

TEAM MEMBER HANDBOOK

**BAXTER
STOREY**
FUEL YOUR INDIVIDUALITY

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

CONTENTS

Welcome To Baxterstorey	6
What We Stand For	10
How We Communicate With You	14
The Basics	16
Behaviour & Consideration Of Others	22
Look Smart, Feel Great	30
Your Safety	34
Your Career	36
Baxterstorey Learning Academy	38
Balancing Work & Home Life	42
Your Benefits	46
Staying In Touch	50



A BIG, SIZZLING, GRILL-MARKED WELCOME TO BAXTERSTOREY

We don't do warm welcomes. We do griddle-hot ones.

Because we're different. We've been reinventing food experiences since 2004, creating beautiful spaces and thrilling menus that give people a hospitality experience that doesn't just refill but reinvigorates them. You're joining a team that's going places, fast. Where beige is banned and careers, like food, are only done in full vibrant colour. Where you'll be empowered to shape a unique service for each customer through creative, entrepreneurial thinking. Where you'll be encouraged to never stop tasting, testing, pushing and growing. There's only so much you can learn about our culture from this handbook – it needs to be lived so it can energise you to your bones. But there is some important stuff enclosed that'll help you make the most of all we have to offer and enjoy the ride, whatever your role.

**LET'S GET CRACKING,
BAKING, TOASTING,
ROASTING...**

WHO ARE WE?

BaxterStorey is the UK's leading independent food service provider for business and industry. We're part of the WSH group, which employs over 10,000 people across the UK, Ireland and Europe. We're passionate about using fresh, locally sourced and seasonal produce, and work with around 3,000 suppliers and artisans from all over.

We provide bespoke hospitality services across pretty much every kind of client you can think of, from distribution centres to universities, banks and law firms to retail outlets and heritage and sporting venues. To find out more, have a look at our website, www.baxterstorey.com.

As you've probably already gathered, we're very different to most companies. We never forget that it's our people who make us who we are – who truly make the difference. With us, you'll get the very best coaching, training, encouragement and support to

be the best version of yourself and push us in new directions too. We're responsible for many industry firsts, like Fuel – the street food phenomenon that's taking the UK by storm. Will it be you who comes up with the next?

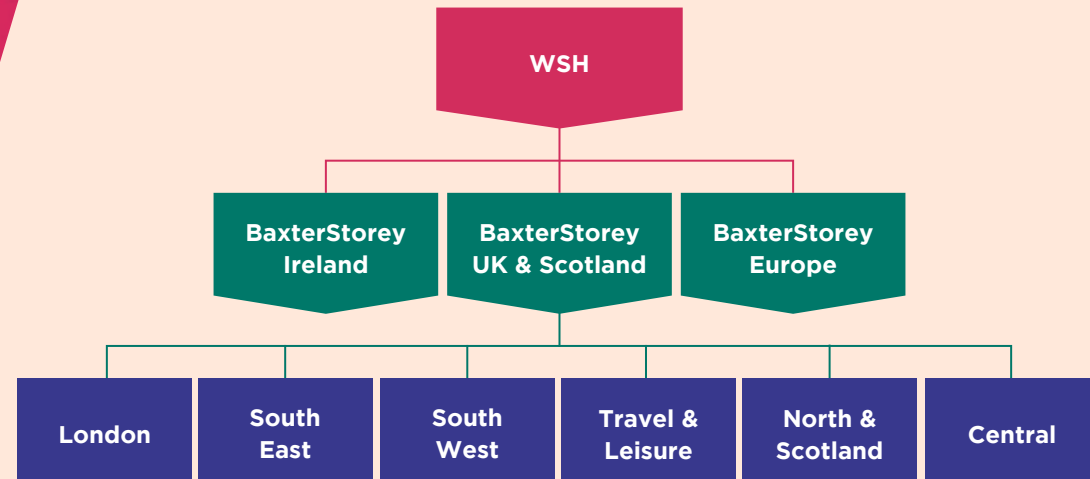
**WHO ARE WE?
WE'RE ALL OF US,
ON OUR BEST DAY,
EVERY DAY. AND
WE'RE CHANGING
TOMORROW.**

HOW WE OPERATE

BaxterStorey UK and Scotland is separated into different regions, each led by a Regional Managing Director heading up a team of Operations Directors, Operations Managers, Account Directors and Accounts Managers who look after a number of locations within those regions.

WHY?

We believe a local and regional relationship with our clients ensures we deliver the best for each of them. We take this devolved management style right down to each individual team, empowering them to find what's right for their own clients and customers.



SHANE

RMD London



LOUISE

RMD South-West



ERIC

RMD Travel & Leisure



JEREMY

RMD North & Scotland



EIMEAR

RMD South-East



PETER

RMD Central

OUR VALUES

'Better' is a daily habit that sits deep within our DNA and is as natural to us as eating.

Our values allow us to support you to make a positive difference to everyone who experiences what we do:

ALWAYS VISIONARY

We strive for better, we never settle, never compromise, never follow. We lead the way, blazing our own trail.

