

# TUPE

YOUR JOURNEY  
WITH US

**BAXTER  
STOREY**  
FUEL YOUR INDIVIDUALITY

# WHAT'S INSIDE

Within this booklet you'll find a short guide to the process of transferring to BaxterStorey and a first introduction to our vibrant business.



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# FOOD IS POWER.

It's not just hunger-beating.  
It's life-changing,  
supercharging,  
uplifting, revitalising  
and energising.

We fuel our team;  
we welcome,  
we grow,  
we listen,  
we improve,  
we care.

So that we can fuel yours;  
We feed your team,  
to feel their best,  
inside and out.  
Every bite,  
every interaction,  
every space,  
tailored to you.

**FUEL YOUR INDIVIDUALITY**

# WELCOME TO BAXTERSTOREY



**We recognise this may be an unsettling time for you and know you'll have loads of questions. How? Because our success has brought thousands of people from other companies into our team since we started more than ten years ago.**

You can expect your transition to be easy, your welcome to be warm and your future to be bright.

# WHO ARE WE?

BaxterStorey's taste tentacles spread across the UK, Ireland and Europe. We're privately owned, and our client list is full of names you'll know. But we're not about portfolios, balance sheets and empires. Being independent means we're free to be who we really want to be. And all we've ever wanted to be, with a passion, is wanted by our clients. This isn't easy. In fact, it takes immense dedication to thrilling each and every diner with innovative food and beverages that fit them and their team like an oven glove.

This starts with you. If you're as skilled and happy as you can be, you'll make our clients happy. Which is why our training and development is second to none. Not only will you have the opportunity to better yourself here, you'll be given every encouragement to do so. And because we're growing all the time, there's no limit to what you can achieve.

We don't just attract the best people in the industry. We create them.

Being exceptional also means nurturing supplier relationships built on trust and quality. We only buy locally, tracking down the best fresh produce from nearby suppliers who share our passion and values. We talk to the people who produce the food, we learn about its provenance and seasonality and we taste it for ourselves. Most importantly, we respect these people deeply and cherish the crucial part they play in our success.

All that's left to say is, we hope you enjoy your time with BaxterStorey and look forward to doing great things together.

Welcome!



# TRANSFERRING TO BAXTERSTOREY

**We want you to feel part of the team from the word go. And we'll do everything we can to answer your questions and help you understand your transfer.**

First of all, your current employer will speak to you to tell you about the change in contract. After that, we'll hold a team briefing to introduce ourselves and explain the transfer process. As soon as possible after that initial briefing, you'll have a one-to-one meeting with us so that we can find out about your current role, your training needs, your employment contract and benefits, and a bit about your personal circumstances.

We'll also ask you to complete some paperwork. Once we have that information, we can confirm everything in writing before the transfer date. From then, there'll be an introduction to BaxterStorey for your team and we'll make sure you're in regular contact with, and get support from, your new BaxterStorey colleagues in nearby locations.

**“ We'll make sure you're in regular contact with, and get support from, your new BaxterStorey colleagues in nearby locations. ”**



# QUESTIONS ABOUT YOUR TUPE TRANSFER

**Here are answers to some of the questions we're asked most often. We may not have thought of everything, so don't hesitate to get in touch with the People Team, whose contact details you'll find at the end of this booklet.**

## **What does TUPE mean?**

TUPE stands for Transfer of Undertakings (Protection of Employment). It's a set of regulations that came into force in 2006 to legally protect rights if any part of a business or contract is transferred to a new company. It means that, when you transfer to us, you'll have the same terms of employment as you do now.

## **Do I have to transfer to BaxterStorey?**

We'd very much like you to join us, but you don't have to transfer. Your existing employer may offer you another job. It's important to note that if they don't, and you still decide not to transfer, you are effectively resigning – so there would be no redundancy pay.

## **What will I be paid?**

Your overall hourly rate and any other payments you get under your contract will stay the same. We pay salaries on the last working day of the month, directly into your bank or building society account. If you have different arrangements at the moment, we'll need to discuss that with you. Please ask your line manager for a payment schedule for the year.

