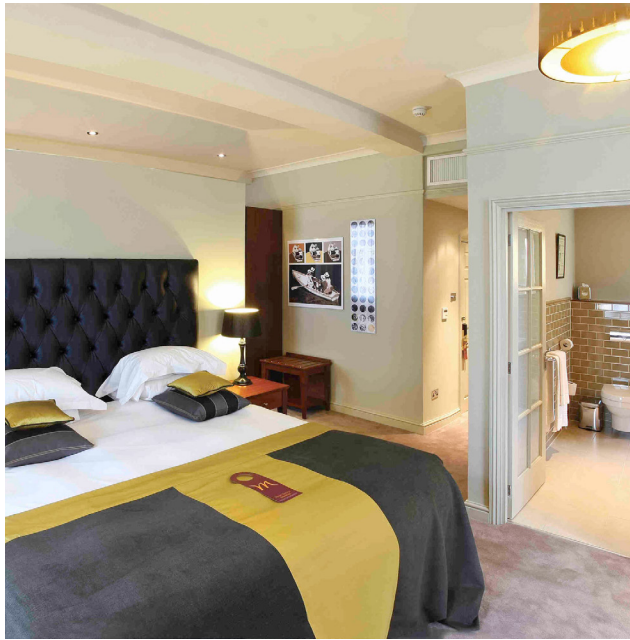
CORUS ON HYDE PARK HOTEL

The hotel, which currently has 388 rooms and is the largest hotel in the TROO Hospitality portfolio, is set to undergo an extensive refurbishment, which will include reconfiguring all public spaces and rooms, the creation of direct access to a new central courtyard as well as a full refurbishment of the food and beverage offering. The works will also allow for the addition of a number of flexible working spaces.

TROO Hospitality are set to support the project management team, together with the ownership team at Immersive Hospitality, in the design and refurbishment of the building over the coming months. The TROO team will then take over the management of the hotel with the support of the Immersive Hospitality team once the development program is completed.

Location	London
Rooms	388
Dining	The Brasserie at Hyde Park
Extras	London Attractions





MERCURE OXFORD EASTGATE

Situated in the heart of the historic university city of Oxford, this beautiful 17th-century coaching-inn looks over the Examination Halls and Magdalen Tower.

The convenient central location allows guests to easily discover Oxford’s most iconic landmarks.

City sightseeing tours are available in the area, making this a great base for guests who want to explore. The hotel offers modern, comfortable rooms which are perfectly equipped to accommodate individuals, couples and families.

Location	Oxford
Rooms	81
Dining	Eastgate Brasserie
Extras	Restaurant





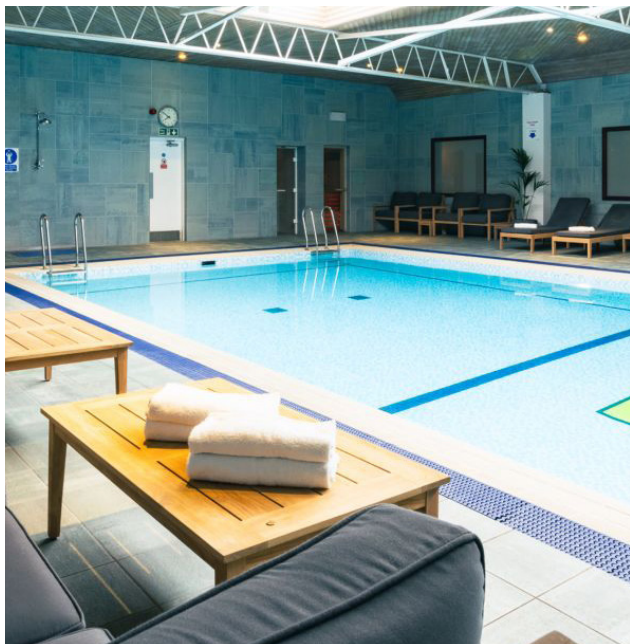
YOTEL EDINBURGH

YOTEL Edinburgh, can be found on Queen Street, just minutes from Edinburgh's best sights. One of the most convenient New Town hotels, it's the perfect base for exploring the city. Whether you're planning a shopping spree on Princes Street or a tour of the historic Old Town, this Edinburgh hotel offers easy access to a number of historic attractions. At the 270-room hotel, you can relax at the bar, Komyuniti or lounge, use the co-working space, Revolve, or experience the unique 360° screening room, Imaginex.

YOTEL has 23 hotels around the world focusing on desirable technology and design led hotels with the aim of engaging with modern travellers.

Location	Edinburgh
Rooms	270
Dining	Komyuniti
Extras	Co-working space





BILLESLEY MANOR

Billseley Manor is a luxury 4* hotel steeped in history set in 11 acres of Warwickshire parkland. The grade II listed building hosted William Shakespeare in 1599 and the outcome was his comedy ‘As You Like It’.

The hotel’s heritage dates back to 1327 which is celebrated through the decor and interior.

Key features of the hotel include a selection of beautiful rooms and suites, The Stuart Restaurant which serves an a la carte, Afternoon Tea and Sunday Lunch Menu as well as a recently refurbished spa and health club.

The spa which forms part of the main hotel is set to undergo a refurbishment with a round of investment into the hotel. The works will be project managed by the TROO Hospitality team alongside the running of the hotel.

Location	Warwickshire
Rooms	71
Dining	The Stuart Restaurant
Extras	Spa and Health Club





THE RESERVE

The Reserve at Chester Zoo is the newest addition to the TROO Hospitality portfolio, offering a unique retreat immersed in nature, just moments from one of the UK’s most beloved wildlife attractions. Designed to blend seamlessly with its surroundings, The Reserve provides a tranquil escape while celebrating conservation, sustainability, and exceptional hospitality.

With a carefully curated selection of 51 stylish rooms and lodges, The Reserve ensures guests can unwind in a serene setting, featuring nature-inspired interiors and thoughtful amenities. Guests can enjoy exclusive experiences, from behind-the-scenes zoo tours to immersive dining that showcases locally sourced ingredients.

As the latest venture in the TROO Hospitality collection, The Reserve at Chester Zoo upholds the group’s commitment to delivering high-quality, experience-led stays. Whether for a family adventure, a romantic retreat, or a peaceful getaway, The Reserve offers a truly unforgettable stay, connecting guests with nature in a meaningful and immersive way.