WHOLEHEARTEDLY POSITIVE

We are up-beat, motivating and inspiring. Our love for what we do radiates through our food, and is amplified by our people.

CREATIVELY COLLABORATIVE

We embrace our differences to push creativity and we work together to be better.

FOREVER CONSCIOUS

We work together as a team to lead by example, protecting the planet and supporting local communities.



WHAT WE STAND FOR

We stand for the power of different. We invite everyone – team members and clients alike – to ‘Fuel your individuality’. For you, this means taking full advantage of the opportunities on offer at BaxterStorey and expressing yourself like never before. For our clients, this means getting us on board to deliver unique food experiences with a generous sprinkling of fairy dust to energise people’s days and ultimately the whole business.

OUR PEOPLE

People are at the heart of everything we do. We’re deeply committed to investing in our teams. After all, as they improve, so does the experience we provide for diners. You’ll be given all the tools and opportunities you could need in developing and progressing your career – from simply mastering a new skill to following a path to becoming CEO.

DIVERSITY, EQUALITY & INCLUSION

We’re committed to creating an inclusive working environment. One where you can be exactly who you are. Individuality is a great quality and you should feel free to be proud to be you. We value and recognise the diversity and contribution of our people and champion a culture where no team member will be treated any less favourably or be disadvantaged. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each of you to feel respected and able to give your best. We have a zero tolerance approach in regards to discrimination, abuse, harassment, victimisation or bullying of staff in the course of work. Please refer to our Equality, Diversity & Inclusion policy for more details.

OUR FOOD & SUPPLIERS

We’ve insisted on sustainability from day one. Fresh, seasonal, local produce sourced from people who share our values and passion. We’ve built close partnerships with various farmers, producers and fantastic food suppliers. They’re vital to the success of our business. They help us make sure we can meet our commitment to reducing road miles, supporting local communities and, crucially, using fresh ingredients every day. Our chefs are free to choose their own suppliers so they can have the pick of the produce that’s seasonal and local to them. That means the food is fresher, tastier, more nutritious and takes less time and energy to get from field to fork. Deals are never done on price alone.

SERVICE DELIVERY

From deli and coffee bars to restaurants and fine dining, we create a range of traditional and bespoke catering and hospitality experiences. We believe in bringing people together with food and strive to serve up an unforgettable experience for our customers.

OUR SUSTAINABLE BUSINESS

Our drive to be a sustainable business is longstanding. It underpins all our activity, from business support functions to location-based operations. We’re committed to being a more valuable business by being a more valued business. This means supporting and protecting our people, our customers and clients, our suppliers, the communities in which we work and the planet. We recognise that in the course of our work we consume huge amounts of energy, water and other natural resources while producing significant volumes of waste and we embrace our responsibility to manage this and reduce the negative impacts we have on our environment. Our focus on sourcing food responsibly, and our initiatives to reduce waste and maximise efficiency all demonstrate this. We’re working together to be successful and create a sustainable business for now and into the future.

LOOKING AFTER YOU

THINK SAFE, STAY SAFE, WORK SAFE

At BaxterStorey, the safety of our teams and customers is paramount. We do everything we can to make sure our workplaces are safe, healthy and hygienic. This is more than a commitment. It's a responsibility. So please help us by following a few common-sense rules. You'll find a copy of our Health and Safety policy at your workplace and you'll also get specific training during your induction. Our clients might have their own health and safety procedures, so you should always respect these too.

Please also have a read of the section in this booklet on 'Your Safety'. We care deeply about your health and wellbeing, and further details can be found later in this guide.



HOW WE COMMUNICATE WITH YOU

Technology is a big part of our business. And because we're focused on reducing the environmental impact we have wherever we can, we've set up a veritable smorgasbord of online portals and apps to paperlessly keep you up to date with what's happening in the business. Keep an eye out for updates.

EMAIL

Exciting business news, new training and development opportunities and personal stuff will be shared by email. This will come from our communications team and will be from the email connect@baxterstorey.com

THE VINE

The Vine is our 'go to' online hub, where you can access a host of information about various aspects of the business including ongoing initiatives, social media activity, knowledge on other locations, training and development, job opportunities within the business and things that'll help you in your day-to-day tasks.

BAXTERSTOREY CONNECT

You'll soon get our weekly newsletter, 'BaxterStorey Connect'. It's your guide to what's what in the business, plus information on upcoming and ongoing team member initiatives, masterclasses, training sessions or Instagram live sessions and more.

THE HAPI APP

The Hapi app is where you and your family can access great discounts on travel, supermarkets, cinema tickets and more. In fact, it's a bit of a 'one-stop shop' as it gives access to payslips, BaxterStorey Connect, the latest business news, training centre, wellbeing information and social media to name but a few things.

You can also keep this guide of course as an information source on working with us. It includes policies, procedures and expected ways of working (we've tried to keep them simple and digestible). This booklet doesn't cover everything in your contract though, so don't forget to read through your terms and conditions of employment too. If there's something we haven't covered here, or you want a bit more detail, please have a chat with your manager. You might need to check something later on, so an up-to-date version will always be available on the Hapi app.