## **What happens to my terms & conditions?**

When you transfer to us, you'll have the same terms of employment as you do now.

## **Will my job change?**

It's likely that we'll want to improve the service we provide but, if that has any significant effect on your job, we'll talk with you about it first.

## **I've been employed for X years. Will you recognise this?**

Yes. Your length of service will transfer to BaxterStorey and we'll treat you as if you had always been employed by us.

## **I've just booked a holiday. Can I still take it?**

Hopefully yes – as long as we have enough people to cover the service. You can discuss this with us during your one-to-one meeting and we will do our best to accommodate this.

## **Will my working hours change?**

Not necessarily. If we do need to make any changes to cover the service, we'll talk it through with you first.

## **Will I get a new employment contract?**

No. Your terms and conditions of employment stay the same, unless we've talked about it and agreed any changes. In that case, if you're going to start a new job with us, you'll receive a new contract accordingly. You will also get written notification that your employer has changed.

## **Can I opt for redundancy?**

No, but if a redundancy situation does arise because of changes to our service, we'll explain the process fully to anyone who may be affected.

## **I have workplace or reasonable adjustments in place. Will these transfer with me?**

Yes, any adjustments you currently have will transfer with you. Workplace adjustments are vital for ensuring your safety and fuelling your individuality. Please speak to a member of the team to confirm the details of your existing adjustments or to discuss any further requirements.



# QUESTIONS ABOUT YOUR TUPE TRANSFER

## **Is there anything that does not transfer to you?**

Any current pension arrangements don't transfer, but if you have a pension or a benefit as part of your contract, we will provide these through our own scheme. We'll make sure you have full details. If your employer gave you any discretionary benefits or a benefit not in your contract, they don't transfer automatically.

## **Do you offer training?**

Absolutely. We provide excellent training to help you get the most out of your work and build a great career with us. There's training in food hygiene, customer care, supervisory skills, food development and much more.

## **Will our uniform change?**

Possibly, but we need to agree this with the client. If there is going to be a change, we'll try to involve you in making the choice.

## **Will I be on a trial period when I transfer?**

No. You'll immediately be a full member of the team.

## **What happens next?**

We'll spend some time getting to know each other over the next few weeks. We'll need your employment details from your current company too, so we'll give you a few forms to complete, which you need to bring to your one-to-one meeting. You will also need to bring your original proof of right to work in the UK documentation, which we'll need to verify and take a copy of.

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We invest in you and your career by providing excellent training opportunities.

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# WORKING WITH US

**We're confident you'll find this switch a really positive one. We're very different to most companies because we never forget that it's our people who make us what we are. We can't grow unless our people do, so expect the very best training, coaching, encouragement and support.**

## **After your transfer**

As soon as possible after the transfer, an induction will be arranged for everyone in the team. This will include:

- **An introduction to BaxterStorey**
- **Our food and service vision**
- **Our approach to customer care**
- **Health, safety and fire regulations**
- **Food safety training**
- **Diversity training**

## **In your first three months**

During this settling-in time, you'll begin to understand how we work and the standards we expect (but then you're probably a perfectionist, just like us). You'll start to see opportunities for adding value to the services we offer, and we'd love to get your suggestions and ideas. Sometimes it helps to see some of our other locations to get a clearer picture of how we work. We might suggest you visit another site or even work there for a while. Don't worry though, we'll always discuss that with you first. It's a great opportunity to meet other members of the BaxterStorey team.

## **Your future with us**

Once you really feel part of the team, we'll continue to help you carry out your role and enjoy a fulfilling career with us. You'll have regular feedback and a chance to talk through any problems. We'll also help you pinpoint any training you need and put together a plan to help you reach your full potential.

## **Get stuck in!**

Take full advantage of your training, never be afraid to suggest new things and, most important of all, enjoy and feel proud of what you do.





