INTRODUCTION

This handbook, together with your contract of employment, accommodation agreement (if applicable) and our policies and procedures, provide the details of your terms and conditions of employment with Spirit.

Whilst an employee handbook is not the most exciting read, it is really important that you read through the contents and supporting policies and raise any questions with your manager or the HR team. Some of the main terms in this handbook will differ between job grades and only the elements applicable to your grade will form part of your contract of employment.

Your contract of employment will detail the benefits available to you on your job grade. The range of benefits provided may be reviewed, changed or discontinued at any time. Further information on any of the benefits offered by Spirit is available on our intranet and information can also be requested from our Reward team by emailing reward@spiritpubcompany.com.
Policies and Procedures

Policies and procedures referred to in this handbook may be amended from time to time at the Company’s discretion, so it’s important that you regularly check the policies and note any significant changes that may affect you and the way you work. Our policies can be found on the Bookshelf at www.bestforteam.com and the Training Tree (our training portal) at www.spirititalent.com. Or you can use this email address for further advice and support: enquiries@spiritpubcompany.com
Absence from Work

In the unfortunate event that you are unable to come into work due to illness or an accident, this is the process for letting us know: phone your line manager on your first day of absence; remain in regular contact (at least once a week) throughout the absence period; and provide the appropriate certificates, either self certification up to seven days absence or for absence over seven days a doctor’s certificate for the full duration of your absence. We reserve the right to request a doctor’s certificate for any period of absence even if this is less than seven days. Once you are well enough to return to work you will be required to attend a return to work meeting with your line manager.

For further details and guidance on absence procedures please refer to our Attendance and Absence Management Policy.

Absence Costs Recoupment

If the absence is due to negligence or damage caused by a third party and a claim is made in reference to that, we reserve the right to recover payments that we may have made as a result of the injury or absence.
Accidents, Incidents and Dangerous Occurrences

All employees are responsible for ensuring that both they and employees under their management are aware of their obligation to report all accidents, near misses or potential hazards that may affect the safety of guests, employees or members of the public.

All accidents and near misses must be recorded through the Accident and Incident Reporting system (AIRS) on our intranet. Critical issues must be reported to our Food Hygiene and Safety team via the Be Safe Legal and Compliant Helpline both in and out of office hours. By law certain categories of accidents, work related diseases and dangerous occurrences, must be reported to the enforcing authorities by our Food Hygiene and Safety team. In addition to ensuring an AIRS report is completed, GMs must update our Food Hygiene and Safety team of any employee absence that is as a result of an accident. Potential hazards such as defective equipment must be made safe or removed from use, the relevant personnel warned, logged on Fix My Pub and recorded in the Duty Manager’s Diary specifying the repair reference number. Such hazards and remedial actions must be followed up to ensure the issue is resolved.

At the Support Centre, to report an accident or near miss please notify the Facilities Management team.
Accommodation

If you are provided with Company accommodation please read through our Accommodation Policy and the accompanying Accommodation Agreement.

Accommodation provided by us is solely in relation to your employment for the purpose of enabling you to perform your duties as an employee better and therefore remains the property of Spirit. It is not a tenancy agreement and does not form part of your contract of employment. Failure to adhere to the Accommodation Agreement or an eviction notice may lead to disciplinary action being taken.
Adoption

If you are going to adopt a child please let your line manager know as soon as you have received notification that you have been matched with a child for adoption. This will help us to ensure that you receive your statutory adoption rights based on current legislation. The law covering adoption is subject to change from time to time. For further information please refer to the adoption section of our Family Friendly Policy or contact the HR team.
Alcohol and Substance Abuse

As a responsible employer, we are committed to ensuring the welfare, safety and health of our employees. We recognise the potential hazards of working in the licensed trade, and take all reasonable steps to reduce the risk of injuries or incidents occurring due to individuals suffering from the effects of alcohol and/or substance abuse.

Employees are not allowed to consume alcohol whilst at work and must not be under the influence of alcohol, solvents or similar substances such as “legal highs” or illegal drugs whilst in the workplace or on Company business. Employees are not allowed to possess or supply illegal drugs in the workplace or on Company business. Failure to adhere to our Alcohol and Substance Abuse Policy will be considered gross misconduct and may result in summary dismissal.

The Employee Assistance Programme is available on 0800 023 4742 for confidential advice and counselling regarding alcohol and substance abuse.
Amending Terms and Conditions of Employment

We reserve the right to revise and amend terms and conditions of employment. When this is necessary all affected employees would be consulted with as appropriate and in line with any prevailing statutory requirements. Any amendments would be notified in good time.

Benefits

Some employees are provided with contractual benefits, and if this is the case they will be detailed in your contract of employment.

Other benefits will be available to employees from time to time and these will communicated via the intranet.
BEST Scheme

BEST is our reward and recognition scheme and our way of saying “thanks” to our employees for living the values or for a job well done. It allows us to recognise our employees directly and instantaneously. You will be able to find out about the current BEST awards from your line manager or our intranet.

