



EPICURUS

Staff Handbook



INTRODUCTION.

Welcome to Epicurus, Igra Rama & Black Cow- we hope that your time with us is fun, friendly and fulfilling.

Shiri Kraus and Amir Batito are the co-owners and chef patrons, who launched their first restaurant in July 2021. They later went on to open Epicurus Camden, Igra Rama (Camden) and Black Cow (Shoreditch). Many changes have happened along the way, but our commitment to quality and service have always remained the same.

We pride ourselves on our exceptional customer service, provenance, sustainability and wonderful food - and this is why our customers return time and time again.

As a part of the team here you will receive all the training you require to become an efficient professional, because we believe in investing in our employees.

We promote a friendly team atmosphere and our door is always open to you. We want you to enjoy working here for many years to come and forge strong friendships with the rest of the team.

This handbook lays out policies and procedures, which are generally non-contractual. Please read it thoroughly because it contains important information.

Good luck in your new position.

Here's to the future.

Shiri & Amir



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ABOUT THIS HANDBOOK

This handbook explains the Company's workplace policies, standards and procedures. Please read it carefully and ask your Line Manager if anything is unclear.

Your legal employer is identified in your individual employment agreement or written statement of employment particulars. References to "the Company", "we" or "us" mean that employer. Epicurus, Igra Rama and Black Cow are trading names used by the business.

Your contractual terms are set out in your individual employment agreement and any documents expressly incorporated into it. Except where expressly identified as contractual in your employment agreement, this handbook's policies and procedures are non-contractual.

The Company may update non-contractual policies following appropriate consultation where required and will notify employees of material changes. Changes to contractual terms will be handled separately in accordance with applicable law.

Nothing in this handbook limits your statutory rights. Where a provision conflicts with a statutory requirement, the statutory requirement takes precedence.

POLICY REVIEW

Shiri Kraus is responsible for coordinating review of this handbook and its supporting policies.

The Company will review policies when relevant legislation changes and at least annually. Changes will be communicated to affected employees, with consultation or agreement where required.

Statutory rights will apply from their legal commencement dates even where a handbook update has not yet been issued. Proposed legislation or provisions awaiting commencement will not be treated as already in force.

Other Benefits

EMPLOYEE ASSISTANCE PROGRAMME

We recognise that sometimes you may face certain challenges in your work and home life that are difficult to deal with. We subscribe to a confidential and professional life management service which provides you with a qualified counsellor who can offer personal support for any practical or emotional challenges you may be facing. The service is initially provided via telephone and online advice but face to face meetings will be arranged where this is felt clinically appropriate. This service is totally confidential. More details of this service are available from your Line Manager.

BRIGHT EXCHANGE

We currently subscribe to an online HR tool, Bright HR. Through Bright HR you have exclusive access to Bright Exchange. Bright Exchange is an online marketplace exclusive to Bright HR users giving you access to hundreds of products, services and special offers from a wide range of different companies. You can use your Bright HR credentials to log in to Bright Exchange and take advantage of these offers. More details are available from your Line Manager.

Safeguards and Standards

TIME RECORDING AND ATTENDANCE

Employees must accurately record their working time using the Company's designated system and submit any required timesheets by the notified deadline. Employees must record only their own attendance and must not clock another person in or out.

If an entry is missing or incorrect, or the system is unavailable, the employee must notify the Line Manager promptly so that the record can be checked and corrected.

Time records are used for payroll, attendance management and emergency procedures. The Company will verify discrepancies using available evidence and pay employees for established hours worked on the agreed payday. A missing clocking entry or timesheet will not automatically result in withheld or delayed wages.

Repeated failure to follow time-recording procedures may lead to proportionate disciplinary action after the circumstances have been considered. Deliberate falsification may constitute gross misconduct and will be dealt with under the disciplinary procedure.

PERFORMANCE AND REVIEW

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

STAFF APPRAISAL SCHEME

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

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.

STATEMENTS TO THE MEDIA

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by a Director

CONFIDENTIALITY

All information that:-

- is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
- relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
- 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.

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.

You must make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them at all times.

DATA PROTECTION

The General Data Protection Regulation (GDPR) and the current Data Protection Acts 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.

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:

in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;

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

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.

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:

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

only authorised staff should have access to the Company's computer equipment;

only authorised software may be used on any of the Company's computer equipment;

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

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

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

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

VIRUS PROTECTION PROCEDURES

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

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

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

E-MAIL AND INTERNET POLICY

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.

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.

Procedures – Acceptable/Unacceptable Use

Unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.

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:

comply with all of our internet standards;

access during working hours should be for business use only; and

private use of the internet should be used outside of your normal working hours.

The Company will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:

accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;

non-compliance of our social networking policy;

connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material; and

engaging in computer hacking and other related activities, or attempting to disable or compromise security of information contained on the Company's computers.

You are reminded that such activities (iii. and iv.) may constitute a criminal offence.

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.

Procedures - Authorised Use

Unauthorised or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.

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:

Comply with all Company communication standards;

E-mail messages and copies should only be sent to those for whom they are particularly relevant;

e-mail should not be used as a substitute for face-to-face communication or telephone contact. Abusive e-mails must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;

if e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system; and

offers or contracts transmitted by e-mail are as legally binding on the Company as those sent on paper.

The Company will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:

any messages that could constitute bullying, harassment or other detriment;

personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);

on-line gambling;

accessing or transmitting pornography;

transmitting copyright information and/or any software available to the user; or

posting confidential information about other employees, the Company or its clients or suppliers.

MONITORING OF COMPANY SYSTEMS

The Company may monitor Company systems where necessary and proportionate for legitimate purposes, including security, investigating suspected misuse and meeting legal obligations.

Employees will receive information about the monitoring undertaken, its purposes, lawful basis, access arrangements and retention periods through the employee privacy notice and relevant policies.

Monitoring will be limited to what is reasonably necessary. Information may be used in an investigation where lawful, relevant and consistent with the stated purposes. Personal information will be protected and retained only for as long as necessary.

Use of a Company system does not remove an employee's data-protection rights.

SOCIAL MEDIA

Employees must not disclose confidential information or personal information without lawful authority, harass others, or falsely present personal views as statements made on behalf of the Company.

Only authorised employees may manage Company accounts or publish material on its behalf. Personal social-media use during working time must comply with the Company's working-time and mobile-phone rules.

Conduct outside working hours may be considered where there is a genuine connection to employment, including threats or harassment towards colleagues or serious misuse of Company information. Action will be proportionate and follow a fair process.

This policy does not prevent lawful protected reporting, advice-seeking or the exercise of statutory rights.

STANDARDS OF DRESS

As you are liable to come into contact with members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Appropriate footwear must be worn at all time. 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.

Where uniforms are provided, they must be worn as instructed and kept clean. Company-owned uniform must be returned when requested or when employment ends.



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If uniform is not returned, the Company will first give the employee a reasonable opportunity to return it. Any proposed recovery will reflect the actual reasonable loss, taking account of the uniform's age and condition, and will follow the Loss and Damage policy.

The Company will comply with applicable minimum-wage rules concerning required uniforms, clothing and footwear. Personal protective equipment required for work will be provided without charge.

LOSS AND DAMAGE

Employees must take reasonable care of Company property and follow the procedures and instructions relevant to their duties. Loss or damage must be reported promptly to the Line Manager.