# BELONGING AT BAXTERSTOREY

At BaxterStorey our ambition is to set the standard and be recognised for having the most inclusive culture in hospitality. To achieve this, we need to leave no crumbs on the table, we must look, and act, both inside and outside the BaxterStorey business to foster and encourage positive change. We are now proud to have four inclusion networks, also known as employee resource groups (ERGs): DIVE IN, RISE, WOW, FORWARD, TRIBE and SHINE, who are committed to making sure everyone can Fuel Your Individuality.

## RISE:

RISE is our women in hospitality network that represents the voices of change in our business. They come together to 'knead' out the big topics, encouraging vulnerable conversations and sharing personal experiences, with women and equal opportunities at the forefront.

## WOW:

WOW is our network committed to doing everything to support a culture that values health and wellbeing BaxterStorey. Every aspect of wellbeing that impacts our team members is supported, it's a non-negotiable for us. This includes physical, financial, career, social and community wellbeing to name a few.

All of our Mental Health First Aiders and Menopause Champions are part of the WOW group.

## FORWARD:

FORWARD is our first WSH ERG dedicated to building a network that focuses on race and ethnicity, supporting those with lived experiences and allies alike. Our aim is to foster an inclusive space that champions equity, raises awareness, and celebrates racial, ethnic, and cultural identities, while ensuring equal opportunities for all.

## DIVE IN:

DIVE IN is our network focused on Diversity, Equality, Inclusion, and Belonging (DEIB). Through DIVE IN, we aim to harness the unique perspectives of our team members to drive positive change and foster a culture of trust and respect, empowering everyone to contribute to our collective success.

## TRIBE:

TRIBE is a community that champions all working families and parents no matter what stage you are in your journey to parenthood or definition of family. It's a safe space to share, listen and connect.

## SHINE:

SHINE is a supportive and safe space, where team members can inform and advise. It promotes inclusion, helping to educate our teams on LGBTQIA+ issues to ensure we have a greater understanding.

# WE'RE ON A MISSION TO CREATE THE MOST INCLUSIVE CULTURE IN HOSPITALITY!

# BELONGING AT BAXTERSTOREY



SHINE, championing LGBTQIA+ team members and allies.

For more info or to join, email: [shine@baxterstorey.com](mailto:shine@baxterstorey.com)



RISE, focused on empowering women in hospitality.

For more info or to join, email: [rise@baxterstorey.com](mailto:rise@baxterstorey.com)



FORWARD, working against racial discrimination.

For more info or to join, email: [forward@baxterstorey.com](mailto:forward@baxterstorey.com)



WOW, educating us through the ways of wellbeing.

For more info or to join, email: [wow@baxterstorey.com](mailto:wow@baxterstorey.com)



DIVE IN, focussing on equity, diversity and inclusion.

For more info or to join, email: [divein@baxterstorey.com](mailto:divein@baxterstorey.com)



TRIBE, championing families and supporting them to thrive.

For more info or to join, email: [tribe@wshsupport.com](mailto:tribe@wshsupport.com)