We also run an annual BEST awards event to celebrate the great achievements of our employees, right across the business.
Bonuses Schemes

We operate a number of non-contractual discretionary bonus and incentive schemes. The details of any schemes open to you will be provided separately together with the appropriate rules. We reserve the right to amend, change or discontinue any bonus and incentive scheme at any time. If your individual performance or conduct, or the performance of the company is below expectations, the Company may choose to change, reduce, temporarily withhold or remove any bonus payment. Please note that all bonus payments are made at our absolute discretion.
Borrowing

The borrowing of Company cash, stock or equipment is strictly forbidden and any instances of this will be considered as gross misconduct which may result in summary dismissal. This includes the unauthorised issuing of “subs” to yourself or anyone else.

Bribery

Anyone providing services for or on behalf of the Company, including (but not limited to) employees, temporary workers, contractors and sub-contractors of the Company are bound by the Bribery Act 2010 legislation. The Act created four offences of bribery: 1) Giving bribes; 2) Receiving bribes; 3) Bribing a foreign public official; and 4) Corporate offence of failing to prevent bribery. For further information and guidance regarding the Bribery Act please refer to our Ethics Policy.
Bullying and Harassment

At Spirit we believe that the workplace should be free from bullying, intimidation, harassment, victimisation and discrimination. Harassment and bullying is considered by us to be any physical, verbal or non-verbal behaviour that is unwanted and/or offensive and which creates an intimidating or humiliating working environment that undermines employee dignity in or relating to the workplace. Behaviour of this nature will not be accepted and for the initiator may be considered to be gross misconduct, warranting summary dismissal.

All employees have a responsibility to ensure that their own behaviour complies with the law, our policy represents good practice. Where possible, any employee suffering harassment or bullying should indicate to the individual concerned that the behaviour in question is unwanted and should stop. Where this is not possible, or if the employee feels that they require further support, the employee should approach either their line manager or the HR team to discuss further action that can be taken. If this informal approach fails employees should make a formal complaint using the Grievance procedure. All complaints will be dealt with seriously, sensitively and in the strictest confidence. For more details please refer to our Bullying and Harassment Policy.

We recognise that we have a duty of care towards our employees at their place of work. Therefore should an employee experience any concerns from a third party they should immediately contact their line manager for appropriate support.
Care of Property

Employees are expected to maintain a reasonable level of care and security of personal items in their possession whilst at work or on Company premises. We cannot accept responsibility for personal property that is lost, stolen or damaged on our premises. This includes Company car parks and property that is kept or left inside your own or a Company vehicle.

Employees are expected to maintain a reasonable level of care and security of Company property in their possession at any time. Failure to take appropriate care of Company property and premises may result in a personal liability to replace the item(s) and, in some instances, disciplinary action.

On leaving us you are required to return in a good condition any Company property such as PC equipment, iPhones, uniforms, documents, manuals, utensils, tools, books etc. The Company reserves the right to make an appropriate deduction from any wages or other payments owed by the Company in respect of any Company property that is not returned or is not returned in a satisfactory condition. Please refer to our Accommodation Policy for more information.
Changes to Personal Details

We always want to ensure that we pay you correctly and we are required by law to ensure that our records are up to date and that we have your up to date contact details in case of an emergency. Therefore, please ensure that your line manager is always notified of any changes to your personal circumstances or personal details. If you work in the Support Centre or field you can make some of the changes yourself using Employee Self Service. Details include:

- Bank name, sort code and account number*
- Home address and telephone number
- Mobile telephone number
- Email address
- Emergency contacts

* Bank details should not be changed less than one week before payday
Charity

As a key part of many local communities Spirit encourages employees to get involved in fundraising for local and national charities. Many pubs raise funds for local causes, there are also some Company or sector driven charity campaigns such as Prostate Cancer UK and Great Ormond Street Hospital. Fundraising events at the Support Centre are usually in support of charities local to the Burton area. We update on our fundraising progress and highlight many campaigns including individual success stories through our internal communication channels, local press releases and in our Annual Report, available on our corporate website www.spiritpubcompany.com. Please refer to our Charities Policy for more information.
Communication with the Press and Media or Enforcement Agencies

For the Company and your own best interests, employees must not make comments or answer questions from the press/media as an employee or representative of Spirit. Please refer any requests from newspapers, radio stations or TV companies for interviews, filming or photography to the Company’s Press Office Team on 01283 498300. The Press Office does not deal with requests for advertising support.

If a request is made by an Enforcement Officer (e.g. Environmental Health Officer, Police Officer, Trading Standards, Local Authority Officers etc) for a Police and Criminal Evidence Act (PACE) interview, whilst their enquires must not be obstructed, before agreeing you are advised to seek the legal representation which you are entitled to. Employees are not authorised to answer any questions on Company policy. Employees are required to notify their line manager without delay should they receive a request for an interview.
Compassionate Leave

In the unfortunate event that an immediate member of your family dies, your line manager may authorise a reasonable level of paid absence. Immediate family is usually considered to be a spouse/long term partner, parent, son or daughter. The extent of paid absence provided is at the discretion of, and will be confirmed by your line manager.