The Company will investigate the circumstances before deciding whether an employee is responsible. Accidental damage, ordinary wear and tear, or an unsatisfactory work outcome will not automatically result in a charge to an employee.

Where an investigation establishes that an employee caused a proven financial loss through negligence, deliberate misconduct or failure to follow procedures in which they have been trained, the Company may seek recovery of the actual loss attributable to that employee. Any recovery will take account of the item's age and condition, insurance payments and other amounts recovered. The Company will not recover more than its actual loss.

Deductions from wages will only be made where specifically authorised by the employee's contract or a valid prior written agreement and permitted by law. The employee will receive written details of the proposed recovery and a reasonable opportunity to respond before any deduction is made.

All recovery will comply with applicable wage-deduction and minimum-wage rules. No recovery will be made from tips, gratuities or service charges. Employees may challenge a recovery decision through the grievance procedure.

HOUSEKEEPING

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

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.

HYGIENE

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

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

HYGIENE FOR FOOD HANDLERS

You must ensure that you strictly comply with our hygiene rules and regulations at all times.

You must wash your hands under running water immediately before commencing work, after using the toilet, after handling raw foods, chemicals or rubbish, after blowing your nose and after smoking. You must never sneeze or cough over food.

You must not prepare raw and cooked foods in the same area.

Perishable food and drink must be kept at the appropriate temperature.

Waste should be disposed of appropriately and safely in line with recycling requirements

Fruit and vegetables must be thoroughly washed before use.

All tools, utensils, and equipment including non-disposable tea towels must be kept scrupulously clean and sanitised and washed between sessions.

All tools, utensils and equipment including non-disposable tea towels must be stored in a clean, sterile place.

Head or beard coverings and overalls/uniforms, where provided, must be worn at all times. Kitchen wear must not be worn outside the workplace.

Long hair must be tied back at all times when in the kitchen/food handling areas.

No jewellery should be worn, other than a plain band ring, e.g. wedding ring and one pair of stud earrings.

You cannot use any type of headphones during service.

You should not wear excessive amounts of make-up, perfume or aftershave and nail varnish should not be worn.

Nails should be kept short and clean.

You must not chew gum or eat when handling food.

Any cut or burn must be covered with an approved visible first aid dressing.

ALLERGEN SAFETY

Employees must follow the Company's allergen procedures and complete relevant training before undertaking duties involving allergen advice or preparation of food for customers with allergies.

Allergen information must be checked against the current approved recipe and ingredient information. Employees must never guess, rely on memory alone or promise that food is free from an allergen without verified information and appropriate preparation controls.

Customer allergy information must be clearly communicated to the responsible manager and kitchen team. Where information is uncertain or safe preparation cannot be confirmed, the employee must explain this and refer the matter to the responsible manager.

Ingredient changes, substitutions and cross-contact risks must be assessed and the approved information updated before affected food is served. Suspected allergic reactions must be treated as emergencies under the Company's emergency procedures.

FOOD HANDLER ILLNESS AND FITNESS TO WORK

Employees must promptly report symptoms or conditions that may create a food-safety risk, including diarrhoea, vomiting, infected wounds or skin infections, and relevant exposure to a diagnosed foodborne illness.

Employees with diarrhoea or vomiting must not work with or around open food and must normally remain excluded until at least 48 hours after symptoms have stopped naturally. Longer exclusion or medical clearance may be required for particular infections under current public-health guidance.

The manager will assess other symptoms and exposure individually, using current food-safety guidance and obtaining professional advice where necessary.

Employees must not conceal symptoms to avoid absence. Any alternative duties or return arrangements will be agreed with the manager. Pay during absence or exclusion will be determined under applicable statutory rights, the employment agreement and the circumstances.

NO SMOKING POLICY

Smoking on the premises is not permitted. You must wash your hands prior to restarting work after any break.

You may only smoke during authorised breaks. This includes the use of e-cigarettes.

ALCOHOL AND DRUGS

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.

Concerns about substance-related impairment will be assessed individually, taking account of safety, medical information and appropriate support. Suspected misconduct will be investigated under the disciplinary procedure. An allegation or conviction concerning conduct outside work will not automatically justify action without considering its relevance to employment.

FITNESS TO WORK

Employees must inform their manager if illness, injury, fatigue, medication or another condition may materially affect their ability to work safely.

Where a safety concern arises, the Company will assess the circumstances, speak with the employee and consider appropriate measures, including adjustments, alternative duties or temporary removal from unsafe work.

Pay will be determined according to the legal and contractual basis of the absence. Investigatory suspension will be on contractual pay. Sickness absence will be handled under the sickness policy. Pregnancy-related health and safety suspension will be on full pay where required by law.

A safety concern will not automatically result in disciplinary action. Any allegation of misconduct will be investigated separately.

CLOSED CIRCUIT TELEVISION

CCTV is used for notified purposes such as premises security and safety. Appropriate signage and privacy information will explain its use.

Access to recordings will be restricted to authorised persons. Recordings will be retained for a defined period justified by their purpose, or longer where necessary for a specific incident or legal obligation.

Relevant footage may be used in a disciplinary or other investigation where lawful and proportionate. CCTV will not be used for routine continuous assessment of individual performance.

Any additional monitoring will be assessed and communicated before introduction, subject to applicable lawful exceptions.

TIPS, GRATUITIES AND SERVICE CHARGES

Qualifying tips, gratuities and service charges will be allocated fairly and transparently in accordance with applicable law and the statutory Code of Practice.

The Company's written tipping policy explains which payments are covered, the allocation method, the tronc arrangements, distribution dates, record-access rights and the procedure for raising concerns. A copy will be provided to workers and is available from Shiri Kraus.

Qualifying tips will be distributed without employer deductions, except deductions required by law, by the end of the month following the month in which they are received from customers.

Eligible agency workers will be included where required. Tips will not be used to satisfy minimum-wage obligations or to recover shortages, damage or other employee liabilities.

Tipping records will be retained for at least three years. Workers may request the information to which they are legally entitled about qualifying tips received at their workplace and their own allocation.

If cash tips are introduced, employees will be told how they must be recorded, secured and distributed under the written tipping policy.

The Company will consult workers and review the tipping policy in accordance with applicable legal requirements.

CASH HANDLING AND CASH SHORTAGES

The Company currently operates without cash payments. If cash handling is introduced, employees will be informed of the applicable procedures and given appropriate training before undertaking cash-handling duties.

Employees authorised to handle cash must follow the Company's procedures for checking floats, recording transactions, securing cash and reconciling takings. Any discrepancy must be reported promptly to the Line Manager.

All cash shortages will be investigated before any decision is made about responsibility. Employees involved will have an opportunity to explain the circumstances and respond to the findings. Employees will not be held responsible merely because they were working when a shortage occurred, and shortages will not automatically be shared between staff.

Where an investigation establishes that an employee caused an actual financial loss through negligence, deliberate misconduct or failure to follow procedures in which they have been trained, the Company may seek recovery of the proven loss attributable to that employee.

Any deduction from wages will only be made where specifically authorised by the employee's contract or a valid prior written agreement, and in accordance with applicable law. Before making a deduction, the Company will provide written details of the amount, the reasons for recovery and the proposed repayment arrangements, allowing a reasonable opportunity to challenge the findings.