# YOUR FUTURE CAREER WITH US

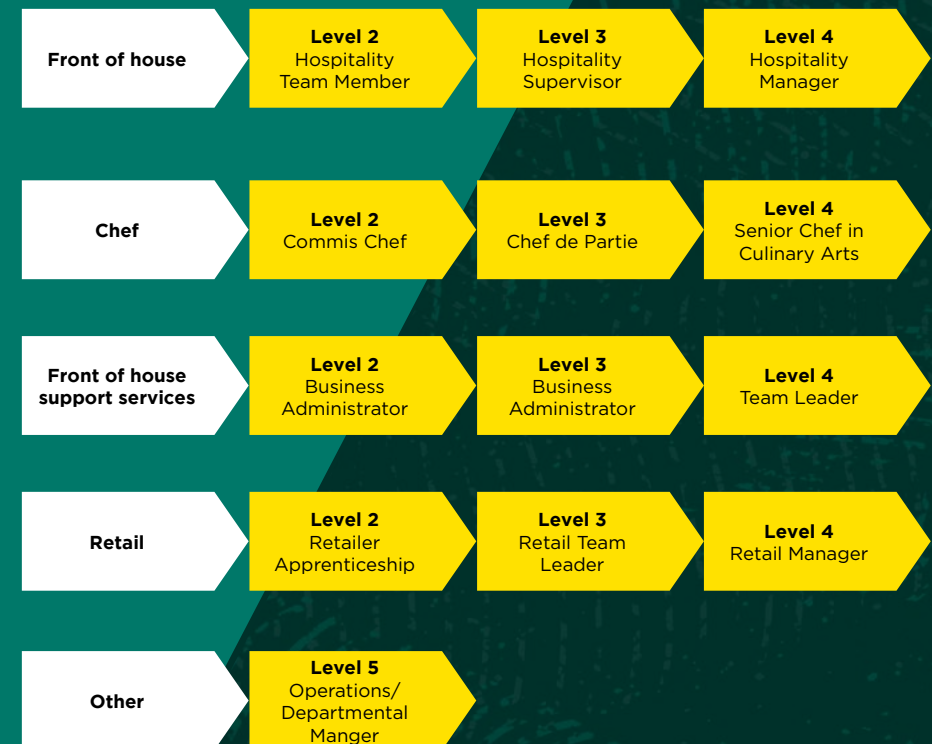
Training and developing our team members couldn't be more important to us. It's in our DNA to keep improving, and tapping into your talent is the best way to do it. We pride ourselves on the quality and diversity of learning opportunities that we offer, and enjoy seeing our people flourish as a result. From mastering the macchiato to seeing a path to CEO, we're here to make it happen.

## Apprenticeships

Britain has the most diverse hospitality business in the world. It's estimated that a quarter of all new jobs in the next seven years will come from the hospitality sector. Apprenticeships are a great way in, combining practical training in a job with study for a minimum of a year. They can now be offered to all employees – regardless of whether they are new starters, TUPE or existing employees – and regardless of age.



We work in partnership with HIT, the hospitality sector's major specialist training provider, to offer innovative training and development for existing and future teams.



Please visit [www.hittraining.co.uk](http://www.hittraining.co.uk) for full details of these apprenticeships or speak to your manager to find out more information around eligibility criteria.

# YOUR FUTURE CAREER WITH US

## Training Centre

What do you want from your career? Whatever your specialism and experience, you name it, we'll help make it happen. We offer a huge range of courses, from formal classroom sessions to e-learning and on-the-job development. And of course, there's our established training academies, including Beverage Academy, Chef Academy, Leadership Academy and Service Academy. We're always creating innovative partnerships with food-industry rockstars, pushing the boundaries of training so you can really push your own boundaries too. Your line manager will talk you through all the options open to you and help you navigate our e-learning platform.

Once you have access to the Training Centre, you'll find a handy guide and FAQs in the 'Latest News' section on the front page. For any queries, please contact: [training@wshsupport.com](mailto:training@wshsupport.com).

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**We're always creating innovative partnerships with food-industry rockstars, pushing the boundaries of training so you can really push your own boundaries too.**

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# YOUR BENEFITS

**We're always working hard to make sure that a career with BaxterStorey is never anything short of hugely rewarding. But there are extra benefits too. Here's a selection of them (you'll get details of your own specific benefits in your offer letter). If you need any more information, please contact your manager or refer to our company intranet, which is called The Vine.**

## **Wellbeing & Employee Assistance Programme (EAP)**

Life's full of ups and downs, and it can be both exciting and challenging. Buying a new home, managing money, relationships and raising children are just a few of the events we experience, and sometimes we need a bit of help. The wellbeing portal was created to improve team member welfare in a way that's both accessible and personal.

Wellbeing is an area of The Vine where any team member can access information to help them be their best selves. This includes guidance and advice from our healthcare provider, company nutritionist, and recognised mental health charities among others.

The platform also hosts the learning opportunities available within our business, as well as benefits and discounts, helplines, and recommended apps for improving wellbeing in our daily lives.