Location	Chester
Rooms	51
Dining	Amboseli Restaurant
Extras	Access to Chester Zoo





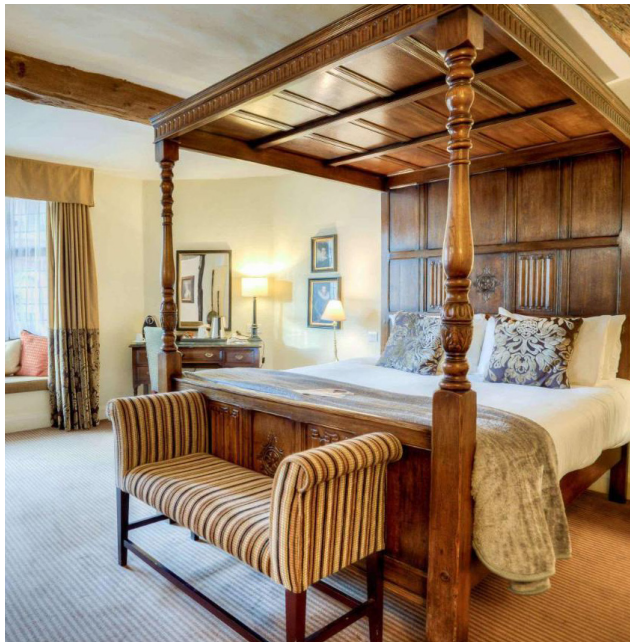
HOTEL FOOTBALL

With their expansive knowledge and experience of the best hospitality in the world, Manchester United legends Gary Neville and Ryan Giggs, alongside their Class '92 teammates Paul Scholes, Nicky Butt and Phil Neville, opened Hotel Football in 2015 to bring something different to the city.

Located directly opposite Old Trafford, Hotel Football is grounded in the values of football, from teamwork to professionalism and fun. Since opening, the hotel has won a plethora of awards including Leading Hotel of The Year (This is MCR awards, 2018), and Front of House team of the Year (Hotel Catey awards, 2018), creating a special location to stay whether for business or leisure.

Location	Old Trafford, Manchester
Rooms	133
Dining	Cafe Football
Extras	Roof Top Football Pitch





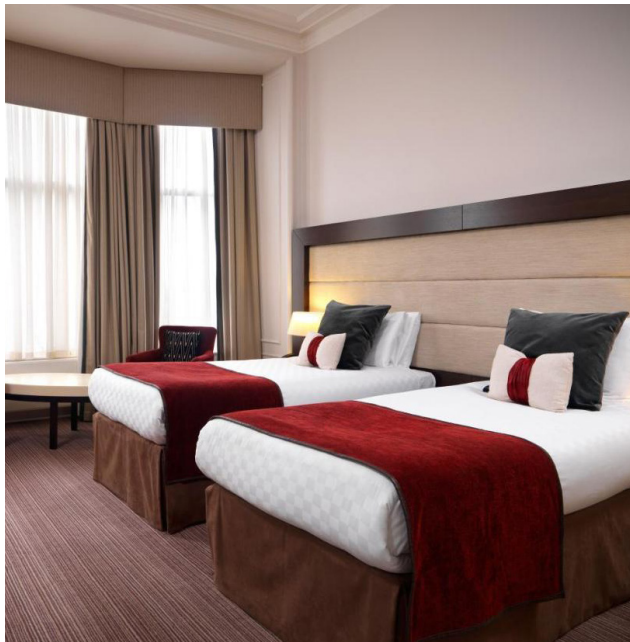
THE SHAKESPEARE HOTEL

Partially sited in one of the oldest (14th-century) and most attractive half-timbered buildings in Stratford-upon-Avon, the iconic hotel is steeped in tradition and history.

Guests can refresh with afternoon tea or drinks available in The Lounge. The hotel has two meeting rooms which can accommodate up to 75 guests and 24 guests, making either the ideal location for a business meeting or small conference. For a break from business, guests are invited to sit by real log fires and unwind.

Location	City
Rooms	78
Dining	The Quill & Lounge
Extras	Historic





ABERDEEN CALEDONIAN HOTEL

The Caledonian Hotel is an elegant Victorian hotel overlooking Union Terrace Gardens in the city centre. The 4* property offers 83 rooms in close proximity to River Dee as well as a restaurant serving British cuisine.

The venue features a number of meeting rooms facilities and is incredibly well connected close to Aberdeen Bus Station as well as a number of local attractions such as the Granite Mile shops.

Location	City
Rooms	83
Dining	The Bistro
Extras	Union Terrace Gardens



TEAM MEMBER INFORMATION

WELCOME TO OUR TEAM

We would like to wish you every success during your employment whether you recently joined us or whether you are an existing employee. We hope that your experience of working here will be positive and rewarding

This Employee Handbook is designed both to introduce you to our organisation and to be of continuing use during your employment.