THE BASICS

Bread. Butter. It's important to know the basics of any new role before starting, just like it is before you set foot in a kitchen. You can find most of that information here and on the Intranet. You can also talk to your manager if there's anything you're unsure about.

GETTING PAID

Salaries are paid into your bank or building society on the last working day of every month, although there might be some variations depending on the country you're in. You'll get told your pay dates on your first day at work and will also be given People Matters login details to help access your payslip and amend your personal details during your time with us. You'll need to add your bank details to our payroll system (People Matters) via People Matters as soon as you get your login. Please do this as soon as possible so we can pay you without delay and note that it must be your own bank account. You'll be able to see your payslip online on payday – we do advise you to download and keep a copy. If there's anything you don't understand, your manager will be happy to explain.

YOUR PERSONAL DETAILS

It's important that we have an up-to-date address, phone number, email address, next of kin contact and bank details for you. You can make these changes yourself via People Matters. Any problems, please contact your manager.

RIGHT TO WORK & SECURITY VETTING

You should already have provided evidence demonstrating your right to work in the country you're working in. This could be a passport, visa and supporting documentation. We also need your National Insurance number and your P45, to make sure we take the right amount of tax. If you don't have a P45, you'll need to ask for a P46 from your manager. If you work in the Republic of Ireland, we'll need your PPS number as well as your GNIB card, if applicable. We might need some other tax forms if you're working at our European sites – your manager will tell you what we need.

Please note your right to work documentation will be regularly reviewed and your employment is subject to your continued legal right to work in the UK, Ireland or Europe. Failure to provide valid proof of right to work will result in dismissal. Before you join us, and dependent on the client location, we might also need to carry out some checks that could include a DBS disclosure and a financial check.

PROBATIONARY PERIOD

Your first three months with us is considered your probationary period. You'll be asked to complete several training courses and have regular reviews to keep you updated on how you're doing. As long as you're performing well and we've received satisfactory references, you'll be given confirmation that your probation is completed.

THE BASICS

REQUESTING HOLIDAYS

Time off is important and we urge you to take regular time off throughout the year to relax and re-energise. Your holiday entitlement is detailed in your terms and conditions of employment. Our holiday year runs from January to December (unless it says differently in your contract or because of specific site demands). As we need to make sure we don't leave our customers without a first-rate service, holidays need to be approved in advance.

Your manager will tell you how to request holiday, as this maybe on a form at your location, via People Matters or your rostering system. We approve holidays on a 'first come, first served' basis. You should take all your holidays within the year, as you can't carry holidays over to the next year. You may be required to take some of your allocated holiday during periods when the client site closes down or during quieter periods in the year e.g. Christmas closures. You should be told this when you join us.

BANK HOLIDAYS

Depending on the operating hours of your location, your working pattern may include working on a bank holiday. If this is the case, you'd be eligible to book an alternative day as holiday.

OVERTIME

Due to the nature of our business, you might occasionally be asked if you'd like to work overtime. Your manager will give you as much notice as they can. Please be advised that overtime is not guaranteed. Any overtime worked is usually paid the following month.

Please refer to your individual contract of employment for detail on overtime and bank holiday payments.

RECORDING WORKING TIME

Your manager will explain the system used at your workplace for recording the hours you work. If you need to leave during working hours, make sure you get permission from your manager.

WORKING IN ANOTHER LOCATION

Due to the nature of hospitality, our client locations vary in footfall. Your terms and conditions confirm that you could be required to work at locations close by at short notice and for a period of time as necessary. We believe this is the best approach, as our clients receive fully trained service levels at all times and it also helps us manage our resources more efficiently.

THE BASICS

SICKNESS & ABSENCE

If you're too ill to come to work, please call your manager as soon as you can on the first day, at least an hour before your usual start time. A text message or email isn't enough, so keep your manager's phone number handy just in case. You need to make the call yourself, rather than asking someone else.

If you're off work for fewer than seven days you don't need a fit note from your doctor, but you do need to call your manager every day to keep them updated.

If you're off for more than seven days, you need to get a fit note from your doctor as soon as possible. Without a fit note, your absence will be recorded as unauthorised and you will not be paid. You could also face disciplinary action if you don't follow process.

On the day before you plan to come back to work, please call your manager before the end of their working day at the latest so they can plan work schedules. If you don't let them know, your work might have been given to someone else and you could be asked to go home without pay. When you're back at work, you'll fill in a self-certification form with the reasons you were off, and have a return-to-work interview with your manager.

As we work with food, you must tell your manager straight away if you have any illness or condition that could put colleagues or customers at risk. Your manager will let you know what these types of conditions or illnesses are. For more details, please refer to the Attendance Management Procedure on The Vine.



BEHAVIOUR AND CONSIDERATION OF OTHERS

We trust everyone who works for us to give a great account of BaxterStorey. But let's face it, every business has a few house rules. If you work in a client's premises, please respect theirs too. You'll find more details about our policies and procedures on The Vine.