Confidential Information

Employees who have confidential, technical or commercial information (including product specifications) about Spirit are in a position of trust. It is a term of your employment that such information must not be used for personal gain nor disclosed outside normal channels within Spirit. The unauthorised disclosure of confidential information relating to work to a third party or to other unauthorised employees is considered to be gross misconduct and may result in summary dismissal.

At the end of employment, all business related manuals, files and other documents (including electronic or other copies) must be returned. After employment, you will remain contractually bound not to disclose or make use of any confidential information or trade secrets that could result in the Company being compromised or damaged, commercially or in reputation.

This restriction does not apply to any confidential information which is or comes into the public domain other than through the employee's unauthorised disclosure and does not prevent the employee from making a protected disclosure within the meaning of section 43A of the Employment Rights Act 1996.
Conflict of Interests

At Spirit we would like you to be 100% committed to us and our success so please don’t undertake any external work or activity that could be held to be in competition with, or in any way conflict with, the business interest of Spirit. If you are working within any other business, whether on a paid or voluntary basis please let your line manager know.

You should not have any financial interest in, or involvement with, any competing business or supplier other than via ownership of shares in companies listed on the Stock Exchange and if your family or close friends are involved with competing businesses or supplier agreements where that involvement could be seen as a potential conflict of interest then please let us know.

If you have a personal/intimate relationship with another employee where one of you could influence authorisation procedures relating to the placing of orders, signing off of expenditure or career/salary progression decisions of the other, then you must let your BDM/head of department and HR Business Partner know straight away.

Failure to disclose a potential conflict of interest will be considered a serious disciplinary offence that may be subject to summary dismissal. Further information is available in our Ethics Policy.
Conflicts Management and Crisis

We acknowledge that whilst measures are in place to minimise the risk of conflict/crisis, there will be occasions when employees are involved in situations of this nature. In the event of a major incident or crisis you should contact your line manager immediately and enter the details onto AIRS at your earliest opportunity. We take incidents of violence perpetrated against employees very seriously. In the unfortunate event that an employee becomes a victim of any form of violence, there is a confidential Employee Assistance Programme available to provide additional support – call 0800 023 4742. If you have any concerns relating to conflict or violence you should inform your line manager immediately. More information is available from the HR team.
Criminal Convictions and Court Orders

Prior to taking up a position with Spirit you are required to inform your line manager of any previous convictions including motoring offences, County Court Judgments, or Criminal Compensation Orders, which still need to be declared (i.e. not spent). You also need to tell us if you have ever been declared bankrupt or are listed on the Sex Offenders Register. You must advise us of any subsequent arrests, charges or convictions, pending prosecutions or bankruptcy, which occurs during your employment, within seven days. If you are arrested a full investigation will be undertaken at such a point as the Company deems appropriate. Disciplinary action, which may include dismissal, may be taken if the alleged offence and/or sentence have an impact on your work, or which destroys trust and confidence, causes the Company to lose confidence in your integrity, is unacceptable to other employees or has the potential to bring the Company into disrepute. In addition failure to notify us may result in disciplinary action being taken against you, which could lead to summary dismissal.
Data Protection

We are regulated by the Data Protection Act 1998 and therefore all personal data referring to suppliers, guests and employees must be obtained and processed fairly, kept secure and be accurate and up to date. Data must not be disclosed to unauthorised persons or used for purposes other than the legitimate purpose(s) for which it was collected. Any unauthorised disclosure or negligence in relation to data protection may result in disciplinary action, which could result in dismissal. Employees can incur criminal liability if they knowingly or recklessly obtain and/or disclose personal information without our consent. See our Data Protection Policy for further details.
Deductions from Pay

With the exception of statutory deductions e.g. PAYE, National Insurance, Court Orders, employee pension contributions, overtaken holidays and any deductions specified in your contract of employment, all other deductions from your pay must be authorised by you. It is a term of your employment that deductions may be made from your pay in respect of the following:

- Cash and/or stock deficiencies where an investigation has identified that the losses are as a direct result of your failure to follow Company procedures or dishonesty
- Any losses sustained in relation to Company property caused through carelessness, negligence or dishonesty
- Any damages, expenses or any other monies paid or payable by the employer to any third party for any act or omission for which you may be deemed vicariously liable
- Any amounts of remuneration, expenses or any other payments (statutory, discretionary, etc) which are overpaid to you whether made by mistake or through any misrepresentation or otherwise
- Any arrears in respect of council tax or the provision of accommodation howsoever accrued
- On termination of employment any holiday pay paid to you in respect of holiday granted in excess of your accrued entitlement
- Replacement of unreturned uniforms
- Any other sums that you may owe to the Company on termination