Deductions for cash shortages will not exceed 10% of gross wages in any pay period, except from final wages where the statutory limit does not apply. All deductions remain subject to applicable legal requirements, including minimum-wage rules, statutory time limits and itemisation on payslips. No recovery will be made from tips, gratuities or service charges.

Any disciplinary action will be considered separately under the Company's disciplinary procedure. Employees may challenge a recovery decision through the grievance procedure.

FORGED NOTE PROCEDURE

Employees are asked to remain vigilant for forgeries at all times. Where a forgery is identified your Line Manager or another senior member of staff should be informed as soon as practicable.

Once your Line Manager has been informed they will where possible;

retain the note ensuring that they aren't putting yourself or your colleagues at risk;

ask the client for an alternative means of payment;

and give the client a receipt, explaining that the note will be handed to the police; explaining that suspect notes subsequently discovered to be genuine will be returned.

The above information will then be passed by your Line Manager or appropriate senior to the police, to give them the counterfeit note(s).

The above procedure is in line with current Bank of England guidelines, as these guidelines are subject to review we will ensure that employees are made aware of any changes.

These procedures apply only where the Company has expressly authorised cash transactions. Employees must not accept cash while the business operates a cashless payment policy.

ALCOHOL SALES AND LICENSING

Employees involved in alcohol sales or service must complete the required training and comply with the Licensing Act 2003, applicable licence conditions and the Company's site procedures.

Alcohol may only be sold within authorised hours and areas and under the applicable authorisation arrangements.

The Company operates a Challenge 25 policy. Anyone who appears under 25 must produce an approved form of photographic identification showing their date of birth before an alcohol sale is completed. Approved identification and verification procedures will be explained during training.

Alcohol must not be sold to anyone under 18 or to a person who is drunk. Suspected unlawful proxy purchases must be refused. Refusals and relevant incidents must be recorded under the site procedure.

The Company's policy is not to serve alcohol to anyone under 18, including where a limited legal exception might otherwise permit consumption with a meal.

Employees must follow the applicable rules on permitted measures, availability of smaller measures, free drinking water and responsible promotions. Substitutions must be explained and agreed with the customer.

Any uncertainty must be referred to the manager on duty. Suspected breaches will be investigated and may lead to disciplinary action according to their seriousness.

PERSONAL RELATIONSHIPS AND CONFLICTS OF INTEREST

The Company respects employees' private lives. A consensual personal relationship will not, by itself, result in adverse treatment.

Employees must disclose a relationship to Shiri Kraus where it creates an actual or reasonably foreseeable conflict involving supervision, pay, recruitment, promotion, disciplinary decisions or access to confidential information. If Shiri is involved, disclosure should be made to Amir Batito.

Information will be handled discreetly and shared only where necessary. The Company will discuss proportionate arrangements to manage the conflict, such as changing reporting lines or decision-making responsibilities.

Managers and directors must not use their authority to obtain personal or sexual favours. Harassment, coercion, favouritism and retaliation will be addressed under the relevant policies.

WORKING HOURS AND REST

Working arrangements are set out in individual employment agreements and rotas. Employees must accurately record working time, including required training and other required duties.

The Company will comply with applicable working-time limits and rest requirements. Adult workers will not normally work more than an average of 48 hours per week unless a valid voluntary written opt-out applies. Employees will not be disadvantaged for refusing an opt-out and may withdraw it by giving the applicable notice.

Adult workers are normally entitled to an uninterrupted 20-minute break when working more than six hours, 11 consecutive hours' daily rest and the applicable weekly rest. Where a lawful exception applies, compensatory rest will be provided as required.

Workers under 18 are normally limited to eight hours per day and 40 hours per week and cannot opt out of those limits. They are normally entitled to a 30-minute break after more than four and a half hours, 12 hours' daily rest and 48 hours' weekly rest. Additional restrictions on night work apply.

Applicable night-worker limits and health-assessment requirements will be observed. Any exceptional arrangements must comply with the relevant legal conditions.

Employees should inform their Line Manager about additional employment so that combined hours and rest can be assessed. Rest breaks are unpaid unless the employment agreement provides otherwise.

RIGHTS OF SEARCH

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.

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.

We reserve the right to call in the police at any stage.

HEALTH AND SAFETY

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

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

You should report all accidents and injuries at work, no matter how minor, to your Line Manager.

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.

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.

Employees will receive site-specific information on fire evacuation, first aid, accident reporting, hazardous substances, equipment safety and other risks relevant to their duties. Employees must not operate equipment or undertake hazardous tasks without appropriate instruction and authorisation.

Safety concerns must be reported promptly. Employees will not be disadvantaged for raising genuine safety concerns or exercising statutory health and safety rights.

Individual risks affecting pregnant workers, new mothers or breastfeeding workers will be assessed, and appropriate controls, alternative work or paid suspension provided where required.

SICKNESS ABSENCE AND SICK PAY

If unable to attend work because of illness or injury, employees must notify the manager on duty as soon as reasonably practicable, normally before their shift begins. They should explain the likely duration of absence and any relevant food-safety concern. If personally unable to make contact, someone may notify the Company on their behalf.

Employees must keep the Company reasonably informed during absence. Contact arrangements will take account of the employee's health and circumstances.

For absence lasting seven calendar days or fewer, employees may self-certify. For longer absence, a fit note from an authorised healthcare professional will normally be required. Employees should explain promptly if obtaining evidence is delayed.

Statutory Sick Pay will be paid where eligibility requirements are met, at the applicable statutory rate and for the applicable period. Under the rules effective from 6 April 2026, there is no lower earnings threshold or unpaid waiting period. Any additional contractual sick pay is governed by the employee's employment agreement.

The Company may arrange a return-to-work discussion to consider fitness, support, relevant safety requirements and reasonable adjustments. Food handlers must also comply with the Food Handler Illness and Fitness to Work policy.

Disability-related and pregnancy-related absence will be considered appropriately and will not automatically be treated as misconduct. Genuine sickness will normally be managed through support, attendance or capability arrangements. Suspected dishonesty or failure to follow reporting procedures will be investigated separately.

ANNUAL LEAVE AND HOLIDAY PAY

The Company's holiday year runs from [insert dates]. Individual contractual entitlements are set out in employment agreements and will be no less than the applicable statutory entitlement.

Employees should request leave through [insert booking method] as early as reasonably practicable and obtain approval before making commitments. Requests will be considered fairly, taking account of staffing and operational requirements. Bank holidays form part of, or are additional to, entitlement as stated in the employment agreement.

The Company will provide reasonable opportunities to take statutory leave, encourage employees to use it and explain any applicable restrictions or risk of losing unused entitlement. Any instruction to take leave, refusal or cancellation will comply with applicable notice requirements and contractual terms.

Entitlement and holiday pay will be calculated according to the worker's contractual arrangements and the applicable legal rules. For workers who meet the statutory definition of irregular-hours or part-year workers, statutory leave will accrue under the applicable percentage-based rules.

Where the Company uses legally permitted rolled-up holiday pay, this will be explained to the worker and separately identified on payslips. It will not remove the worker's entitlement to take time off. Where rolled-up pay is not used, holiday pay will be calculated using the applicable reference-period and normal-pay rules.

Holiday continues to accrue during statutory family leave and sickness absence as required by law. Carry-over will be permitted where legally required, including relevant sickness, family-leave and employer-failure circumstances. Any additional contractual carry-over requires agreement.