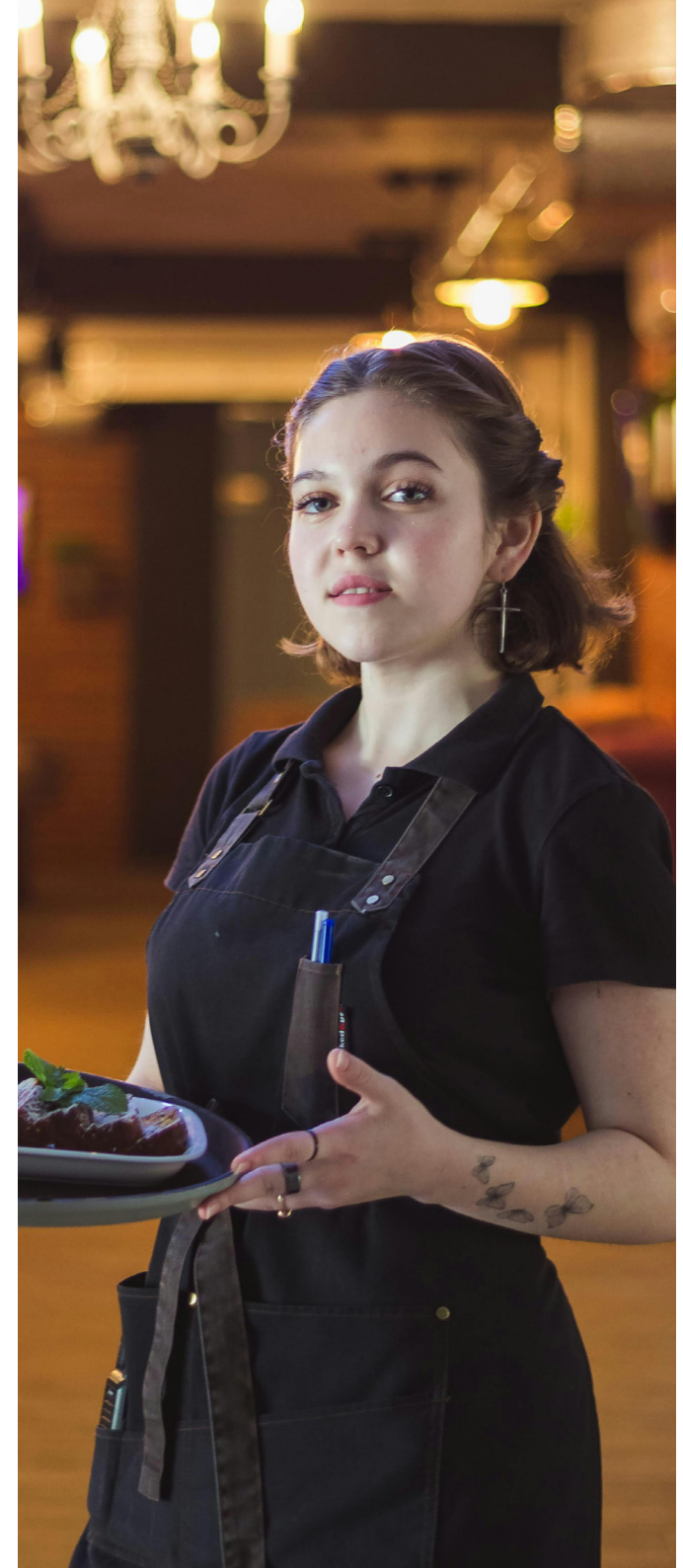
We ask that you study carefully the contents of this Employee Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main employee benefits that may be available to you and the policies and procedures relating to your employment. If you require any clarification or additional information please refer to your Line Manager.

Please note that we provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions. We expect your support in implementing these policies. We will not condone any unlawful discriminatory act or attitude in the course of your employment or in your dealings with our customers, suppliers, contract workers, members of the public or with fellow employees. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

To help you get off to a strong start, we conduct monthly probation appraisals throughout your probation period. These appraisals are designed to support your development and provide clear feedback. They are completed using Mapal One – Flow Hospitality.

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RESOURCES

FOURTH HOSPITALITY

With the Fourth App you have access to employee self-service.



Holiday Management - Book and track your holidays through the Fourth App. Here you can see you holiday accrual, booked holidays and manage rest day requests.



Payslip - Access your payslip through the app, including a full breakdown monthly and yearly. Also allows you to download your payslips



Update you details - Keep your personal information up to date through the app. To update you bank details, please contact our payroll department.



Rotas - View your rotas in real time through the app, updated weekly to keep you informed.

You will receive a welcome email from the system to allow you to set up your access.

Download from App or Google Store today



HEALTH ASSURED

Your Assistance Programme.

It’s not easy to balance the pressure of work, home life, and any other personal issues that you may be experiencing. Health Assured provides support and guidance for you and your immediate family.

FREE 24 HOUR CONFIDENTIAL
HELPLINE

0800 047 4097

What can I use this service for?

Family issues	Financial information	Legal information
Medical information	Relationship advice	Housing concerns
Alcohol or drug issues	Childcare support	Stress & anxiety
Low mood	Domestic abuse	Retirement
Consumer issues	Tax information	Bereavement

24/7 confidential support

Your call will be handled by an experienced therapist or advisor, who will offer support in a friendly, non-judgemental manner.

Bright TV	Wisdom	Four-week programmes
Nutritional advice	Health checks	Fitness advice
Financial wellbeing	Medical factsheets	Budgeting

HEALTH ASSURED

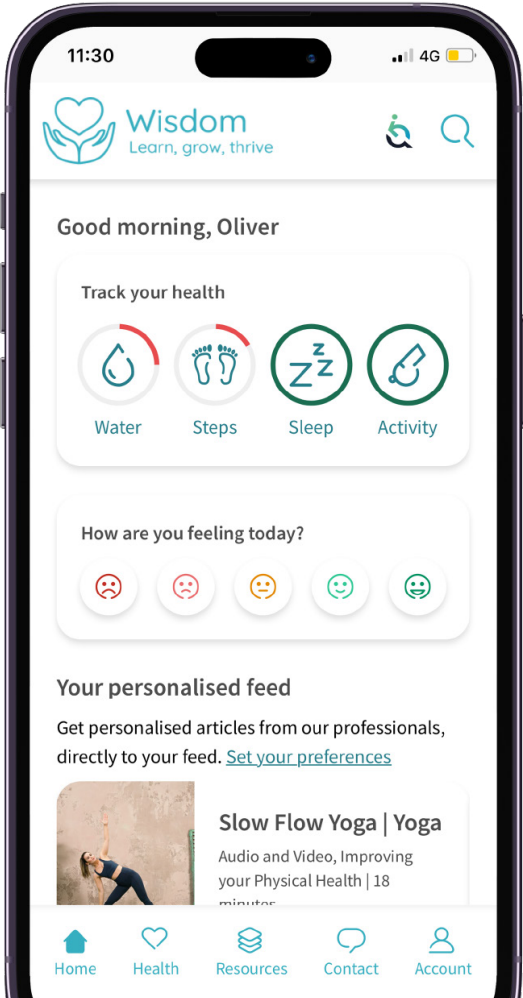
As a member of the Health Assured community, you have exclusive access to our revitalised app – helping you track your wellness, improve your mental health, and stay resilient during tough times.

- Interactive mood tracker** - You will receive regular prompts to track your mood. By tracking mood trends, Wisdom can help you identify patterns and areas for improvement in your wellbeing.
- Four-week health plans** - Wisdom will support you in your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure. Get started on your health plan and track your daily progress.
- Mini health checks** - How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.
- Breathing techniques** - Our guided breathing exercises help you feel a sense of calm and relaxation to carry into the rest of your day.

Personalisation Wisdom allows you to personalise your homepage so you can access tailored resources and learning materials based on your interests.