Where a cash and/or stock deficiency is identified in the final routine audit checks completed in the event of a GM or salaried team member leaving the business, if after due investigation or consideration the Company believes the deficiency is due to negligence or deliberate action on the part of the leaving employee, the Company reserves the right to deduct the total identified losses (at cost) from final pay, including any accrued holiday entitlement. Where the final salary payment including any accrued holiday entitlement is not sufficient to recoup the loss and the GM or salaried team member fails to repay the amount in full, the Company will instruct a debt recovery service to recoup the loss. Depending upon payroll timing this may result in payment of any final salary being delayed while final audit checks are being completed.
Disciplinary

The Disciplinary and Grievance policy is designed to help and encourage all employees to realise their potential by achieving the standards of performance, conduct and attendance acceptable to Spirit. It will ensure that all parties are fully aware of the standards that are expected and the potential penalties for failing to maintain that standard. The disciplinary procedure is intended to be corrective rather than penalising and the emphasis (except in instances of gross misconduct) will be to correct actions and return to an acceptable standard of conduct, performance or behaviour. The procedure also aims to prevent undisciplined or unreasonable behaviour by a minority of employees adversely affecting the achievement of business objectives or interfering with the establishment and maintenance of effective working relationships. See our Disciplinary and Grievance Policy for further details.
Dress and Appearance

All employees are expected to be clean and smart at all times with high standards of personal hygiene. Where provided, name badges, uniforms and health and safety clothing must be worn.

Discount

We offer employee discount so you and your family and friends can enjoy food and drink in any of our managed pubs. Every month you will receive an email containing your personal use employee vouchers – 50% and 1/3rd off discount vouchers (2 x usage for the 50% and 10 x usage for the 1/3rd off discount). You will also be able to nominate up to 10 members of your friends and family to each receive a 1/3rd off discount voucher by email. Full terms and conditions can be found on the vouchers. We reserve the right to amend, vary or withdraw the discount terms at any time.
Email and Internet Use

We provide internet and intranet services to be used for business purposes only. From time to time we may monitor electronic communications on our systems sent or received by you regardless of the nature of those communications, and all material downloaded by you from the internet. This includes the content of personal folders. All employees are responsible for maintaining the confidentiality of their own passwords and must not share this information with anyone else. Please ensure you are familiar with and adhere to our IT Acceptable Use Policy and Social Media Policy.
Employment of Under 18’s

It is our policy that a young person (16 and 17 year olds) must not work in the bar area of any of our pubs unless they are employed on a Spirit Apprenticeship. However, a young person employed as a waiter/waitress is allowed to deliver alcohol for consumption with a table meal or as a chef if they are 17+ and studying for a professional qualification. The employment of young persons in Spirit is therefore restricted to non-bar related jobs within our food divisions only. Employment of anyone who has not yet attained school leaving age is not allowed. Further details can be found in our Employing Young Persons Under 18 years’ Old Policy.
Employee Assistance Programme (EAP)

Access is provided to a free and confidential Employee Assistance Programme (EAP) that provides confidential and practical advice on a wide range of issues. You can access this programme 24 hours a day, 365 days a year just by calling 0800 023 4742.

Environmental Responsibility

We are committed to improving our overall impact on the environment through leadership and the integration of responsible practices. All employees are responsible for ensuring that these values are maintained at all times. We are particularly concerned about reducing our carbon footprint by minimising greenhouse gas emissions. All employees are expected to ensure that energy usage including gas, electricity, oil, water, transport and waste materials are managed to minimise our environmental impact.
Equal Opportunities

We are committed to providing a working environment and conditions where all employees are treated equally and on the basis of their merits, abilities and potential, regardless of gender, colour, and ethnic or national origin, disability, social-economic background, religious or political beliefs, family circumstances (including pregnancy, maternity), age, gender re-assignment, marital circumstances, sexual orientation or other irrelevant distinction. Discrimination, in any form, is unacceptable and any breach of our Recruitment and Selection Policy is considered a disciplinary offence, which, dependant upon the severity may be considered gross misconduct warranting summary dismissal.

All employees have a personal responsibility to own, promote and adhere to the policy by treating all job applicants, fellow employees and guests fairly and impartially. In employment terms our policies will ensure that all employees are treated equally in respect of recruitment, training, promotion and access to benefits. If you have any questions regarding this policy, your own or another employee’s actions please discuss them with your line manager or the HR team.
Expenses

Reasonable expenses which are necessarily incurred during your time at Spirit by, for example costs of attending training courses or business meetings, will be reimbursed in accordance with the Expenses policy. For example, for travel expenses, reimbursement will be at the cheapest practical public transport rate. This will be bus fare, standard class rail fare, taxis, or (exceptionally) tourist/economy class airfare. Employees using their own vehicle may claim for each mile travelled at the appropriate current rate. If you are using your own vehicle it is your responsibility to ensure that you are insured for business use. The mileage allowance for the use of your own vehicle covers insurance, tax, wear and tear etc. Where it is economic and practical to do so, please arrange to travel with your colleagues. Please refer to the Expenses Policy for more information.
Flexible Working