DIGNITY AT WORK

We're committed to creating an inclusive working environment. We won't put up with any kind of harassment or bullying for any reason. Not only can it affect the health, confidence, and morale of the victim, but bullying can also be damaging to people who see it or know it's going on. Tell your manager right away if you're being harassed or bullied or if you see or hear of incidents involving others.

HANDLING PROBLEMS

If you have any problems or grievances at work you should, first of all, have an informal chat with your manager. If that doesn't help, put your complaint in writing and we'll arrange a formal grievance meeting. If you're not satisfied with the outcome, you can appeal in writing within seven days.

If your complaint is about something that's already being investigated as part of a disciplinary process, the grievance will be treated as part of your defence and will be dealt with at the same time. Please refer to the Grievance Procedures on The Vine for more information.

DISCIPLINARY

If your performance or conduct is below the accepted standard, your manager will discuss this with you and a letter of concern could be issued and kept on your file. Failure to improve or further misconduct could potentially lead to formal disciplinary action up to, and including, dismissal. The purpose of this process is to ensure consistency and fairness across the business. Please refer to the Disciplinary Policy & Procedures on the Intranet for more information.

BORROWING STOCK, CASH OR EQUIPMENT

You must not borrow or take off site cash, stock, food or equipment. It could be treated as theft and could lead to dismissal. If there's a request to use equipment, you'll need written authorisation from your Operations Manager. Any equipment or stock shared between locations must also have traceable paperwork to ensure it's all approved and evidenced.

HANDLING CASH & CARD PAYMENTS

Your manager will explain the procedure to follow when handling cash, and you need to follow this at all times. We'll fully investigate any discrepancies in accordance with the Cash Handling Procedures. You must comply with the PCI training when working with card machines and payments. At no point should you ever record payment card data without training or having the right to do so.

BEHAVIOUR AND CONSIDERATION OF OTHERS

OTHER WORK OR BUSINESS

While at work, we want you to be fully committed to BaxterStorey. If you're engaged (directly or indirectly) in any other employment or business interest, this should not negatively affect your performance or the Company's business interest. Please speak to your manager if you have another job.

RIGHT OF SEARCH & SECURITY

We reserve the right to conduct random and on-suspicion searches including, but not limited to, searches of lockers, filing cabinets, desks and packages sent to our premises and your personal property including bags, pockets and car. You may be subject to client-specific security/search checks.

EMAIL, INTERNET & SOCIAL MEDIA

Email and Internet are available at most locations but are for business use only. This means it's unsuitable to use work computers or even working hours for personal reasons, including going on personal social media sites such as Facebook or reviewing your personal emails and text messages. Anyone who uses a PC or laptop regularly will get a copy of our IT policy and our Social Media policy.

SOCIAL MEDIA PLATFORMS

If you use social media platforms for personal reasons, please don't formally associate yourself with our company names or clients' names. Naturally, you have the right to freedom of speech. However, we'll have to investigate any direct or indirect reputational damage. We don't tolerate or support any act of online trolling, abuse or public shaming.

PHONES

Mobile phones are part of everyday life and we do ask you to download apps to allow you to access certain information at work. However, we'd always advise using WIFI rather than personal data so there's no charge to you. Please don't use your phone while at work unless on a break. Also, please don't use clients' phones for personal calls unless you have your manager's permission.

COMPANY PROPERTY

To avoid deductions from your salary, if you leave us, you need to return any company property to your manager at an agreed time. This includes, but is not limited to, mobile phones, laptops, cars and any other Company funded items.

BEHAVIOUR AND CONSIDERATION OF OTHERS

DATA PROTECTION – GDPR

As a business we collect, store, use and dispose of personal data about various people – our team members, our workers, our customers, our clients and our suppliers. We're committed to protecting all personal data that we come into contact with and to respecting the privacy of every individual who we deal with. Our Data Protection Policy is available on the Intranet. You should ensure that you have read and understood that policy.

The Vine also has a lot of other information on specific data protection topics and what is expected of you, including a short Data Protection Notice containing a list of do's and don'ts.

In Particular, Please Remember:

- Protect personal data whenever you deal with it
 - it's everyone's responsibility to do so
- Implement our data protection policies, guidance and instructions to the extent that these are relevant to your role
- Report any known or suspected data security incident to your manager, any member of the People Team or the IT Team or dataprotection@wshlimited.com immediately on becoming aware of it

Any failure to comply with our data protection policies and guidance will result in disciplinary action and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

For information on what personal data we collect and hold about you, why we process it, and your rights in relation to your personal data, please read our Data Protection - Employee Privacy Notice available on The Vine. If you'd like a hard copy of the Employee Privacy Notice, please speak with your manager.

CONFIDENTIALITY

Information communicated within the business should remain confidential

If you're told some information is confidential, you must keep that information to yourself. Examples include details of costs, pricing and discounts, and of team members, clients and suppliers. You must not copy or distribute BaxterStorey or client information outside the company or have contact with competitors or the media unless you have written consent from the company.