This offers the chance for team members to either ask for help, via our Employee Assistance Programme or through their manager, search for information if they prefer to handle things on their own, or support others (if, for example, a friend or family member is in need of help).

The Employee Assistance Programme is a free, confidential helpline, to which you have 24-hour access. See the back of this booklet for more details. We believe that empowering our people with knowledge, and making it clear that we will offer all the support we can, is the best way to improve wellbeing at all levels of our business.





# YOUR BENEFITS

## Meals

If eligible, you'll be given a meal while you're on duty unless you work at one of our Support Offices. Each site will have a specific policy, and your manager can provide details of this.

## Recommend a team member

Recommend someone you know to work with BaxterStorey and earn up to £500 tax-free. For more information about the scheme, see The Vine or speak to your line manager.

## Golden bite

Giving us a sales lead that turns into a contract could earn you a cash bonus of up to £1,000, tax-free. Check out The Vine for full details or speak to your line manager.

## Discounts & rewards

You and your family will have access to many discounts including travel insurance, cinema tickets, high street savings and other goods with our Hapi App. For more details on how to activate your account, please see The Vine or speak to your line manager.

## BaxterStorey Awards

We created the BaxterStorey Awards to thank the people and teams who work tirelessly to provide exceptional service, day in, day out. Every year, sites will nominate for several different categories from Kitchen Porter of the Year to Team of the Year. Every year we host seven regional awards to recognize team members and celebrate their awesomeness in their local areas, and the winners of those regions, along with support office category shortlists, are invited to our People Awards Grand Finale!

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Our BaxterStorey Awards recognise those that go above and beyond each and every day.

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# YOUR BENEFITS

**Wedding/Commitment Day Leave:** You can take your wedding or commitment day off without using your holiday allowance. This applies even if your special day falls on a weekend, allowing a day off during the surrounding week.

**Birthday Holiday:** Take a day off on or near your birthday without using your holiday entitlement.

**Maternity Leave:** Up to 24 weeks of fully paid leave is provided for team members with over two years of service. For more details about this benefits, please speak to your Line Manager or go to The Vine.

**Secondary Carer Leave:** Up to 4 weeks of paid leave for secondary carers with over two years of service, replacing the previous paternity leave policy.

**Surrogacy and Adoption Leave:** Up to 24 weeks of paid leave is available for surrogacy or adoption for those with over two years of service.

**Fertility Treatment Leave:** Team members with over two years of service can receive 4 weeks of fully paid leave per period of fertility treatment.

**Volunteering Days:** Up to 3 days of paid leave per year to volunteer for a cause of your choice. It's a chance to build skills, meet people, and contribute to the community.

**Grandparent Leave:** Up to 3 paid days of leave (pro-rated if part-time) for the arrival of a grandchild within the first year, including adoption or surrogacy.

**Aviva Wellbeing Hub:** Access to health and wellbeing services, including consultations and digital GP sessions for all team members and immediate family. For more details about this benefit, please speak to your Line Manager or go to The Vine.

**Pregnancy Loss and Bereavement Leave:**

In the unfortunate event of a personal loss, support is available with comprehensive leave policies.

Paid leave for pregnancy loss (up to 24 weeks), child bereavement (up to 6 weeks), and spousal bereavement (up to 6 weeks), to support you during this difficult time, regardless of service length.

For more details about all our benefits, please speak to your **Line Manager** or check out our **'What's What Pocket Guides'** on The Vine.

# LIVE BETTER, SPEND LESS.

## Hapi 2.0 App

Hapi 2.0 App is a special BaxterStorey benefits and discounts scheme offering you money off with a whole host of big names, from high-street stores to online retailers, travel specialists and cinemas. The savings are available to all from the first day of the first month after joining. All you need to activate your account is your full name (e.g. Jaswinder, not Jas) and employee number.