All Employees with 26 weeks continuous service have the right to request to work more flexibly. This request can cover hours of work, times of work and place of work and may include requests for different patterns of work. You can only make one request in any 12 month period which can be for either a temporary or permanent change. You need to make the request in writing to your line manager using the correct form. The Company does not have to agree your request and it may be turned down if there are clear business grounds for doing so. Employees making applications for flexible working can be accompanied at any meeting to discuss their request. Further details can be found in the *Flexible Working Policy*. 
Food Safety and Hygiene

It is the responsibility of the pub management team to ensure that they and all employees are aware of food safety and hygiene legislation and they follow the correct procedures and practices and take appropriate precautions whilst carrying out their duties. The responsibilities of employees, including those working in the pub on “back to the floor” or helping out at busy times, are clearly highlighted in the Be Safe, Legal and Compliant (BSLC) Manual and the Manage Required Controls and Procedures Toolkit. All employees must be made aware of the essentials of food hygiene before starting work in one of pubs for the first time. Any breach of these responsibilities may lead to disciplinary action being taken. Please refer to the Be Safe, Legal and Compliant Disciplinary Policy.
Garden Leave

At any time after notice of termination has been given (by either party) we may decide that it is appropriate to place you on “garden leave” for the remainder of your contractual notice period. The terms of this garden leave may vary depending on your role and the circumstances. The detail of the arrangements that could apply to you will be included in your contract of employment.

You will continue to be paid salary and be provided with contractual benefits during any period of garden leave in the usual way (you will not be entitled to accrue or receive any bonus or commission during garden leave).
Grievance

The grievance procedure is available to all employees who believe that they have been unfairly treated. It provides the opportunity to have their complaint heard and be provided with an explanation or further support. In the first instance employees should discuss their grievance with their line manager and ideally, the grievance will be resolved informally at this level. If it is not possible to resolve the issue the grievance procedure should be followed. Full details can be found in our Disciplinary and Grievance Policy.

Health and Safety

It is our policy to promote safe working conditions and a healthy environment in all our pubs and premises. The Company’s statement on health and safety is contained in the Be Safe, Legal and Compliant (BSLC) manual. A copy of this will be made available to all employees. Please ensure you have read and understood this statement and your responsibilities. Any breach of the responsibilities set out in the manual is may lead to disciplinary action being taken.

All employees have a legal responsibility under the Health and Safety at Work Act 1974 to pay attention and adhere to the contents of any statutory warning, informative notices, training and instruction provided and to carry out regular risk assessments of your workplace with your line manager and point out any potential areas of risk.
Holiday Entitlement

Your annual holiday entitlement and method of calculation is detailed in your contract of employment and will depend on your role and the number of hours/days per week you work. When considering when to take your holiday please follow these guidelines:

• You must give reasonable notice when requesting holiday

• Holiday must be used in the current holiday year; a maximum of 5 days can be carried over in exceptional circumstances with written authority from your Director. All carried over holiday must be taken before the end of April or it will be lost without compensation

• You should not normally take a continuous period of holiday of more than two weeks

• Holidays should not be booked or paid for until your holiday request has been authorised by your line manager

• Holidays for employees working in our pubs cannot normally be taken during key trading periods such as Christmas and Easter

Depending on your grade it may be possible to “buy” holiday up to a maximum of 5 days pa. If this option is available it will be communicated to you.

For part-time employees, your holiday entitlement includes bank holidays and can vary year-on-year. For further details of how your holiday is calculated and your annual entitlement, please see the information on the intranet.
HM Forces

Employees who serve in the Reserve or Auxiliary Forces will be allowed one week’s additional leave with normal salary. Any second week will need to be taken either from annual holiday entitlement or without pay. Should there be a requirement to attend three or more weeks’ training in cases of national emergency and/or active service, the normal service pay (excluding expenses) will be made up to normal salary for the third and subsequent weeks. The MOD will provide normal service pay to match normal salary during any extended training period of mobilisation rather than the Company.
Hours of Work

Your hours of work are included in your contract of employment. The Company is aware of the requirements of the Working Time Regulations and considers that excessive hours of work are not in the interests of either the business or its people. General Managers are considered to be covered by the ‘unmeasured working time’ provision of the Working Time Regulations 1998 as their hours of work cannot be measured or predetermined. PLT and Team Players who work under the terms and conditions of this handbook shall work no more than an average of 48 hours per week (excluding breaks) over a 4 week period. All employees who work in our pubs are entitled to a break of 30 minutes for every 5 hours of continuous work*. For hourly paid employees, these breaks will be unpaid. For the purposes of sickness and holiday calculations for General Managers and PLT, one week shall be classed as 6 days and 48 hours.

Information Security

Information security really matters in our business. If we are careless with our passwords or equipment we risk creating big problems, such as allowing viruses into our systems which could stop the business from trading. We also risk our business critical information getting into the hands of our competitors. We have a detailed Information Security Policy, but almost everything you will need to know is in the IT Acceptable Use Policy which you can access from our intranet. If you need any more advice the IT Service Desk will be able to help you – phone 01283 498080 (or extension 8080). Above all, be really careful with your passwords and with any Company computers or phones – don’t ever risk allowing them to be misused or stolen.