BEHAVIOUR AND CONSIDERATION OF OTHERS

ANTI-BRIBERY & CORRUPTION

It's our policy to conduct all of our business in an honest and ethical manner. We have a zero tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all of our business dealings and relationships. We'll uphold all laws preventing bribery and corruption in all countries in which we operate. The UK Bribery Act 2010 is the most stringent anti-corruption and bribery legislation, so we always work towards this standard. Under the Bribery Act 2010, it is an offence to offer a bribe, receive a bribe, or bribe a foreign official.

You can read more about what bribery is and your duties to prevent it and/or report it in our Anti-Bribery and Corruption Policy or the WSH Anti-Bribery and Anti-Corruption Statement (both of these are available on The Vine or you can ask your manager for a copy).

In Particular, You Must:

- Never accept a gift or hospitality if you think it could be a bribe
- Declare all gifts and hospitality worth £50 or more, whether they are given by us or received from a third party (by using the declaration form available on the Intranet)
- Tell your manager, any member of the senior team, or email the legal team if you suspect bribery, corruption or dishonest behaviour – even if you're wrong, we'll support and protect you if you believe it's true

Any failure to comply with our bribery and corruption policies and guidance will result in disciplinary action and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

CARING FOR THE ENVIRONMENT

We're all responsible for caring for the environment, no matter what role we're in. We comply with all environmental regulations, but we also try to do much more to save energy and reduce waste. Please help us by thinking about how you use energy and resources. Always use the recycling bins and make sure you turn off lights, computers, kitchen equipment and so on when you're not using them.

WHISTLEBLOWING

We want to encourage a working environment where team members feel comfortable about highlighting malpractice. If you believe that malpractice is taking place or is likely to take place within our workplace, we would encourage you to raise this to the People Department and in accordance with the policy available on the Intranet.

This is just a snapshot of us as a Company, and there will of course be things not covered here that you can speak to your manager about.

LOOK SMART, FEEL GREAT

They say the eyes taste the food first. Presentation is important. And that extends to us as people. Obviously being clean and tidy is especially important when we're handling food – but so too is looking professional, smart, attentive and have a caring attitude. It's all part of the bespoke service we offer our clients. This section explains in a nutshell, what our clients expect from us (details may differ from location to location, of course).



UNIFORMS

We encourage everyone to maintain an appropriate standard of dress

and personal appearance at work, enabling us to work comfortably and to recognise our individuality while at the same time representing our brand with pride and professionalism. Our dress codes enable us to:

- Promote a positive and professional image
- Respect the needs of team members of all cultures, religions and irrespective of gender
- Make any reasonable adjustments that may be required because of disability
- Take account of health and safety requirements and apply the same standards of dress and appearance to all

If you're based in a catering location, you'll be given a smart new uniform on your first day. It's your responsibility to keep it clean and tidy. Please don't wear your uniform when travelling to and from work. When you're at work, make sure customers can't see your own clothes underneath your uniform.

If you leave us, please return your uniform or we may have to take the cost of it from your final salary. At non-catering locations, the dress code is dress for your day and your clients.

BUT when in Rome – the client policy will always take precedence where different.

LOOK SMART, FEEL GREAT

SHOES

At catering sites, sensible and sturdy footwear should be worn that protects your feet and have good grip. It should be clean and in good repair. Sandals and trainers aren't appropriate. Chefs need to wear shoes that comply with health and safety regulations. If you're given safety shoes, you need to wear these whenever you're at work.

RELIGIOUS OR CULTURAL DRESS

You can wear religious or cultural dress as long as it doesn't compromise your health and safety, or pose any risk to others.

NAME BADGES

Some clients like us to wear name badges so they can get to know us. If you're given a badge, please always wear it at work.

JEWELLRY, MAKE-UP & HAIR

If you work in food handling or production, you need to limit your jewellery to a plain wedding ring and a small, plain sleeper earring in each ear. Jewelled or ornate rings, watches, nail varnish, false nails and nail extensions aren't allowed for food safety reasons. Keep your nails clean and short.

If you have long hair, tie it back. Wear a hat when working in anything to do with food handling, production, storage or service. Hair should be clean and tidy and facial hair should be clean shaven or neatly trimmed.

With such versatile clients there will be varying protocols on the body piercings, body art or tattoos while you're at work. You'll be advised by your manager what's acceptable and what may need to be covered up to adhere to the client's expectations.

Perfume or aftershave should be worn in moderation as it may taint food and be offensive to customers and colleagues.

If working in one of the support offices or satellite locations, please wear appropriate smart clothing to suit the environment you're working in.

YOUR SAFETY

We always look out for one another. On the whole, even work environments that have many potential dangers, like kitchens, are very safe places when run properly. But a moment's thoughtlessness or carelessness can put you, your colleagues or our customers at risk. We see it as everyone's responsibility to flag possible problems. To help keep you safe, you'll get thorough training during your induction on everything in this section.

PREVENTING ACCIDENTS

Stay alert and if you notice any potential hazards, tell your manager immediately. Additionally, all accidents and near misses must be reported immediately to your manager as relevant. This will help us to avoid similar or more serious accidents.