Live Chat The Live Chat feature allows you to contact a dedicated wellbeing counsellor using live messaging and video calls. For further support, you can call our helpline - available 24/7, 365 days a year. We’ve made it as easy as possible for you to get the right advice when you need it the most.

Unique Access Code- MHA016219 | Download from App or Google Store today




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LEARNING AND DEVELOPMENT

Mapal One – Your Training & Information Hub

Mapal One is your one-stop platform for learning, engagement, and team member information. It's designed to inspire growth through a wide range of innovative, interactive online modules that support your training and development every step of the way.

 **Compliance Training** - Within your first 14 days, you are required to complete your Health & Safety compliance training. These modules are automatically assigned to you via Mapal One – Flow Hospitality.


 **Training Calendar** - Mapal One gives you access to our online training calendar, where you can book a variety of development opportunities — from bitesize online courses to in-person management development sessions.

 **Engagement** - We use Mapal One to keep you connected and informed. The platform hosts company surveys, team member chat channels, news updates, and notice boards — so you're always in the loop with what's happening across the business.



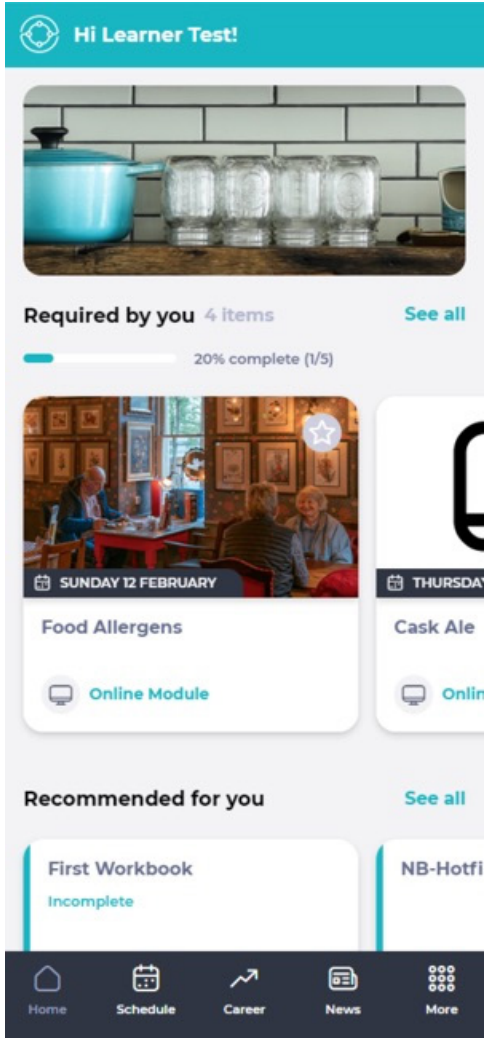
Apple 



Android 

You will receive an email with your log in details

Download Mapal One from App or Google Store today



TROO



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FACEBOOK

Join our internal Facebook group to stay in touch with team members across all our properties.

It's a great place to share the amazing things happening in your location and celebrate team successes. You'll also be the first to hear about engagement activities like competitions, Christmas celebrations, and Team Member of the Month recognitions.



[Click here to join today](#)

Or Scan the QR Code above

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SUSTAINABILITY

At TROO Hospitality we partner with Future Plus to drive our sustainability initiatives and goals for TROO Impact our internal sustainability initiative.

Who are Future Plus?

FuturePlus is part of The Sustainability Group. They were founded on the principle that every organisation has a role in creating a just, equitable, and sustainable world. Businesses with sustainability at the core of every corporate strategy are not only more effective and financially successful, but also more attractive to customers and investors, and better employers.

Charity and Volunteering Initiative

As a valued TROO Team member, you have the opportunity to contribute to your community through our paid volunteering program, which grants you 8 hours of paid volunteering leave per year.

At Troo, we prioritise understanding and positively impacting our social and economic footprint, and empowering our local communities is a key aspect of this commitment.

There are opportunities to be involved with our TROO Impact programme, contact your Talent and Culture Manager for more information.



JOINING OUR ORGANISATION

A) Induction

At the start of your employment with our Company you are required to complete an induction programme, during which all our policies and procedures (including Health and Safety) will be explained to you. Information relating to these will be given to you at the induction.

B) Job description

Amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

C) Team appraisal scheme

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

D) Job flexibility

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

E) Mobility

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

JOINING OUR ORGANISATION

F) Working time regulations

The Company recognises and adheres to The Working Time Regulations 1998 which includes the following:

1. you are entitled to an (unpaid) daily in-work rest break of 20 minutes if your daily working time is more than six hours (for members of staff under 18 years of age, the entitlement is to a 30 minute in-work rest break if daily working time is more than 4½ hours).
2. you are entitled to a daily rest period of eleven consecutive hours between each working day (for members of staff under 18 years of age, the entitlement is to a 12 hour daily rest period in each 24 hour period).
3. you are entitled to a weekly rest period of 24 hours in each seven day period which may be averaged over a two week period i.e. two days’ rest over a fortnight (for members of staff under 18 years of age, the entitlement is two days’ rest in each week which cannot be averaged).
4. Your average working time should not exceed 48 hours a week, normally averaged over a 17 week period, unless you have signed an agreement to opt out of this limit. (There are no separate rules for members of staff under 18 years of age).

You should be aware that there are some variations applicable to the above in accordance with the regulations including provisions for compensatory rest. It is always the intention of the Company to ensure that your hours of work will comply with these provisions, however if at any time you think this may not be the case you should immediately advise your Line Manager.

INFORMATION FOR APPRENTICES

A) Time off for learning

As an apprentice, you have joined the Company for a fixed period during which you will receive training from the Company in the skill/ trade/occupation specified in your Apprenticeship Agreement. The Company will permit you time off during working hours to undertake your studies at your place of learning. You may be requested to provide proof of your required attendance at your place of learning.

Where applicable, you will also be permitted time off to attend examinations (this includes all examinations/tests that are required by your course). You will be expected to attend work both before and after examinations where this is reasonably required by your Line Manager. You may be required to undertake workplace assessments where it is a requirement of your apprenticeship that you do so. The conditions attached to attendance/performance in these examinations and/or assessments are set out in your Apprenticeship Agreement. Alternatively, your learning will take place on the job.

You are expected to use annual leave to cover any time off you may require during working time for examination revision.