*30 minutes every 4.5 hours for young people under the age of 18
Insurance

We have an Employer’s Liability Insurance scheme that covers employees during the course of their duties. The scheme does not cover personal effects and the Company cannot be responsible for the loss of or damage to personal belongings. Cover for personal possessions are a personal responsibility and are of particular importance if you are occupying Company accommodation.

Investment

Continued success in the licensed retail business requires us to ensure that maximum benefit is derived from each of our pubs. This can only be achieved by continually reviewing the pub operation, its current and potential guests, environment and local competition. Where an investment will result in a change of concept, increase the pub grade or increase the complexity of the business, we will follow our investment procedure.
Jury Service

Employees called for Jury Service need to let their line manager know as soon as possible. Employees are required to provide evidence of their required/actual attendance at court. We will in accordance with the law release the employee for Jury Service however, the employee has no right to be paid during Jury Service. Any payment made during Jury Service shall be at our discretion. Employees should therefore claim juror’s financial loss allowance and subsistence allowance when attending court. For further details please refer to our Attendee and Absence Management Policy.

Keeping in Touch Days (KIT)

Experience has shown that keeping in touch with work during your maternity, adoption leave or additional paternity leave can make it easier for both parties when it’s time to return. Where both parties are in agreement, the employee can work for up to 10 (not necessarily consecutive) days without losing their right to statutory maternity pay or maternity allowance for the relevant week. KIT days cannot be worked during the first two weeks after the baby is born. Any payment for working KIT days should be agreed by both parties in advance. There is no right for either the Company or the employee to demand KIT days and you must agree any arrangements in advance with your line manager and the HR team. Please refer to our Maternity Policy for more information.
Lay Off Procedure

If for any reason work is not available, for example due to pub closure, we will offer you the opportunity to work at another pub if there is work available. Where this is not possible you may be required to take some or all of your accrued holiday entitlement.

Alternatively the Company shall be entitled to lay you off or impose short-time working indefinitely or for such period as the Company shall decide. While you are laid off you shall not be required to work and shall have no right to remuneration. You will receive “Guarantee Pay” based on current legislation. This is currently five days pay for any period of closure up to three months paid pro-rata.

If a pub is expected to be closed for a period of more than three months and we are unable, in consultation with the employee, to find a suitable alternative position, your role may be made redundant.
Licensing and Legal Responsibility

GMs are required as a condition of their employment to hold a Personal Licence under the Licensing Act 2003 enabling the sale of alcohol in the pub and ensure they adhere to the conditions of this Licence at all times. A breach by the Licence holder of the Licensing Act 2003/Licensing (Scotland) Act 2005 or Company procedures relating to the Licence or suspension or loss of any Licence may result in the termination of employment.

The GM should ensure that the most up to date copy of the Premises Licence is kept on site; the most up to date Premises Licence Summary is displayed; and the Nomination Notice is completed and displayed on site.

The GM must ensure that the premises are run in accordance with the Premises Licence and that all conditions of the Licence are complied with at all times.
Life Assurance

If a salaried employee dies during the course of their employment with the Company, the Spirit Pub Company Group Life Scheme will provide, subject to the rules of the scheme, a lump sum payment to the deceased’s nominated dependant(s). The payment will be a multiple of annual salary. This multiple will depend on a number of factors but will be a minimum of four times annual salary. The benefit is provided subject to current HM Revenue and Customs limits and restrictions. The expression of wish form included in the welcome pack must be completed and returned to the HR team.

If a Team Player dies during their employment, subject to the rules of the scheme, a discretionary lump sum payment may be made to a beneficiary or beneficiaries who is/are financially dependent on the Team Player at the time of their death. The payment will be equal to one time’s annual pay based on the pay received in the previous three months.

Long Service Awards

Our Long Service Award scheme is our way of saying thank you for hard work and loyalty. Employees will receive recognition for 10, 20 and 30 years’ service.
Maternity

If you become pregnant please let your line manager know as soon as possible after your pregnancy is confirmed. This will ensure that you receive your statutory maternity rights based on current legislation. The law covering maternity is subject to change from time to time. For further information please refer to the maternity section of the Family Friendly Policy or contact the HR team.

Medical Examinations

In respect of any ongoing or intermittent absence or illness, we reserve the right either to require an employee to undergo a medical examination by a doctor appointed by the Company or to request your permission to obtain a detailed report from your own doctor. We take such action as we consider reasonable based upon the information provided by the doctor.

Should you fail to attend an appointment or do not allow us access to your medical records, we reserve the right to make a decision based upon the information that we can reasonably obtain.

If you don’t attend an arranged medical appointment you will be liable for any costs incurred as a result of your non-attendance. You may also be subject to disciplinary action and your sick pay may be withheld.
Mobility

To support the needs of the business and to aid career development it may sometimes be necessary to move employees between pubs and sites owned by Spirit. Where this is the case your line manager will discuss the move with you and provide as much notice as possible.