If illness affects booked holiday, employees should follow the sickness-reporting procedure so that the appropriate treatment can be considered.

On termination, accrued untaken holiday will be paid as required by law and contract. Recovery for holiday taken beyond entitlement requires a valid prior written agreement or contractual authorisation.

General Terms and Procedures

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.

OTHER EMPLOYMENT AND CONFLICTS OF INTEREST

Employees must give their attention to Company duties during working time and must not misuse confidential information, Company property or business opportunities.

Employees should inform their Line Manager of other work where this is relevant to combined working hours, rest, safety or a genuine conflict of interest. Only information reasonably necessary to assess those matters will be requested.

Where legally permitted and required by the employment agreement, prior consent may be required for work creating a genuine conflict of interest or material risk to the Company. Consent will not be unreasonably withheld.

No exclusivity or consent restriction will be applied where prohibited by law, including to zero-hours workers and workers covered by the applicable low-income protections.

Any concern will be discussed with the employee before action is considered. Employees may challenge a decision through the grievance procedure.

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, time off required for these purposes may be granted at the discretion of your Line Manager and you will normally be required to make up the time.

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.

PARENTAL/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.

MEDICAL AND OTHER APPOINTMENTS

Where reasonably possible, routine medical and dental appointments should be arranged outside working hours. Where this is not possible, employees should discuss the arrangements with their Line Manager. Unless a statutory or contractual right applies, payment or making up the time will be agreed in advance.

This does not limit rights to paid antenatal care, qualifying adoption appointments, other statutory appointment rights or reasonable adjustments related to disability.

STATUTORY FAMILY LEAVE AND PAY

The Company will provide statutory family leave and pay where the applicable requirements are met. Leave entitlement and pay entitlement may have different eligibility conditions. Employees will not be disadvantaged for exercising these rights.

Employees should contact Shiri Kraus for information about notice, evidence, leave arrangements, pay and return rights. The Company will provide guidance reflecting the law applicable at the relevant time.

Maternity leave

Eligible employees may take up to 52 weeks' maternity leave regardless of length of service. Statutory Maternity Pay is subject to separate eligibility requirements and may be payable for up to 39 weeks. Paid time off for qualifying antenatal care will be provided.

Adoption leave

Eligible employees may take up to 52 weeks' statutory adoption leave. Statutory Adoption Pay is subject to separate eligibility requirements and may be payable for up to 39 weeks. Qualifying adoption-appointment rights will be respected.

Paternity leave

Eligible employees may take up to two weeks' statutory paternity leave. From 6 April 2026, qualifying service is not required for leave. Statutory Paternity Pay remains subject to separate eligibility requirements.

Ordinary parental leave

Eligible employees may take up to 18 weeks' unpaid parental leave for each child, subject to statutory rules concerning timing and how leave is taken. From 6 April 2026, this is a day-one employment right.

Shared parental leave

Eligible parents may share up to 50 weeks' leave and up to 37 weeks' statutory pay, subject to eligibility, notice and the required reduction of maternity or adoption leave and pay.

Carer's leave

Employees may take up to one working week of unpaid carer's leave in any 12-month period to provide or arrange care for a dependant with a qualifying long-term care need. This is a day-one right and may be taken in half-days, full days or a whole week.

Notice must normally be at least three days or twice the amount of leave requested, whichever is longer. Evidence of the dependant's care need will not be required. Any permitted postponement will follow statutory requirements, with reasons and an alternative date communicated to the employee.

Neonatal care leave

Eligible employees may take up to 12 weeks' neonatal care leave where their baby receives qualifying neonatal care beginning within 28 days of birth and lasting at least seven continuous days. Leave is a day-one right and must be taken within the applicable statutory period, normally 68 weeks from birth. Pay is subject to separate eligibility requirements.

Bereaved partner's paternity leave

Where the mother or primary adopter dies within the applicable first-year period, an eligible bereaved partner may take statutory bereaved partner's paternity leave, potentially up to 52 weeks, in accordance with the applicable rules. There is no automatic statutory pay entitlement for this leave.

Parental bereavement leave

Eligible employees may take two weeks' parental bereavement leave for each child who dies under 18 or is stillborn after 24 weeks of pregnancy. Leave is available from the first day of employment and may be taken as one two-week period or two separate weeks within 56 weeks of the death or stillbirth. Statutory pay is subject to separate eligibility requirements.

TIME OFF FOR DEPENDANTS

Employees may take a reasonable amount of unpaid time off to deal with a qualifying emergency involving a dependant, including illness, injury, death or an unexpected breakdown in care arrangements.

Employees must notify the Company of the reason and expected duration as soon as reasonably practicable. Prior permission is not required where the emergency prevents this.

OTHER BEREAVEMENT LEAVE

Where statutory leave does not cover the circumstances, employees should contact their Line Manager or Shiri Kraus to discuss compassionate leave and support. The duration and whether leave is paid will be confirmed individually, taking account of the circumstances and any contractual entitlement.

Employees may also access the Employee Assistance Programme where available.

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.

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. Incoming personal telephone calls are allowed only in the case of emergency. Outgoing personal calls can only be made with the prior permission of your Line Manager. Personal mobile phones should be switched to silent during working hours. You may only use your personal mobile on your authorised break.

BEHAVIOUR AT WORK

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. 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.

CONDUCT OUTSIDE WORK

The Company respects employees' private lives. Conduct outside work will only be considered for employment action where there is a genuine and material connection to the employee's role, workplace safety, working relationships or the Company's legitimate interests.

Any concern will be assessed individually and investigated fairly. Disagreement, adverse publicity or a personal allegation will not automatically justify disciplinary action or dismissal. Statutory rights and protections will be respected.

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. At the sole discretion of your Line Manager and subject to availability, you may be able to work additional hours to compensate for the lost hours.

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.

RECORDING FORMAL MEETINGS

The Company may record a formal meeting where there is a justified and proportionate reason. Participants will normally be informed in advance of the purpose, lawful basis, use, access and retention arrangements.

Where a recording is made, an appropriate copy or transcript will be available subject to data-protection rights and necessary protection of third-party information.

Employees may request recording or another adjustment to help them participate effectively. Such requests will be considered individually.

Recordings and meeting records will be stored securely and shared only where reasonably necessary.

Capability Procedures

INTRODUCTION

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

JOB CHANGES/GENERAL CAPABILITY ISSUES

If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

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

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

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

HEALTH, DISABILITY AND CAPABILITY

Where health or personal circumstances affect attendance or performance, the Company will discuss the situation with the employee and consider appropriate support before deciding on action.

Where an employee is disabled within the meaning of the Equality Act 2010, the Company will consider and implement reasonable adjustments where required. These may include changes to duties, equipment, instructions, working patterns, performance targets, absence-review arrangements or meeting procedures.

Relevant medical or occupational health advice may be sought where necessary. Information requested will be limited to what is reasonably needed to understand fitness for work, likely duration, relevant restrictions and possible adjustments.

Where a report from a treating medical practitioner is requested, the employee's consent will be obtained and their applicable rights under the Access to Medical Reports Act 1988 explained. Medical information will be handled confidentially and in accordance with data-protection law.

Before considering dismissal on health or capability grounds, the Company will consult the employee and consider relevant evidence, reasonable adjustments and suitable alternative employment where available. Dismissal will be considered only after appropriate alternatives have been assessed, with applicable notice and a right of appeal.