B) Examinations and assessments

As the Company is investing in your learning, you are expected to apply due diligence in your examinations and/or assessments in order to perform at the required level. The conditions attached to

your attendance at and performance in those examinations and/ or assessments is set out in your Apprenticeship Agreement. Failure to meet those standards is likely to result in the termination of your Apprenticeship Agreement.

You are required to provide notification to your Line Manager of the date/time of any examinations or assessments within two working days of your being informed that an examination will take place. If the date subsequently changes, or the examination or assessment is cancelled for any reason, you are required to inform your Line Manager at the earliest opportunity, and in all circumstances, before the examination or assessment was due to take place. If, upon attendance for an examination or assessment, you are informed that it will not take place, you must contact your Line Manager immediately and attend work, unless instructed otherwise by your Line Manager.

You are subsequently required to provide notification of your examination results to your Line Manager at the soonest possible opportunity. Photocopies of hard copy results will be taken. If you are informed by e-mail, you must forward the e-mail to your Line Manager and this e-mail will be stored.

C) Communication with learning provider

Where necessary, the Company will undertake communications with your learning provider regarding, amongst other matters which may arise, your performance.

YOUNG WORKER RESTRICTIONS

A) Restrictions for children aged 15 and 16 years old

There are restrictions that apply to the employment of children aged 15 and 16 years old, as follows:-

- You must not work before 7.00 am. or after 7.00 pm. on any day;
- You must not work for more than 2 hours on any day when you are required to be at school;
- You must not work during school hours;
- You must not work for more than 8 hours on a Saturday or on weekdays during school holidays;
- You must not work for more than 2 hours on a Sunday;
- You must not work for more than 4 hours in any day without a rest break of 1 hour.
- You must not work for more than 12 hours in any school week; and
- You must not work for more than 35 hours a week during school holidays.

B) Restrictions for young workers over compulsory school leavers age

There are restrictions that apply to the employment of young workers over compulsory school leaver’s age, as follows:-

- You must not work for more than 8 hours a day;
- You must not work for more than 40 hours a week;
- You must not work for more than 4.5 hours in any day without a rest break of 30 minutes.
- You must have a rest period of not less than 48 hours in each seven day period.

SALARIES AND WAGES ETC

A) Administration

1) Payment

a) Pay weeks and payment dates will be outline in your Statement of Main Terms.

b) You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

c) Any pay queries that you may have should be raised with your Line Manager.

2) Overpayments

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

3) Income Tax and National Insurance

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes.

4) Tips

All customer tips are to be put behind the bar and shared out amongst all the staff equally. These tips are taxable and HMRC undertake rigorous enforcement in this regard.

B) Clock in & out

We operate a clock in/clock out policy with which all employees are expected to comply. Upon arrival to work, you must immediately clock in the time you entered the premises. Upon leaving the premises you must ensure that you clock out using the same system. It is not permissible under any circumstances for any employee to clock in or out on behalf of another. In the event that you forget or are unable to do this for any reason you must report this to your line manager immediately.

The information collated using this system is used as a roll call in the event of an evacuation, to ensure employees are paid accurately and for monitoring purposes. It is therefore imperative that the information is accurate. You should be aware that falsifying records is considered a gross miscon- duct offence in accordance with our disciplinary procedures. Failure to adhere to this procedure may result in summary dismissal and/or incorrect or delayed payment of wages.

SALARIES AND WAGES ETC

C) Lateness/absenteeism

1) You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work. You should be at your workstation ready to work by your start time.

2) All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.

3) If you are hourly paid and you “clock in” more than one minute late (e.g. at 8.02 am) you will lose 15 minutes pay. If you “clock in” more than 15 minutes late (e.g. at 8.16 am) you will lose 30 minutes pay and so on.

4) If you arrive for work more than one hour late without having previously notified us, other ar- rangements may have been made to cover your duties and you may be sent off the premises for the remainder of the shift without pay.

5) Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

D) Shortage of work

In the event that the Company is faced with a shortage of work, or is unable to provide you with work for any other reason, then you agree that the Company may temporarily:

- place you on short-time working, in which case you will be paid for those hours worked; or
- lay you off from work, in which case you will be paid in accordance with the statutory guaran tee pay provisions in place at that time; or
- designate you as a furloughed (or similar) worker, in

accordance with the terms of any Government furlough (or similar) scheme in place from time to time, in which case during such period, if required, you agree to a reduction in your hours or will cease to carry out any work for the Company. (For this purpose you agree that the Company may adjust your hours, salary and benefits by an appropriate amount to reflect the needs of the business at that time and ensure that it receives reimbursement of salary and benefits under the said scheme to the fullest extent possible)

The entirety of this section entitled “Shortage of work” forms part of your contractual terms and conditions.

E) Pension scheme

We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the Company. Further details are available separately.

HOLIDAY ENTITLEMENT & CONDITIONS

A) Annual holidays

- 1) Your annual holiday entitlement is shown in your individual Statement of Main Terms of Employment (Form SMT).
- 2) It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward unless you have the prior approval of the General Manager and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment. It is your responsibility to ensure that you take your annual leave to ensure that it is not lost at the end of the holiday year.
- 3) You must complete your holiday booking online via the fourth app and have authorisation by your Line Manager before you make any firm holiday arrangements.
- 4) Holiday dates will normally be allocated on a “first come - first served” basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

- 5) You should give at least four weeks’ notice of your intention to take holidays.
- 6) You may not normally take more than two working weeks consecutively.
- 7) Holidays will be limited during our busy periods i.e. football season, events etc.
- 8) Your holiday pay will be at your normal basic pay unless shown otherwise on your Statement of Main Terms.

B) Public/bank holidays

Due to the nature of our work, public/bank holidays are not recognised and are treated as normal working days.

SICKNESS/INJURY PAYMENTS AND CONDITIONS

A) Notification of incapacity for work

- 1) You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and by no later than three hours before your shift is due to start. Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally, to the Duty Manager.
- 2) You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a medical certificate.
- 3) If your incapacity extends to more than seven calendar days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

B) Evidence of incapacity

- 1) Medical certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.
- 2) If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should obtain a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive medical certificates to cover the whole of your absence.

- 3) In some situations, in line with government guidance, an extension of self-certification of absence will be temporarily accepted. You will be informed of any such changes should these apply.

C) Payments

- 1) You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions. SSP is treated like wages and is subject to normal deductions.
- 2) Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
- 3) Any contractual sickness/injury payments are shown in your individual Statement of Main Terms of Employment.