National Insurance Numbers

All employees are required to provide evidence of their National Insurance Number or proof of application before they start work with Spirit. Where an individual has made an application for a National Insurance Number the issued National Insurance Number must be provided to Spirit within 90 days of their start date with the Company or their employment will be terminated.
Operational Controls and Procedures

A requirement of your employment is to observe and adhere to the current operating instructions of the Company or its agents. We will review and update the operating instructions from time to time and advise you of any changes to operating policy and procedure. If you have any queries regarding operational controls and procedures please speak to your line manager.
Parental Leave

Employees with at least one year’s service are entitled to unpaid leave to care for their children or adopted children. The total absence is limited to 18 weeks (in blocks of complete weeks) for each child up to their 5th birthday (for adoptive parents it is five years from adoption or until the child reaches 18). The maximum period of leave per annum is four weeks. Parents of disabled children may take parental leave in individual days and have access to 18 weeks unpaid leave until the child is 18. If you need to take parental leave you must provide at least 21 days’ notice. We have the right to postpone parental leave for up to six months where the business cannot accommodate the period of leave. To make a request for leave, please discuss your requirements with your line manager. For more information refer to the Parental Leave section of the Family Friendly Policy.
Paternity

If your partner becomes pregnant please let your line manager know as soon as possible after the pregnancy is confirmed. This will help us to ensure that you receive your statutory paternity rights based on current legislation. The law covering paternity is subject to change from time to time. For further information please refer to the paternity section of the Family Friendly Policy or contact the HR team.

Pension Scheme

We provide a pension arrangement for eligible employees through either Standard Life or NEST. If you are eligible, you will be automatically enrolled into the scheme and you will be able to opt out if you do not wish to be a member.

Pay

Salaried employees are paid four weekly (16 days in arrears and 8 days in advance) and hourly paid employees are paid four weekly (four weeks in arrears). Details of the pay dates applicable to your role can be found on our intranet or from your line manager. Salary reviews take place each year, normally in October but this may change. Our payslips are provided electronically and can be accessed via the Employee Self Service website once you have activated your account. You will receive instructions on how to do this within two weeks of your start date (or when you provide your General Manager with a valid email address if this is later). If you have a personal Spirit email, this address will be used to deliver your payslip.
**Performance Improvement**

Our performance improvement procedure is designed to address and improve employee under performance and poor performance. Full details of this procedure are given in the Performance Improvement section of the Employee Relations toolkit on our intranet and Training Tree.

**Personal Information**

As your employer we will need to retain some of your personal information on both paper based and electronic files whilst you are employed and for a period of seven years following your employment. Rest assured that this information is for internal use and will be processed in line with the principles of the Data Protection Act 1998. As far as is reasonable, information processed will be restricted to current, relevant information access which will be restricted to individuals who have a genuine need to process or deal with it. Access by individuals external to the Company is only provided where your consent is given or where there is a statutory or legal need to provide it or where you are clearly aware of this use. Employees are allowed access to personal data held about them. In accordance with the Data Protection Act 1998 we reserve the right to charge an administrative fee for providing personal data.
Probationary Period

You are initially on a probationary period of up to 13 weeks, if we decide during this time that you are unsuitable for continued and permanent employment, your employment will be terminated without resorting to the full disciplinary procedure. Alternatively the Company has a discretion to extend the probationary period to such a period as it deems fit. You will be entitled to one week’s pay in lieu of notice. Once successfully completed, the probationary period will be signed off by your manager.
Proof of Eligibility to Work in the UK

All employees are required to prove that they are eligible to work in the UK by providing originals of one or more of the following prior to commencing employment, a copy of which will be retained on your personal file:

• A passport that proves British Citizenship or the right of abode in the UK

• A passport or a national identity card for nationals of a European Economic Area (EEA) Country or Switzerland

• A UK residence permit issued by the Home Office to a national of an EEA Country or Switzerland

• A passport or document issued by the Home Office endorsing the right of residence in the UK as a family member of a national from an EEA country

• A passport or travel document endorsed to show indefinite or unlimited stay in the UK

• A passport or travel document endorsed to show agreement to stay in the UK and which allows the holder to undertake the work offered if they do not have a work permit

• An Application Registration Card issued by the Home Office to an asylum seeker stating the holder is permitted to take employment

Employees who are unable to provide the above documentation but have other documentation proving citizenship e.g. National Insurance Card, P45, Birth Certificate, Work Permit etc should speak to their BDM or the HR team for further advice.

We reserve the right to request an employee’s eligibility to work both prior to the start of their employment and during the course of their employment.

We operate a “no docs, no shift” policy. If the Company reasonably believes that false or misleading documents have been provided the employee will be summarily dismissed potentially without reference to the disciplinary procedure.
Public Holidays

Public holidays are usually our busiest time and all pub based employees are expected to be available to work on these days – GMs are compensated for public holidays in their paid holiday entitlement and salaried employees are entitled to the benefit of additional holiday equivalent to eight public holidays, to be taken at a time convenient for the business. If a pub does not normally trade on a bank holiday then the GM holiday entitlement will reflect this and salaried employees will be required to take holiday on each of the bank holidays that they do not work. Non-pub employees do not usually work on bank holidays.
Purchase of Goods and Services

The GM is authorised to purchase stocks, goods and services only from the Company’s nominated and official suppliers and other suppliers as agreed in writing in advance with the appropriate BDM or Supplier Services. You should not terminate or enter into any contract or agreement committing Company funds for any services, or for the purchase or hire of goods or equipment and you may not accept any cheque or bill (except in accordance with the Company procedure) on behalf of the Company or pledge the credit of the Company to a guest of the Company.