APPLICATION OF THE PROCEDURE

The Company will handle concerns fairly regardless of length of service. The process may be adapted proportionately to the circumstances, including probationary employment, but employees will be informed of the concern, given an appropriate opportunity to respond and offered an appeal against formal action.

Any adaptation remains subject to contractual obligations, statutory rights and protection against discrimination and automatically unfair dismissal.

Disciplinary Procedures

INTRODUCTION AND PRINCIPLES

The aim of our disciplinary rules and procedures is to encourage improvement in individual conduct or performance. We reserve the right to amend these rules and procedures where appropriate.

The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated. On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind.

Before a formal disciplinary hearing, the employee will receive written details of the allegations, the possible consequences, relevant evidence and the hearing arrangements. Reasonable time will be allowed to prepare.

At the hearing, the employee may explain their position, respond to the evidence, ask questions and provide relevant evidence or identify relevant witnesses. The Right to Be Accompanied policy applies.

The Company will consider the findings and any mitigating circumstances before deciding on action. The outcome, reasons, duration of any warning, required improvement and appeal arrangements will be confirmed in writing.

DISCIPLINARY RULES

In addition to the specific examples of rules shown below, a breach of other specific conditions, procedures etc. that are contained within this statement or that have otherwise been made known to you, will also result in this disciplinary procedure being used.

RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(These are examples only and not an exhaustive list.)

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

failure to abide by our general health and safety rules and procedures;

smoking in designated non smoking areas;

consumption of alcohol on the premises;

persistent absenteeism and/or lateness;

unsatisfactory standards or output of work;

rudeness towards customers, clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;

failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;

SERIOUS MISCONDUCT

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.

RULES COVERING GROSS MISCONDUCT

Gross misconduct is conduct sufficiently serious to justify dismissal without notice or payment in lieu of notice. The examples below are illustrative and do not mean that dismissal is automatic.

Allegations will be investigated and a fair disciplinary process followed before a decision is made. The Company will consider the seriousness of the conduct, the evidence and any mitigating circumstances.

Examples of offences that will normally be deemed as gross misconduct include serious instances of:

theft or fraud;

physical violence or bullying;

deliberate damage to property;

deliberate acts of unlawful discrimination or harassment;

Possession, supply or use of illegal drugs at work, or serious impairment by alcohol or other substances that creates a significant safety risk or otherwise amounts to gross misconduct.

Lawful prescribed or over-the-counter medication will not, by itself, be treated as misconduct. Employees should report relevant effects on safe working rather than disclose unnecessary medical details.

breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

DISCIPLINARY ACTION

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

	1 st OCCASION	2 nd OCCASION	3 rd OCCASION	4 th OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal may be considered
MISCONDUCT	Written warning	Final written warning	Dismissal may be considered	
SERIOUS MISCONDUCT	Final written warning	Dismissal may be considered		
GROSS MISCONDUCT	Dismissal may be considered			

The stages shown are a normal framework rather than an automatic sequence. The appropriate action will depend on the seriousness of the concern, the circumstances, any live warnings, mitigating factors and consistency with comparable cases.

A sufficiently serious first offence may justify a final written warning. Gross misconduct may justify dismissal without notice following a fair process.

Further misconduct during a live warning may lead to further action, including dismissal, but the outcome will not be automatic merely because the new matter is unrelated to the earlier warning.

The operation of the disciplinary procedure is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

ALL EMPLOYEES

Formal verbal warning your Line Manager

Written warning your Line Manager

Final written warning your Line Manager

Dismissal your Line Manager

PERIOD OF WARNINGS

Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a three month period.

Written warning

A written warning will normally be disregarded for disciplinary purposes after a six month period.

Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve month period.

CAPABILITY AND DISCIPLINARY APPEALS

Employees may appeal against any formal capability or disciplinary action, including dismissal.

An appeal should normally be submitted in writing within five working days of receiving the decision, explaining the grounds. Reasonable extensions and assistance with submitting an appeal will be considered. The decision letter will identify the appeal contact.

The appeal will be considered impartially and, wherever practicable, by someone not previously involved. An external person may be appointed where necessary.

The employee will be invited to an appeal hearing and may be accompanied under the Right to Be Accompanied policy. The appeal may involve a review of the original decision, further investigation or a rehearing, depending on the grounds raised.

The outcome will be confirmed in writing without unreasonable delay, normally within five working days of the hearing. If more time is needed, the employee will be informed. This concludes the internal appeal procedure.

GRIEVANCE PROCEDURE

Employees may raise concerns about their employment, working conditions or treatment at work. Concerns will be taken seriously and handled without unreasonable delay.

Where appropriate, an employee may first discuss the matter informally with their Line Manager. Informal resolution is optional and is not required before raising a formal grievance.

A formal grievance should normally be submitted in writing to Shiri Kraus, explaining the concern and, where possible, the outcome sought. If the grievance concerns Shiri, it should be submitted to Amir Batito. If it concerns both directors, it may be submitted to either director with a request for an independent external person to handle the matter. The Company will arrange an appropriately independent process.

The employee will be invited to a meeting and may be accompanied in accordance with the Right to Be Accompanied policy. Relevant enquiries will be made, and those involved will have an appropriate opportunity to provide information.

The outcome will normally be provided in writing within ten working days of the meeting. If further investigation is needed, the employee will be informed of the delay and expected timescale.

An employee may appeal in writing within five working days of receiving the outcome, setting out the reasons. Reasonable extensions will be considered. The outcome letter will identify the person to whom the appeal should be sent.

Appeals will be handled impartially and, wherever practicable, by someone not previously involved. An external person may be appointed where necessary. The employee may be accompanied at the appeal hearing and will receive the final decision in writing.

Information will be shared only where reasonably necessary to investigate, respond to the grievance or meet legal obligations. Employees must not be victimised for raising a concern honestly or assisting with an investigation.

Equality, Inclusion and Diversity Policy

STATEMENT OF POLICY

The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action up to and including dismissal.

The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

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

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

REASONABLE ADJUSTMENTS

The Company will make reasonable adjustments where required to prevent disabled applicants, employees and workers from being placed at a substantial disadvantage.

Anyone who needs an adjustment should contact their Line Manager or Shiri Kraus. Requests will be considered individually, discussed with the person concerned and reviewed where necessary. Adjustments may also be considered where the Company becomes aware of a potential need without receiving a formal request.

RECRUITMENT AND SELECTION

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

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

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

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

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

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

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

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

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

Applicants may request assistance or reasonable adjustments during recruitment. Any assessment of language, literacy or other skills will relate to genuine job requirements and will be conducted fairly, with reasonable adjustments where required.

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

TRAINING AND PROMOTION

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions. All promotion will be in line with this policy.

MONITORING

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

Monitoring may involve:-

the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;



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the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and

recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

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

Policy for Dealing with a Pandemic in the Workplace

INTRODUCTION

The Company is committed to ensuring the health and safety of its workforce and the following procedure sets out the contingency measures that the Company will bring into effect in the event of a pandemic outbreak. The following procedure aims to ensure that the Company will be able to continue its business operations to the best of its abilities in such an event while protecting, as far as is reasonably practicable, our employees.

In outlining its procedures however, the Company expects all of its employees to take reasonable care for themselves and others, to behave responsibly and sensibly, and to act at all times in line with the latest guidance from the Government.