SICKNESS/INJURY PAYMENTS AND CONDITIONS

- 1) You should notify your Line Manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
- 2) If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- 3) Separate rules relating to infectious diseases and those whose duties may involve handling food are to be found later in this handbook and, if appropriate to your duties, you must familiarise yourself with them.
- D) Return to work**
- 4) On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to the Head of Department.
- 5) Upon returning to work after any period of sickness/injury absence, you may be required to attend a “return to work” interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

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

SAFEGUARDS

- A) Rights of search**
- 1) Although we do not have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business, we would ask all employees to assist us in this matter should we feel that such a search is necessary.
- 2) Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.
- 3) We reserve the right to call in the police at any stage.
- B) Confidentiality**
- 1) All information that:
- a) is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
- b) relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
- c) has not been made public by, or with our authority; shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.
- 2) You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.
- 3) You must make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them at all times.
- C) Company property and copyright**
- All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.
- D) Statements to the media**
- Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only with the Group Operations Directors approval.

SAFEGUARDS

E) Data protection

The General Data Protection Regulation (GDPR) and the current Data Protection Act regulate our use of your personal data. As an employer it is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants and employees.

You have several rights in relation to your data. More information about these rights is available in our “Policy on your rights in relation to your data”. We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such. We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

F) Inventions/discoveries

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made: a) in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;

b) outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and

c) during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

G) Virus protection procedures

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

a) unauthorised software including public domain software, USBs, external hard drives, CDs or internet downloads must not be used; and

b) all software must be virus checked using standard testing procedures before being used.

SAFEGUARDS

H) Use of computer equipment

In order to control the use of the Company’s computer equipment and reduce the risk of contamination the following will apply:

a) the introduction of new software must first of all be checked and authorised by your Line Manager before general use will be permitted;

b) only authorised staff should have access to the Company’s computer equipment;

c) only authorised software may be used on any of the Company’s computer equipment;

d) only software that is used for business applications may be used;

e) no software may be brought onto or taken from the Company’s premises without prior authorisation;

f) unauthorised access to the computer facility will result in disciplinary action; and

g) unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

I) E-MAIL AND INTERNET POLICY

1) Introduction

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

2) Internet

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence.

The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

SAFEGUARDS

3) Procedures – acceptable/unacceptable use

- a) Unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.
- b) The internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give particular attention to the following points:
 - i) Comply with all of our internet standards;
 - ii) Access during working hours should be for business use only.
 - c) The Company will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:
 - i) Accessing websites which put our internet at risk of (including but not limited to) viruses, com promising our copyright or intellectual property rights;

- ii) Non-compliance of our social networking policy;
 - iii) connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material;
 - iv) Engaging in computer hacking and other related activities, or attempting to disable or com promise security of information contained on the Company’s computers.
- You are reminded that such activities (iii. and iv.) may constitute a criminal offence.

4) E-mail

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

SAFEGUARDS

5) Procedures - Authorised Use

- a) Unauthorised or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.
- b) The e-mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the e-mail system should give particular attention to the following points:
 - i) all comply with Company communication standards;
 - ii) e-mail messages and copies should only be sent to those for whom they are particularly relevant;
 - iii) e-mail should not be used as a substitute for face-to-face communication or telephone contact. Abusive e-mails must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
 - iv) if an e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system; and
- v) offers or contracts transmitted by e-mail are as legally binding on the Company as those sent on paper.
- c) The Company will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:
 - i) any messages that could constitute bullying, harassment or other detriment;
 - ii) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
 - iii) on-line gambling;
 - iv) accessing or transmitting pornography;
 - v) transmitting copyright information and/or any software available to the user; or
 - vi) posting confidential information about other employees, the Company or its customers or suppliers.

SAFEGUARDS

6) Monitoring

We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account. Information acquired through such monitoring may be used as evidence in disciplinary proceedings. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

J) Use of social networking sites

Any work related issue or material that could identify an individual who is a customer or work colleague, which could adversely affect the Company, a customer or our relationship with any customer must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

Any work content or material, or contacts or connections list, created by you during the course of your employment, on any of your authorised social networking sites (ownership of which vests in the Company) shall remain, at all times, the property of the Company. Accordingly, upon termination of your employment, you shall hand over to the Company, the access rights to your accounts, together with any work content or material, and any contacts or connections list.

K) Cash handling/till procedures

- 1) You must check the float at the beginning of your day. Any discrepancies must be reported immediately to your Line Manager.
- 2) You must ensure each transaction is accurately put through the till. Any discrepancies must be reported immediately to your Line Manager.
- 3) Under no circumstances should any cash be removed from the till other than as change for purchases or to transfer cash from the till as instructed by your Line Manager.
- 4) All discrepancies such as over rings must be recorded and initialled.
- 5) Under no circumstances should you have any cash on your person during working hours.
- 6) Personal purchases during normal working hours are not permitted.
- 7) It is strictly forbidden to amend the pricing of any items without permission from your Line Manager.
- 8) All notes should be checked for forgeries.
- 9) It is only permissible for authorised employees to reconcile the takings at the end of the day.
- 10) *All monies must be stored appropriately.
- 11) A supervisor should cash up.

SAFEGUARDS

L) Cash shortages

Any cash shortages at the end of the day will be the responsibility of the shift on duty and must be made good by that shift. Any such shortages will be deducted from wages. This is an express written term of your contract of employment.

M) Security

- 1) Keyholder
- If you are a key holder, you must keep them on your person and keep the office locked at all times. You must not copy any keys and advise the Manager immediately in the event of their loss. If you are issued with a ving or micros card you must keep this safe and not share you card with any other person. If you lose or damage the card will replace this once. Any subsequent replacements will be charged at £5.00 per card.

2) Locking Up

If you are required to lock up premises, you must ensure that all windows and doors are closed and locked, all electrical items are unplugged or switched off at the mains apart from the freezer, fridges, ice makers and the alarm, which must be set prior to leaving.

N) Closed circuit television

Closed circuit television cameras are used on our premises for security purposes. We reserve the right to use any evidence obtained in this manner in any disciplinary issue. We will ensure all personal data obtained in this way is processed in line with the current Data Protection Act. You may refer to the employee privacy notice for more information on the data we hold, the reasons we hold it and the lawful basis which applies.

STANDARDS

A) Wastage

1) We maintain a policy of “minimum waste” which is essential to the cost-effective and efficient running of our organisation.