USING EQUIPMENT

You should never use potentially dangerous equipment unless you've had proper training. Always follow the instructions very carefully. If you're under 18, you must never operate or clean potentially dangerous machinery. Please refer to the Health and Safety Policy on The Vine.

HEAVY LOADS

Lifting and moving loads or heavy equipment can be dangerous unless you do it properly. We'll train you in safe ways to lift and carry during your induction.

KNIVES

Knife injuries are all too common in the catering industry, particularly to hands and fingers. If you need to use knives at work, we'll give you thorough knife and knife glove safety training.

FIRE

Each workplace has its own procedure for what to do if there's a fire. Make sure you know the evacuation drill and where the emergency exits and assembly points are.

FIRST AID

First aid facilities should be available wherever you work. You'll be told who your first aider is on location when you join.

DRUGS, ALCOHOL & SUBSTANCE ABUSE

If you're under the influence of alcohol, drugs or other substances, you're a risk to yourself and those around you at work. You could face disciplinary action or dismissal. If you have an alcohol, drug or substance dependency, we recognise that this is a medical problem that needs specialist treatment and we'll do our best to support you, while making sure there's no danger to you or others. You can find out more in our Alcohol & Substance Misuse Policy on The Vine. Some clients may have a separate Alcohol & Substance Misuse Policy, which you'll be expected to comply with during your employment.

SMOKING & VAPING

You can't smoke or vape on any client premises. Your manager will show you the designated smoking/vaping areas. You'll find a copy of our Health and Safety Policy at your workplace and on the Intranet for more information.

Think of others – if you're working from home, you shouldn't smoke or vape if you are in video meetings, training sessions or in a virtual working office.

YOUR CAREER

We only succeed and grow when you do. Training, coaching and encouraging our people to progress their careers is a core part of our DNA. We offer excellent training and development to help you get the most out of your work and build a long, happy career with us. In this section, you'll find more about how you can be the best version of yourself with BaxterStorey.

INDUCTION

We want you to feel part of the team right away. So, in the first few months as part of your induction, you'll be asked to complete a number of training sessions. This training will be a mixture of on-the-job shadowing with your peers or line manager, e-learning courses via our Training Centre and virtual or face-to-face workshops with other new starters.

Please make the most of your induction learning experience by getting involved and asking lots of questions. It's important that you know exactly what we do and also why we do it – how we provide food and service that always leaves customers wanting more.

TRAINING CENTRE

Our learning platform, called The Training Centre, is your one-stop-shop for all things learning. Here you'll be able to find all courses that have been assigned to you to complete and all other courses you may want to take part in. You can also view, accept or decline any workshop invites.

CAREER DEVELOPMENT

BaxterStorey is a place where opportunity abounds. Many of our people have progressed to the highest levels of our company. Everyone can succeed here. To help establish your goals and make sure you're on the right track, you'll get regular manager reviews during your first three months with us and beyond, at times that suit you both. Our training should support your aspirations, so a well-structured development plan, devised with your manager, will keep things moving in the right direction.

We offer a diverse range of courses including formal classroom sessions, e-learning and on-the-job development. We also have established academy structures for leadership, chefs, baristas and service roles that have supported many team members over many years. We really encourage you to be proactive in taking up development opportunities like training and coaching. We might even help you pay for further education if it's related to your work. Talk to your manager if there's something you'd like to learn or improve on.

We love it when people want to stay with us and move forward in their career. You'll find internal vacancies on the website, accessible through the Hapi app. If you'd like to apply for a new role, first talk to your manager and get their support. They'll then put you in touch with the right person.

BAXTERSTOREY LEARNING ACADEMY

We believe learning is never done and that there's nothing more rewarding than personal growth. We see proof of this each and every day. Learning is a promise we make to all our employees, no matter what their age or role. That's why we set up The Learning Academy. From mastering how to make an irresistible ristretto to how to make customers smile, there's sure to be something for you within its four sub-academies below. Check out our Learning Academy Calendar [here](#).

INDUCTION

From day one, you'll join The Academy to your job role for your main induction: Introduction to Baxterstorey, Compliance, Service and Location. This is where you'll be shown the basics of how to do your job. It'll include learning experiences such as one-to-ones with your line manager, being assigned a buddy, job shadowing, e-learning, virtual classrooms and, in some instances, a classroom workshop. Line managers will arrange their new starters' inductions.

CHEF ACADEMY

Chef Academy produces the stars of the future. It's designed to encourage you to find your wings creatively while also improving your theoretical and financial skills. If it looks like you have what it takes, you'll be endorsed by your manager for the programme that best suits your needs – no need to progress through all levels of the Academy. Many graduates advance into management roles in the business and have helped shape who we are.

BARISTA ACADEMY

Some of the world's most important conversations are had over a coffee. Barista Academy gives it the attention it deserves. The history of coffee, the coffee bean journey and recipe management are all covered. And because serving great coffees goes beyond the product itself, customer service is explored too, including queue management and organisational skills. (And yes, you'll learn how to create those amazing little patterns in the froth.)