COMMUNICATION

During a pandemic, the Company will nominate a senior member of staff who will be responsible for communicating important messages to our workforce, including on the impact of the pandemic on our operations and the Company's response to it, and to whom all questions from the workforce should be directed.

Communication may be undertaken by group meeting, email or by letter, or by other digital means if it is no longer possible to operate from the workplace.

BUSINESS TRAVEL

The Company recognises that there may be restrictions placed upon travel so will consider every business trip that is planned for the near future on an individual basis and identify if alternatives to making the trip can be considered, where possible. This may include postponing the trip or holding meetings digitally.

If travel is deemed necessary, we will conduct a full risk assessment into the risks associated with the trip with involvement from employees who are being asked to travel.

EMPLOYEE TRAVEL

During a pandemic, certain countries may be identified as posing a particularly high risk to visitors. The Company accepts that some of its employees will have made plans to travel which may include pre-booked and paid for holidays. We would therefore ask that employees consider, for their health reasons, whether travelling to these countries is the best thing to do. If a decision is made to travel, we ask that employees let your Line Manager know of the countries to be visited so that their return can be managed appropriately.

If you would like to cancel any pre-booked annual leave, you should discuss this with your Line Manager however please be aware that we are under no obligation to allow you to change or cancel any previously booked holiday.

We expect all employees to follow all guidelines issued from the World Health Organisation or as advised by the UK Government or any other authority, in both daily life and whilst at work. This includes any social distancing measures. In addition, depending on the nature of the pandemic, the Government may require people to self-isolate, which means staying at home and not having contact with other people.

In this situation, the following applies:

All employees should keep up to date on Government guidance on who should self-isolate.

If you are required to self-isolate, you must inform your Line Manager at the earliest opportunity. Your Line Manager will keep in contact with you during this period. You must not attend work during the isolation period.

Where feasible, we may consider whether you can work from home during this period.

Details of any payment being made during this time will be advised to you at the start of the self-isolation and will be in accordance with Government guidance at the time.

BECOMING ILL

If you become ill from the threat to health, you should take and follow medical advice on the length of your sickness absence. Return to work will take account of current public-health and food-safety guidance, fitness for the role, medical advice where relevant and any reasonable adjustments. The Company will not require complete recovery where safe supported working is possible. Your Line Manager will keep in touch during your absence and will confirm your return date with you.

The Sickness Absence and Sick Pay policy applies. Any temporary changes required by legislation or official guidance will be communicated to employees.

Alternative medical certificates may be accepted, where it is confirmed by the UK Government that such are acceptable as evidence.

ATTENDANCE AT WORK

Unless you are sick or are in self-isolation in accordance with Government guidance and have followed our usual reporting procedures in relation to absence, or not attending work under our specific instruction, you are expected to attend work as normal. However, if there is a reason why you think you may have been exposed to a threat to your health, or you begin to feel ill whilst at work, you should let your Line Manager know.

The Company's leave and absence policies will be continuously reviewed as the status of the pandemic changes.

Employees are required to work at any restaurant or other business premises operated by the Company within reasonable travelling distance, as directed by management. This includes Epicurus, Igra Rama, Black Cow and any future sites within that area.

The Company may allocate employees to different sites for individual shifts, temporary cover or an ongoing assignment according to operational requirements. Allocation to one restaurant does not guarantee that all future shifts will be at that location.

Employees are expected to comply with reasonable instructions to work at another site. The Company will give as much notice as reasonably practicable, although urgent cover may require shorter notice. When making arrangements, the Company will consider travel requirements, relevant personal circumstances, health and safety, and any required reasonable adjustments.

Employees must promptly inform their Line Manager of any significant difficulty attending an assigned site so that it can be considered. An unreasonable refusal to comply with a lawful and reasonable instruction may be addressed under the disciplinary procedure.

Where employees are required to travel between sites during their working day, that travel will count as working time and reasonable necessary travel expenses will be reimbursed.

A change of work location will not, by itself, change the employee's legal employer, contractual pay or other contractual entitlements.

TEMPORARY BUSINESS DISRUPTION OR CLOSURE

Where an emergency or other disruption affects operations, the Company will assess safe alternatives, consult affected employees as appropriate and communicate proposed arrangements.

A closure does not automatically remove contractual pay obligations. Unpaid lay-off or short-time working will only be used where there is a valid contractual right or appropriate agreement and the arrangement is lawful.

Eligible employees will receive statutory guarantee pay and information about relevant rights, including any entitlement to seek redundancy payments following qualifying periods of lay-off or short-time working.

Any government support scheme will only be used if available at the relevant time and in accordance with its rules and any required employee agreement. No existing furlough scheme is assumed.

Changes to hours, location, duties or pay will comply with applicable contractual and statutory requirements.

In the event that our business closes, we will closely monitor the situation in order to ascertain a time at which it may re-open, or if it has remained open but we have implemented a period of home-working, a time at which we are able to re-open the normal workplace. We will take into consideration guidance from the UK Government or other relevant authorities when making this assessment, including giving utmost priority to whether it is safe to do so and we will keep you updated on the current situation. When the decision has been made to re-open, we will endeavour to give you as much notice of this as possible. Heads of department will be responsible for contacting their team members to ensure that the time and date on which you are required to return to work has been communicated, as well as any additional health and safety measures that we require you to observe on your return. Unless otherwise directed, you will be required to return to the location at which you were working prior to the shutdown/home working period, and on the same hours of work.

On the first day back in the workplace, managers will hold meetings with their teams to welcome you back and deliver any important messages about any adjustments to working that may still be required, for example, in respect of health and safety measures, in the delivery of our service to our clients. Your Line Manager will remain the initial point of contact for any questions that you may have about the delivery of our service on your return. If you work part-time, or are not able to return on the re-open day due to sickness or other absence, your Line Manager will arrange a return to work meeting with you on your first day back.

Any equipment that you were provided with for the specific purpose of carrying out your duties at home during the shutdown/home working period, including but not limited to mobile phones and laptops, must be returned to us. You must also ensure that any company documentation or information used or printed out in your home is returned or brought into the workplace.

If you were already a home-worker prior to the shutdown/wider home-working period, your Line Manager will arrange a digital return to work discussion with you.

WHISTLEBLOWING

The Company encourages workers to raise concerns about wrongdoing. Protection under whistleblowing law depends on the applicable statutory requirements, including a reasonable belief that disclosure is in the public interest.

Relevant concerns may include criminal offences, breach of legal obligations, miscarriages of justice, risks to health and safety, environmental damage, sexual harassment or concealment of such matters. Concerns may relate to past, current or likely future events.

Concerns may be raised with Shiri Kraus or Amir Batito. If the concern involves one director, it may be raised with the other. If it involves both, the worker may request independent handling through either director or use an appropriate lawful external reporting route.

The Company will assess concerns promptly, arrange appropriate enquiries and provide feedback where possible. Information will be handled sensitively and shared only where reasonably necessary, but complete confidentiality cannot be guaranteed.

Workers are not required to report internally before making an external disclosure protected by law. Advice may be obtained from a legal adviser or an appropriate whistleblowing advice organisation, and disclosures may be made to prescribed persons or bodies where the statutory conditions are met.

No worker will suffer retaliation for making a protected disclosure. Threats, bullying or other detriment towards someone who raises a protected concern will be investigated and may lead to disciplinary action.