2) You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- a) handle machines, equipment and stock with care;
 - b) turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
 - c) ask for other work if your job has come to a standstill; and
 - d) start with the minimum of delay after arriving for work and after breaks.
- 3) The following provision is an express written term of your contract of employment:
- a) any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
 - b) any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss; and

c) in the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £500.00.

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

B) Standards of dress

As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis. Team Members are required to wear the full uniform attire provided as detailed by the hotel brand standards. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

Upon termination of your employment you will be required to return any uniform which has been provided to you. Failure to return such items in reasonable repair will result in the Company making a deduction for the cost of the uniform from your wages/salary. This is an express written term of your employment.

STANDARDS

C) Personal hygiene

Staff must follow the personal hygiene code at all times. A high standard of personal hygiene must be maintained at all times during working hours. If you have any personal hygiene problems, you should either take remedial action, e.g. regular washing or use of deodorants, or seek medical advice. All hands must be washed before handling food or after using the toilet. An appropriate and reasonable standard of personal hygiene must be maintained at all times during working hours. Whilst personal hygiene must be maintained to a high standard, the use of strong scents – either in the room or on the person – should be avoided, due to the number of clients with allergies or sensitivities.

D) Housekeeping

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

E) Customer service

Customers are the key to the success of our business and excellent service is a key element to gaining and retaining customers. It is expected that delivering an exemplary service to our customers is at the forefront of the minds of all of our staff. Delivering excellent customer service involves understanding the customers’ needs (however great or small) and managing their expectations. This will vary from each customer however all customers should expect:

- a) A friendly, professional greeting, smile;
- b) Be friendly, empathetic and listen to the customer’s needs ask questions as necessary where further clarification is required;
- c) Act promptly and efficiently when delivering the service demonstrating your skills and product knowledge. Ask the customer if there is anything else you can help them with today;
- d) Thank the customer for their business, ensure they leave satisfied with a positive impression of you and the Company.

HEALTH, SAFETY, WELFARE AND HYGIENE

A) Safety

1) You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.

2) You must not take any action that could threaten the health or safety of yourself, other employees, customers or members of the public.

3) Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/ equipment is your responsibility.

4) You should report all accidents and injuries at work, no matter how minor, in the accident book.

5) You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

B) Refreshment making facilities/vending machine

We provide staff refreshment making facilities and vending machine for your use, which must be kept clean and tidy at all times. Both the refreshment making facilities and the vending machine may only be used during authorised breaks.

C) Alcohol & drugs policy

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

D) No smoking policy

Smoking on the premises or in Company vehicles is not permitted. This includes e-cigarettes. You may only smoke during authorised break times and in designated areas. You should not smoke in uniform and you should make your best efforts to return to work not smelling of smoke.

HEALTH, SAFETY, WELFARE AND HYGIENE

E) Hygiene

1) Any exposed cut or burn must be covered with a first-aid dressing.

2) If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

3) Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

F) Hygiene for food handlers

1) You must wash your hands immediately before commencing work and after using the toilet.

2) Any cut or burn on the hand or arm must be covered with an approved visible dressing.

3) Head or beard coverings and overalls/uniforms, where provided, must be worn at all times.

4) No jewellery should be worn, other than plain band wedding rings, without the permission of your Line Manager.

5) You should not wear excessive amounts of make-up or perfume and nail varnish should not be worn. Nails should be kept clean and short.

6) If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.

7) Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before commencing work.

8) You must report to your Line Manager before commencing work.

G) Fitness for work

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

H) Manual handling

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

GENERAL TERMS AND PROCEDURES

A) Changes in personal details

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

B) Other employment

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

C) Time off

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, you should make you appointment for the beginning or the end of your working day. Time off required for these purposes may be granted at the discretion of your Line Manager and will normally be without pay. You may be asked to provide proof of your appointment.

D) Maternity/paternity/adoption leave and pay

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes you should notify your Line Manager at an early stage so that your entitlements and obligations can be explained to you.

E) Parential/shared parental leave

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

What is Shared Parental Leave (SPL)?

It is a statutory right available to employees who have a new baby or a newly adopted child, with the aim of providing greater flexibility, giving the option of sharing up to 50 weeks of leave and 39 weeks of pay if they meet the eligibility criteria. The parents can decide to be off work at the same time or take it in turns to have periods of leave to look after the child.

F) Time off for dependants

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with your Line Manager who, if appropriate, will agree the necessary time off.

GENERAL TERMS AND PROCEDURES

G) Carer’s leave

Employees with caring responsibilities may be entitled to take Carer’s Leave in line with current statutory provisions. You should discuss your situation with your Line Manager who will explain your entitlements and if appropriate, agree time off.

H) Bereavement leave/compassionate leave

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with your Line Manager and agree appropriate time off.

Statutory Parental Bereavement Leave applies to employees who suffer the loss of a child under the age of 18 and includes parents who suffer a stillbirth after 24 weeks of pregnancy.

As a company, we recognise that you may also require time away for compassionate reasons due to pregnancy loss by yourself or your spouse, civil partner or partner in the period before parental bereavement leave applies.

Troo Hospitality will endeavour to allow employees to take compassionate leave wherever possible in such circumstances. Please discuss with your Line Manager.

Compassionate leave is discretionary and can be deducted from an employee’s annual leave allowance and paid as annual leave or may be taken as unpaid leave. In exceptional circumstances, compassionate leave may be paid, upon discretion of the General Manager.

I) Parental bereavement leave

In the unfortunate event that you experience the loss of a child, you may be entitled to parental bereavement leave and pay in accordance with the current statutory provisions. You should discuss your circumstances with your Line Manager and agree time off.

You are reminded that you have access to the Employee Assistance Programme, a confidential telephone counselling service offered by the Company where you can talk to a trained counsellor about your circumstances. You can access this by accessing online resources or calling the number provided, further details are available from your Line Manager.

J) Flexible working

You have the right to request flexible working in accordance with the current statutory provisions. Further information on the application process can be obtained from your Line Manager.

K) Travel expenses

We will reimburse you for any reasonable expenses incurred whilst travelling on our business.

The rules relating to travelling expenses will be issued separately. You must provide receipts for any expenditure.

GENERAL TERMS AND PROCEDURES

L) Employees’ property and lost property

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

M) Parking

Where parking facilities have been made available to you on our premises you must ensure that you observe all of our traffic requirements e.g. speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles, however it may be caused.