### Follow these three simple steps, then save away to your heart's content:

1. Log on to [baxterstorey.hapibenefits.com](http://baxterstorey.hapibenefits.com)
2. Click the 'I'm new - get started' link
3. Follow the on-screen instructions to login and create your password
4. Search for the 'Hapi 2.0' app on your smart device, download and save



## Recommend a team member and earn up to £500 tax-free!

Know someone who has what it takes to make it at BaxterStorey? If they share our passion for perfection, we'll share £500 with you, tax-free, for support office management, location management and head chef roles (or £200 for any other role) as thanks for expanding our team. Read through the terms below and away you go.

### The small print

Payment will only be given to you if you yourself are still employed with the company. This scheme does not apply to support office managers, location managers or head chefs who recommend a person for their own area of responsibility. The form needs to be completed by management level only, so please ask your manager to support you with your application. This person must be taken on as a permanent

team member, must stay with the company for a minimum of six months, must inform us at the time of their application that you have recommended them to the company and must still be in employment with the company when you make your application. All applications must be submitted between 6-12 months of the recommended team member starting employment with us. Should a situation occur whereby two people put the same person forward, it will be dealt with on a first-come, first-served basis. Where a team member is recommended for a different company under WSH, payment will be made under the scheme of the recruiting company.

Keen? The Recommend a Team Member form can be found in the 'Links' section on The Vine.



# WANT A TASTE OF THE ACTION?

## GOLDEN BITE

We're offering a tax-free reward of up to £1000 for each lead received & £50 for new leads.

**£50**  
for a new lead

**+ £200**  
when a proposal is presented

**+ £750**  
when the deal is clinched

**= £1000**  
total for each successful lead

There's no limit to the number of leads you can submit. So get those recommendations in with the sales team on 0118 9356 750 or email: [kclarke@baxterstorey.com](mailto:kclarke@baxterstorey.com).



### The small print

The BaxterStorey Golden Bite scheme is open to all employees and managers but excludes directors of BaxterStorey, Caterlink, Portico, Holroyd Howe, Benugo, Searcy's and WSH Restaurants. The maximum amount we will pay out for each lead received is £1,000. If a lead submitted is part of a multi-site company, the initial opportunity will qualify for the £1,000 award. Payments will only be made to current employees during their employment with the company. BaxterStorey reserves the right to alter or withdraw this scheme without notice. The final decision on all matters relating to acceptance of leads and payments for leads will be made by the UK sales director.

# STAYING IN TOUCH

Check out the **BaxterStorey website** or **The Vine** to stay up to date with what's going on across our company. You'll also find details of internal vacancies on **The Vine**.

There are plenty of chances to get involved and find out more about our company at team meetings and training sessions, so do try to come along whenever you can. If you have any questions, please contact:

## **Payroll Department**

payroll.support@baxterstorey.com  
T: 0118 935 6783

## **People Support:**

peoplesupport@baxterstorey.com

## **Recruitment:**

recruitment@baxterstorey.com

## **Vine Queries:**

thevine@wshsupport.com

## **Main Support Office:**

T; 0118 935 6700

## **People Team London**

BaxterStorey Limited  
The London Hub  
210 High Holborn  
London  
WC1V 7HD  
T: 020 7367 9010

## **People Team South West & Groups**

BaxterStorey Limited  
TVP2  
300 Thames Valley Park Drive  
Reading  
Berkshire  
RG6 1PT  
T: 0118 935 6700

## **Scotland**

BaxterStorey Scotland Limited  
8 Deer Park,  
Fairways Business Park  
Livingston, West Lothian  
EH54 8GA  
T: 01506343038

## **People Team Central Region**

6 Sherbourne Drive  
Tilbrook  
Milton Keynes  
MK7 8HX  
T: 01908 641113

## **People Team North & Scotland NORTH**

BaxterStorey Limited  
Support Office  
9 Howley Park Business Village  
Pullan Way, Morley  
Leeds, West Yorkshire  
LS27 0BZ  
T: 0113 201 2410



**FUEL YOUR INDIVIDUALITY**

**BAXTER  
STOREY**