Personal Harassment Policy and Procedure

INTRODUCTION

The Company prohibits bullying, sexual harassment, harassment related to protected characteristics and victimisation. Behaviour may breach this policy even where it does not meet the legal definition of unlawful harassment.

Protected characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The statutory provisions concerning discrimination, harassment and victimisation differ according to the circumstances and characteristic involved.

SCOPE

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all those who work for us. This includes employees, workers, agency workers, volunteers and contractors in all areas of our Company, including any overseas sites.

PREVENTION

The Company will take the steps required by law to prevent sexual harassment, including assessing workplace risks, providing appropriate training, maintaining accessible reporting routes and reviewing the effectiveness of preventative measures.

Risk assessments will consider customer and supplier behaviour, alcohol consumption, lone working, late shifts, workplace social events, online communications and differences in seniority or authority.

Managers must act promptly when they witness or become aware of inappropriate conduct. Employees are encouraged to report concerns whether they are personally affected or have witnessed behaviour towards someone else.

Harassment

This is unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

Unwanted conduct can include:

- spoken words
- banter
- written words
- posts or contact on social media
- imagery
- graffiti
- physical gestures
- facial expressions
- mimicry
- jokes or pranks
- acts affecting a person's surroundings
- aggression, and
- physical behaviour towards a person or their property.

For the Equality Act harassment definition, the relevant protected characteristics are age, disability, gender reassignment, race, religion or belief, sex and sexual orientation. Conduct relating to pregnancy, maternity, marriage or civil partnership may nevertheless constitute unlawful discrimination or breach this policy.

This is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

sexual comments or jokes

displaying sexually graphic pictures, posters or photos

suggestive looks, staring or leering

propositions and sexual advances

making promises in return for sexual favours

sexual gestures

intrusive questions about a person's private or sex life or a person discussing their own sex life

sexual posts or contact on social media

spreading sexual rumours about a person

sending sexually explicit emails or text messages, and

unwelcome touching, hugging, massaging or kissing.

Less favourable treatment for rejecting or submitting to unwanted conduct

This occurs when:

someone is subjected to unwanted conduct:

of a sexual nature

related to sex, or

related to gender reassignment

the unwanted conduct has the purpose or effect of:

violating their dignity, or

creating an intimidating, hostile degrading, humiliating or offensive environment for them, and

they are treated less favourably because they submitted to, or rejected the unwanted conduct.

CIRCUMSTANCES WHICH ARE COVERED

This policy covers behaviour which occurs in the following situations:

a work situation

a situation occurring outside of the normal workplace or normal working hours which is related to work, for example, a working lunch or social event with colleagues;

outside of a work situation but against a colleague or other person connected to the Company, including on social media;

against anyone outside of a work situation where the incident is relevant to their suitability to carry out the role.

REPORTING AND INVESTIGATING HARASSMENT

Employees may report concerns to their Line Manager or Shiri Kraus. Where the concern involves that person, it may be raised with Amir Batito. Where both directors are involved, the employee may request an independent external person through either director.

Concerns may initially be reported verbally or in writing. Assistance will be offered where needed. Employees do not have to confront the person concerned, attempt informal resolution or collect evidence before reporting.

An employee may choose informal resolution where appropriate, but may request formal action immediately. The Company may need to investigate serious concerns even where informal resolution is preferred.

Reports will be taken seriously and investigated promptly and impartially. Those involved will have an appropriate opportunity to provide information and respond. Information will be shared only where reasonably necessary; absolute confidentiality cannot be guaranteed.

Any temporary protective arrangements will be considered individually and kept under review. Suspension, where necessary, will be on contractual pay and will not imply that an allegation has been proved. Alternatives will be considered, and the complainant will not be disadvantaged for reporting.

The complainant may be accompanied at formal grievance meetings and appeals under the Right to Be Accompanied policy. The outcome will normally be communicated within ten working days of the relevant meeting, subject to necessary investigation. Delays will be explained.

A complainant may appeal through the grievance procedure. Information about another employee's disciplinary sanction may be restricted for confidentiality reasons.

If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.

When deciding on the level of disciplinary sanction to be applied, we will take into consideration aggravating factors such as abuse of power over a more junior colleague.

No person will be victimised or retaliated against for raising an honest concern, rejecting inappropriate conduct or assisting with an investigation.

A complaint that is not substantiated will not, by itself, be treated as false or malicious. Deliberately fabricated allegations or evidence may be addressed under the disciplinary procedure following a separate fair investigation.

THIRD PARTY HARASSMENT

Harassment by customers, suppliers, contractors or other third parties will not be tolerated. Employees should report it promptly to the manager on duty or a director.

The Company will assess the incident and take proportionate action to protect staff. Depending on the circumstances, this may include intervening, warning the person, refusing service, requiring them to leave, restricting future access or contacting the police.

A warning or repeated incident is not required before serious behaviour results in removal or refusal of service. Employees are not expected to remain in an unsafe situation or tolerate harassment as part of their job.

Relevant incidents will be recorded and reviewed to identify further preventative measures. Information will be shared between sites only where necessary and lawful.

INTRODUCTION

Domestic abuse includes, but is not limited to, controlling, coercive, threatening behaviour, violence or abuse. It can be physical, emotional and/or psychological abuse, as well as financial, and can take place in person or through digital means. The abuse is usually between adults who are, or have been, in an intimate relationship or family members. Domestic abuse is usually a pattern of behaviour although it can be a one-off event. We recognise that any member of our workforce could be subject to domestic abuse, and in some cases, the victim may not realise that the behaviour displayed towards them is abuse. Research shows that those who are experiencing domestic abuse are targeted at work.

It can occur at any time in a person's life, though may be triggered by specific events or become more extreme or frequent as a result of those events.

The purpose of this policy is to set out that the Company will treat domestic abuse seriously and how the Company aims to provide a safe and supportive workplace environment to employees who are experiencing domestic abuse.

It applies to the Company's employees (permanent and temporary), workers, agency workers and self-employed contractors.

IMPACT OF DOMESTIC ABUSE AT WORK

The Company is aware that the challenges that domestic abuse victims face can manifest themselves in problems such as chronic absenteeism or lower productivity.

We recognise that domestic abuse does not occur only within the home and an employee can experience domestic abuse:

through threatening visits, phone calls and emails from the perpetrator while they are at work or when travelling to and from work.

Colleagues can experience threatening or intimidating behaviour from the perpetrator of the abuse.

MANAGEMENT SUPPORT

If an employee confides in a Manager that they are being subjected to domestic abuse, that Manager must treat all conversations as confidential. However, the manager should not get involved in the situation themselves by, for example, confronting someone accused of being abusive. The Manager's role is primarily to help the employee find expert help and be supportive of the employee.

The manager should encourage the employee to seek expert help. This could include reporting incidences to the police or seeking help from a specialised organisation. The manager should encourage the employee to make contact personally with such organisations instead of making contact themselves. A list of organisations can be found at the end of this policy.

Employees should be reminded of their access to the Employee Assistance Programme, a confidential telephone counselling service offered by the Company where they can talk to a trained counsellor about their circumstances. Employees can access this by accessing online resources or calling the number provided. 0800 047 4097 and online at healthassuredeap.com

Employees who do not feel comfortable speaking to their Line Manager may contact Shiri Kraus. If that is inappropriate, they may contact Amir Batito. A trusted colleague may support them in making contact.