N) Mail

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

O) Friends and relatives contact/telephone calls/mobile phones

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Personal telephone calls, both incoming and outgoing are only allowed in

the case of emergency. Permission to make outgoing personal calls should be sought from your Line Manager. Personal mobile phones should be switched off during working hours and should be kept in your locker, where a locker hasn’t been provided phones should not be out or used in public areas.

It is our Company policy that you should not hold and use a mobile phone, sat nav, tablet or any device that can send and receive data whilst driving. You should ensure you are safely parked and you have turned off the engine before making or receiving any telephone calls. In the event of you being unable to answer a call because you cannot find a safe place to stop, you must return the call as soon as conveniently possible after you have safely parked and turned off the engine.

You can use a device held in your hand in the following circumstances only:

- you need to call 999 or 112 in an emergency and it is unsafe or impractical to stop
- you are safely parked
- you are making a contactless payment in a vehicle that is not moving, for example at a drive-through restaurant
- you are using the device to park the vehicle remotely.

You can use devices with hands-free access, such as a built-in sat nav, provided you do not hold the device at any time during usage.

GENERAL TERMS AND PROCEDURES

P) Company mobile phones

The Company mobile phones are to be used for business purposes only except in the case of an emergency. Therefore any personal use deemed by the Company to be excessive may be recharged back to you.

This is an express written term of your contract of employment. Internet usage on Company mobile phones is subject to the same provisions set out in our E-mail and Internet Policy. The Company reserves the right to monitor all communications made on Company mobile phones in order to ensure compliance with our policies and procedures.

Q) Buying and selling of goods

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

R) Collections from employees

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

S) Behaviour at work

You should behave with civility towards fellow employees, and no rudeness will be permitted towards customers. Objectionable or insulting behaviour, or bad language will render you liable to disciplinary action.

You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs.

Any involvement in activities which could be construed as being in competition with us is not allowed.

T) Behaviour outside of work

The Company recognises the importance of work/life balance. However, owing to the nature of the business, the Company insists on employing staff of the highest integrity, we expect you to maintain these standards outside of working hours. Activities that result in adverse publicity to ourselves, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

U) Licensing

It is your legal responsibility to familiarise yourself with your duties under the Licensing Acts. It is a criminal offence to serve anyone who is or appears to be under the age of 18 years.

You are legally required to charge those prices which are displayed on the official price list in the bar. It is illegal to supply one brand of goods without agreement when another is requested. If you do not sell the brand a customer asks for, state which brand you sell. The customer must agree to the alternative.

GENERAL TERMS AND PROCEDURES

V) Company credit cards

If you have been provided with a Company credit card, you are responsible for its security and safekeeping. In the event that it is lost or stolen, it is imperative that you report this to your Line Manager immediately. The card is to be used exclusively for business purposes only and receipts should be obtained for every transaction. Usage will be regularly monitored therefore it is in your interest to keep a personal record of transactions in order that you are able to explain them if necessary.

Personal use is not permitted under any circumstances. Misuse of the card and/or failure to comply with Company procedures will result in disciplinary action, which may result in your dismissal. You will be required to reimburse us the cost of any unauthorised expenditure. In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

W) Personal relationships

1) We recognise that, from time to time, close personal relationships may develop between members of staff and between staff and customers. In order to ensure that potential conflicts of interest are avoided, members of staff who are in that position are strongly recommended to advise your Line Manager.

2) Any such information will be treated in the strictest confidence. We fully acknowledge the right of employees to privacy in their personal affairs. However, experience has shown that the effect of such relationships can cause a blurring of judgement whereby conflicts of interest arise and which can cause us to lose confidence in the person's integrity and reliability.

X) Driving licence

If driving is a necessary part of your role it is imperative that you maintain a valid driving licence suitable for the vehicle you operate at all times during your employment. You are required upon request to produce your driving licence to the management. We may also require you to provide us with the ability to access your driving licence details online. If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately.

If you are required to drive as part of your job and we are unable to find alternative employment, your employment may be terminated.

Data collected about driving licences will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

Y) Fines

Any fines imposed by relevant authorities including (but not limited to) speeding and parking will be payable by the employee. The Company take no responsibility for the payment of fines incurred by the employee during their employment. In the event that the Company receive the summons on the employee's behalf or owing to a fine incurred by the employee, we may pay the fine and deduct the cost from the employee's salary. This is an express written term of your contract of employment.

GENERAL TERMS AND PROCEDURES

Z) Car insurance

If your position requires you to use your own car for business purposes, you must ensure that your car insurance provides adequate cover. Proof of adequate insurance, Driving Licence, Tax and an MOT Certificate must be produced for scrutiny by the Company, upon renewal and at any time when so requested.

AA) Inclement weather/travel arrangement disruption

Every reasonable effort should be made to attend work in accordance with your contract. In the event that you are unable to attend work owing to inclement weather conditions and/or severe disruption to your travel arrangements, you should report your absence through the normal absence reporting procedures.

AB) Third party involvement

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. Where we are required to share special category data to any third parties as part of that hearing, we ensure that a relevant condition of processing is met and we do not rely upon your consent for the processing.

AC) Recording of formal meetings

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act

AD) Freedom of association, trade unions and collective bargaining

Troo Hospitality recognises that all employees have the right to freedom of association to protect their interests and to peacefully assemble. This includes the rights of all employees to form and/or join trade unions.

Furthermore Troo Hospitality recognises all employees rights to collective bargaining as part of the trade union.

AE) Cctv & monitoring policy

Closed circuit television cameras (including with the use of audio recording) are used on our premises. This is for a number of reasons, including the prevention of crime, the safety of team members and customers, as well as the training and monitoring of staff performance. CCTV footage is monitored regularly.

Team members should be aware that CCTV footage may be used and relied upon, where necessary, for disciplinary purposes. Similarly, if there were allegations of criminal activity by team members or claims brought against any member of the Company leading to civil proceedings by customers or team members the Company may use and/or submit the relevant footage to the relevant authorities.

We will ensure all personal data obtained in this way is processed in line with the current Data Protection Act. You may refer to the team member privacy notice for more information on the data we hold, the reasons we hold it and the lawful basis which applies.

TERMINATION OF EMPLOYMENT

A) Resignations

All resignations must be supplied in writing, stating the reason for resigning your post.

B) Terminating employment without giving notice

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

C) Return of our property

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

D) Return of vehicles

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

E) Garden leave

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

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

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HANDBOOK