SERVICE ACADEMY

Great service is an artform. The Service Academy provides the core service training that all new starters need but also offers you advanced masterclasses on creating a supreme customer experience through modules like Dynamic First Impressions and WSET. It's home to a high-potential programme for service superstars called The Highflyers Programme too. If you're set on going all the way, check it out.

LEADERSHIP ACADEMY

We love our leaders to come from within. It means they're steeped in our culture and instinctively know how to drive us forward. The Leadership Academy provides learning to all line managers, no matter how experienced they are. It offers a structured development path, from supervisory and junior management roles right through to senior operational levels, giving you the knowledge and leadership skills you need to go as far as your ambition reaches.

BAXTERSTOREY LEARNING ACADEMY

DEVELOPMENT JOURNEYS (APPRENTICESHIPS)

All of the academies mentioned so far also offer a Development Journey linked to the New Standards Apprenticeship programmes. Courses cover operational topics such as customer practice and culinary skills as well as non-operational topics like HR, finance, IT, coaching & mentoring and so on. These Development Journeys combine practical on-the-job training with study for a varied length of time, depending on the programme. They're open to all team members, regardless of age, and whether they are new starters or have joined us via TUPE. **Please refer to our Development Journeys brochure for full details on our apprenticeship opportunities.**

OPEN COURSES

We also run a programme of open courses through our training calendar, which can be accessed through the Training Centre. These range from Finance, HR, Microsoft skills and the like, to a variety of personal development topics.



BALANCING WORK AND HOME LIFE

It's important to get the right balance between your work and your personal life. So we try to be as flexible and accommodating as we can. This section outlines some of the ways we can help. Your manager will be happy to give you more information if you need it or just check out The Vine.

MATERNITY LEAVE

If you're going to have a baby, you're eligible for maternity leave. Let your manager know as soon as possible after your pregnancy is confirmed. They'll tell you about your entitlement to leave and maternity pay. As long as you qualify, you'll get statutory maternity pay. This doesn't apply in the Republic of Ireland. There will also be differences if you work at one of our European sites, so please get in touch with your local People Team to find out how it works where you are.

PATERNITY LEAVE

If your partner is having a baby, you'll be entitled to paternity leave, which is paid at a rate set by the government. To apply, tell your manager in writing and give them at least 28 days' notice. This doesn't apply in the Republic of Ireland. There will also be differences if you work at one of our European sites, so please get in touch with your local People Team to find out how it works where you are.

Shared Parental Leave

Statutory Shared Parental Leave and pay may be available provided certain requirements are met. Please refer to the Shared Parental Leave policy on The Vine.

ADOPTION LEAVE

If you've worked with us continuously for at least 26 weeks, you're entitled to adoption leave if adopting a child. Most adopting parents are entitled to statutory adoption pay rather than their salary. You'll also get all your normal benefits.

PARENTAL LEAVE

You're eligible to take parental leave if you have a year's continuous service and are responsible for a child under 18.

FERTILITY TREATMENT LEAVE

If you've worked with us for two years continuously, we give five days' extra paid leave a year for you or your partner to have fertility treatment.

EMERGENCY & BEREVEMENT LEAVE

If there's an emergency involving family or other dependants, you can take unpaid leave of up to two days. If you need more time, your manager might be able to extend your leave. If you need to take time off because of a death in your immediate family (parents, partner, brothers and sisters or children), please talk to your manager.

MEDICAL & DENTAL VISITS

Always try to make appointments with your doctor, dentist or other medical practitioners outside your normal working hours. If that isn't possible, please agree a time with your manager before you book an appointment – ideally this should be organised for the start or end of your shift.

BALANCING WORK AND HOME LIFE

FLEXIBLE WORKING

We know that circumstances change and, rather than lose you, we'd like to find a way to help. We're happy to consider flexible working options. Please refer to the Flexible Working Procedures section on The Vine.

BREAKS FROM WORK

You might be able to take an unpaid sabbatical after you've done a year's continuous service. We agree these on an individual basis and your manager will take your work record into account. While you're on sabbatical, your pay and all your benefits will be frozen until you come back to work. Please refer to the Sabbatical Leave Policy on The Vine.

WEDDING DAY / COMMITMENT DAY

You are entitled to a day leave for your wedding day/commitment day. You just need to tell your line manager at least one month in advance, provide a copy of your marriage / commitment certificate after the event, and we will do the rest.

BIRTHDAY HOLIDAY

You are entitled to a day leave for your birthday. You can take the day off, or any day during the week either side of your birthday.

MEDICAL & DENTAL VISITS

Always try to make appointments with your doctor, dentist or other medical practitioners outside your normal working hours. If that isn't possible, please agree a time with your manager before you book an appointment – ideally this should be organised for the start or end of your shift.

PUBLIC DUTIES

If you have public duties, like being a JP, a councillor or a member of the reserve forces, you can take up to five days' paid leave a year. You need to agree dates with your manager in advance. If you're called for jury service, please tell your manager in plenty of time, and tell the court that you'll need the maximum court attendance allowance. You'll be paid this by cheque from the court. We'll make up the difference between the allowance and your usual salary so you're not out of pocket. In the Republic of Ireland, you'll be paid as if you're in work.