Managers or chosen contact, should also be supportive of the employee and should not ask for proof of abuse.

Support could include, but is not limited to:

regularly checking in with the employee

permitting use of company equipment to search for online assistance or to speak to an expert who can help

ensuring websites of organisations who can offer assistance are accessible from work equipment i.e. are not blocked under an internet usage policy

allowing the employee time off to visit one of the advice organisations, the police or a doctor or to address concerns, such legal, financial or housing

adjusting targets to reduce any undue pressure on the employee

diverting phone calls if the perpetrator is attempting to call the employee at work

ensuring there is no public access to the workplace where possible

agreeing code words or hand signals to be used during a telephone or video call to signal that the employee is in a threatening situation, and what action needs to be taken when one is used

a salary advance to a bank account other than that which is normally used.

Managers will receive training in how to recognise the signs that an employee may be experiencing domestic abuse, including silent signals that can be used during a video conference with employees working remotely, and also ways to support the employee.

Signs could include:

Sudden changes in behaviour or quality of work

Changes in the way an employee dresses e.g. excessive clothing on a hot day or changes in the amount of make-up worn

If a Manager suspects that an employee is being subjected to domestic abuse, but has no evidence, then great care must be taken. The manager should give the employee an opportunity to confide but should not question the employee or put any undue pressure on the employee to discuss the situation.

Great care should be taken when the employee in question works at home because the perpetrator of the abuse may be monitoring communication or be in earshot of video or telephone calls.

If an employee appears distressed but does not wish to discuss their circumstances, the manager should respect that choice, explain available support and offer contact with Shiri Kraus or the Employee Assistance Programme where available. Immediate safety concerns will be handled appropriately.

On some occasions a colleague or friend of an employee might confide in a manager that an employee is being subjected to domestic abuse. It must be realised that this information might be incorrect, hence care should be taken. The manager should give the employee an opportunity to confide but should not question the employee or put any undue pressure on the employee to discuss the situation.

IF BOTH THE VICTIM AND THE PERPETRATOR ARE EMPLOYED BY THE COMPANY

In cases where both the victim and perpetrator of domestic abuse work for the Company, we will take appropriate action including:

considering utilising different work locations both within the building at which the employees work, or another of our work locations, working hours, shift patterns etc.

minimising the potential for the perpetrator to use their position or work resources to find out details about the whereabouts of the victim.

offering impartial support and where possible ensure both the victim and perpetrator have different supervisors who are able to provide appropriate information to each party.

IMPACT ON PERFORMANCE

If an employee is underperforming it is important to make that employee aware of the concerns about performance.

The company will make reasonable efforts to consider all aspects of the employee's situation to support them through a challenging time. The manager should agree reasonable targets with the employee and provide any necessary support. If the poor performance continues and the employee does not appear to be able to improve their performance at work notwithstanding the support given, further discussions will be held with the employee.

Although the use of formal procedures e.g. disciplinary or capability is not prohibited, this should be a last resort.

CONFIDENTIALITY

There are some circumstances in which confidentiality cannot be assured. These occur when there are concerns about children or vulnerable adults or where the Company needs to act to protect the safety of employees. In these circumstances the manager will discuss with the employee the reason for disclosing any information to a third party and will seek the employee's agreement where possible.

All records concerning domestic abuse will be kept strictly confidential and in line with our obligations under the Data Protection Act 2018. Improper disclosure of information i.e. breaches of confidentiality by any member of staff will be taken seriously and maybe subject to disciplinary action.

Nothing in this policy prevents a protected disclosure, reporting suspected crime, cooperating lawfully with a regulator or public authority, obtaining confidential legal or professional advice, exercising trade union rights, or making a disclosure otherwise permitted or required by law.

These exceptions also apply to the Company's media, social-media and other communications policies.

LIST OF ORGANISATIONS THAT CAN PROVIDE ADVICE AND ASSISTANCE

General

National Domestic Abuse Helpline - 0808 2000 247 (Freephone and 24 hour) / www.nationaldahelpline.org.uk

Citizens advice bureau - www.adviceguide.org.uk

National centre for domestic violence – 0800 970 2070 / www.ncdv.org.uk

Galop: 0800 999 5428 / www.galop.org.uk

For Women

Women's aid - www.womensaid.org.uk

Scottish Women's aid – 0800 027 1234 / www.scottishwomensaid.co.uk

Welsh Women's aid - 0808 8010800 / www.welshwomensaid.org

Jewish Women's Aid - 0800 591203 / www.jwa.org.uk

Shakti Women's Aid (Scotland) - 0131 475 2399 / shaktiedinburgh.co.uk

Refuge - 0800 2000 247 / www.refuge.org.uk

Southall Black Sisters - 020 8571 9595 / www.southallblacksisters.org.uk

Muslim Women's Helpline - 020 8904 8193 or 020 8908 6715 / www.mwnhelpline.co.uk

IKWRO: Women's rights organisation for Middle Eastern and Afghan women - 020 7920 6460 / ikwro.org.uk

For Men

ManKind Initiative: 01823 334 244 / www.mankind.org.uk

Respect Men's Advice Line: 0808 801 0327 / www.respect.uk.net

The Dyn Project (Wales): 0808 801 0321 / www.dynwales.org

For perpetrators

Respect: 0808 802 4040 / www.respect.uk.net

Termination of Employment

RESIGNATIONS

Employees should submit notice of resignation in writing to their Line Manager or Shiri Kraus, stating their intended final working date and complying with any contractual notice requirements.

Employees are not required to give a reason for resigning. The Company will confirm receipt and the agreed arrangements for notice and final pay.

FAILURE TO WORK REQUIRED NOTICE

Employees must give and work the notice required by their employment agreement unless a different arrangement is agreed with the Company or the law permits otherwise.

Where an employee leaves without working the required notice, the Company may seek recovery of proven, reasonable additional costs directly caused by that failure, taking account of wages saved and reasonable steps taken to minimise the loss.

Any deduction from final wages requires a specific contractual authorisation or valid prior written agreement and must comply with applicable law. The employee will receive written details of the calculation and an opportunity to respond.

Accrued holiday pay will be calculated in accordance with the employee's contractual and statutory entitlements and will not automatically be forfeited because notice has not been worked.

RETURN OF COMPANY PROPERTY

When employment ends, or earlier if reasonably requested, employees must return Company property in their possession or control, including keys, equipment, documents and confidential information.

The Company will explain how and when property should be returned and provide a reasonable opportunity to do so.

Where property is not returned, any recovery will follow the Loss and Damage policy and applicable law. Normal wear and tear will not be charged to employees.

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

If you are asked to take garden leave you:

must not attend your place of work or any other premises of the Company or any associated Company , unless otherwise requested by your Line Manager;

may be asked to relinquish immediately any offices you hold in the Company or any associated Company ;

may not be required to carry out your normal duties during the remaining period of your employment; however you will still be available for answering queries;

must return to the Company all documents, software, equipment, Company property and other materials (including copies) belonging to the Company or associated Company containing confidential information; and

must not undertake Company business or contact customers, suppliers or other business contacts on the Company’s behalf without authorisation. Any additional contact restrictions will be reasonable, explained in writing and limited to what is necessary to protect legitimate business interests.

Nothing in these restrictions prevents personal contact unrelated to Company business, obtaining legal or professional advice, communicating with a trade union representative, making a protected disclosure or exercising statutory rights.

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