VOLUNTEERING DAYS

We appreciate that you may have community interests away from work therefore each team member can take up to 3 days a year to volunteer to a good cause.

CYCLE TO WORK SCHEME

We always want to encourage team members to focus on their wellbeing and to protect the environment so if cycling is your thing why not take advantage of our Cycle to Work scheme.

You can use the scheme to purchase a bicycle or e-bike (up to the value of £1,500) from Halfords and payment will be deducted from your salary on a monthly basis over a pre-agreed period of time.

AVIVA WELLBEING HUB

All individuals at BaxterStorey are eligible to access the Aviva Wellbeing Hub, a dedicated resource prioritising overall health and wellbeing. This inclusive benefit package includes a Health Check per policy year for each employee, up to 3 Digital GP sessions shared with immediate family, and 2 Second Medical Opinion Services. Additionally, mental health consultations, nutritional guidance, and additional support for those covered by PHI (Income Protection) underscore our commitment to providing comprehensive well-being support for our team.

YOUR BENEFITS

We like to think that working for BaxterStorey is always super-rewarding. But there are extra benefits too. This section explains some of them, but you'll also get details of your own specific benefits in your offer letter. If you need any more information, please contact your manager or check out the Intranet.

PENSION SCHEME

Everyone who works for us will be either auto-enrolled into the Nest pension scheme or offered another pension scheme, depending on your role. You'll find details in your offer letter or your manager can also help.

WELLBEING

Life's full of ups and downs, and it can be both exciting and challenging. Buying a new home, illness, managing money, relationships and raising children are just a few of the events we experience, and sometimes we need a bit of help. The Hapi app provides welfare support in a way that's both accessible and personal. Any team member can access information to help them to be their best selves. This includes guidance and advice from our healthcare provider, and recognised mental health charities among others.

We truly believe that the six ways to wellbeing are:

1. BE MINDFUL
2. KEEP LEARNING
3. CONNECT
4. GIVE TO OTHERS
5. STAY ACTIVE
6. NUTRITION

The Employee Assistance Programme is a free, confidential helpline, to which you have 24-hour access. At any time of the day or night, you can talk to a qualified advisor in total confidence on **0800 015 5630**.

LIFE ASSURANCE

All permanent members of the BaxterStorey team are covered by life assurance up to the age of 75. It gives peace-of-mind, as it's designed to help your dependants in the unlikely event that you die while you're working for us, giving a cash sum based on your salary and position. You can update or amend your beneficiary's details using the People Matters portal.

MEALS

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

GOLDEN BITE

We can all open a new chapter in the BaxterStorey by helping the business grow. So if you think you have a sales lead, head to the Hapi app and complete the form. If it turns into a contract, it could earn you a cash bonus of up to £1000 tax-free.

RECOMMEND A FRIEND

Recommend a friend or relative to work with BaxterStorey and earn up to £500 tax-free. For more information about the scheme, check out the Hapi app.

YOUR BENEFITS

DISCOUNTS & REWARDS - HAPI APP

Through The Hapi app, you and your family will have access to some fantastic discounts including travel insurance, cinema tickets, high street savings and other goods with our Choices scheme. You can also access other information about the business such as wellbeing, latest news, payslips, internal vacancies and benefits through Hapi. For more details on how to activate your account, please speak to your manager.

LOYALTY REWARDS

We want to recognise loyalty by rewarding long-serving team members for passing achievement milestones. Look on the Hapi app for more details.

GAME CHANGERS

We believe in recognising and rewarding our team members and fuelling their individuality. We have our Game Changer Certificates, aligned with our four core BaxterStorey values:

Always Visionary, Wholeheartedly Positive, Creatively Collaborative, and Forever Conscious. These certificates are awarded to team members who go the extra mile!

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 nominate for several different categories – from Kitchen Porter of the Year to Team of the Year. Those shortlisted are then invited to the awards evening to celebrate their collective achievements and enjoy a great night out



STAYING IN TOUCH

We're a team now. So let's talk! Check out our Hapi app to stay up-to-date with what's going on across the business. And if you enjoy social media, do follow our locations and team members, as some are ambassadors and showcase directly what it's like to work with us. There are plenty of chances to get involved and find out more about our company at team meetings and training sessions, so try to come along whenever you can.

If you have any questions, please contact:

People Team London

BaxterStorey Limited
5th Floor
100 Gray's Inn Road
London
WC1X 8AL
T: 020 7367 9010

Scotland

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

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

People Team Central Region

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

People Team South West & Groups

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

Payroll Department: payroll.support@baxterstorey.com

Payslip Enquiries: payslips@wshsupport.com

People Support: peoplesupport@baxterstorey.com

Recruitment: recruitment@baxterstorey.com

IT Support: itsupport@wshsupport.com

References: References@wshsupport.com

Main Support Office: 0118 935 6700

**WE HOPE YOU HAVE
A FANTASTIC CAREER
WITH US
NOW GET STUCK IN!**



FUEL YOUR INDIVIDUALITY

**BAXTER
STOREY**
FUEL YOUR INDIVIDUALITY