In the event that you are asked to sign a contract of any kind the document must be sent unsigned, to your respective Operations Director who is the only authorised person to complete an agreement. Under no circumstances should any provision of services or goods be secured against an unauthorised contract or agreement you will be held personally liable for any costs incurred by the Company as a result of your actions.
Receipt of Gifts

Employees must not accept from any external organisation with which Spirit has a business relationship, any gifts (other than gifts that are no more than normal business courtesy) or other personal benefits for you, or on behalf of a friend or relative. Additionally, you must not offer such inducements to any similar external organisations. Small and low value gifts such as calendars, diaries etc may be accepted. Excessive gifts must be politely refused and/or returned. Prior to accepting gifts you are advised to ensure that the provider has made provisions for the tax liability. Any questions on the tax liability should be directed to our Tax Manager.

If you are in any doubt about accepting a gift, please discuss with your line manager. Please also refer to the Ethics Policy.

Receipt of Hospitality

Employees are entitled to accept proportionate corporate entertainment and hospitality, such as an invitation to a sporting event or to the theatre. You must obtain your line manager’s approval prior to accepting any form of hospitality. This approval must be logged using the Hospitality/Gift Declaration form and emailed to the Company Secretariat team. Please also refer to the Ethics Policy.
Redundancy

There may be occasions when it is necessary for us to consider making redundancies. In these instances potentially affected employees will be fully consulted in respect of their situation and any potential redeployment. The number of job losses will be kept to a minimum. Where redundancy cannot be avoided we will provide redundancy payments as a minimum in line with statutory requirements.

References

After you have left the Company, future employers may apply to Spirit for a reference which we may provide at our absolute discretion. We do not normally provide open references.
Religious Holidays

We recognise that some employees may require time off for specific religious holidays and we will look to fulfil any reasonable requests wherever possible. Employees who wish to observe specific religious holidays need to request the day(s) off using their paid holiday and via our usual holiday booking procedures. Please refer to our Attendee and Absence Management Policy for further details.

Responsible Drinking

We take responsible drinking very seriously and it is really important that all of our team adhere to the guidelines and policies developed by our trade bodies, the British Beer and Pub Association and The Portman Group. We’ve developed a set of do’s and don’ts which explain these guidelines and what responsible drinking means in our pubs. It’s the responsibility of all our team members to ensure that responsible retailing remains part of Spirit’s culture and offering. Further information is available in the Licensing section on our intranet.
Searches

We reserve the right to conduct a search of any property including clothing that has been brought onto any Company premises by an employee. Employees can have a witness present if they wish. Not allowing a search will mean a breach of the conditions of employment which may result in disciplinary action.

Security

During your employment you may encounter incidents that could potentially have an impact upon your personal security. We do not expect employees to place themselves in a position that could potentially be harmful to themselves, their families or their wellbeing. If you have any concerns regarding your personal security please discuss them with your line manager and/or our Risk Management team.
Share Incentive Plan (SIP)

The Share Incentive Plan (SIP) is your opportunity to become a Spirit investor! Our plan, approved by HM Revenue and Customs, provides you with an opportunity to buy shares in Spirit. For every share you purchase we will purchase another share on your behalf. Once you have completed three months with the Company you will be eligible to join the scheme. If you are interested you should email reward@spiritpubcompany.com and we will notify the SIP provider. They will send you your login details so that you can go online and join the scheme.

For more information please visit the SIP website: www.computershare.com/spiritpubcompanyplans
Sickness Payments

Your entitlement to Sick Pay will vary dependent upon your role and length of service as detailed below. For eligible employees we operate a Company Sick Pay (CSP) policy. Payments made include any entitlement to Statutory Sick Pay (SSP) and payments are based on a rolling year.

### Salaried Employees - Operations

<table>
<thead>
<tr>
<th>Service</th>
<th>Sick pay entitlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 6 months</td>
<td>Entitlement to SSP</td>
</tr>
<tr>
<td>6 months to 5 years</td>
<td>4 weeks’ CSP</td>
</tr>
<tr>
<td>Over 5 years</td>
<td>13 weeks’ CSP</td>
</tr>
</tbody>
</table>

### Salaried Employees - Support

<table>
<thead>
<tr>
<th>Service</th>
<th>Sick pay entitlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 6 months</td>
<td>Entitlement to SSP</td>
</tr>
<tr>
<td>6 months to 5 years</td>
<td>8 weeks’ CSP</td>
</tr>
<tr>
<td>Over 5 years</td>
<td>12 weeks’ CSP</td>
</tr>
</tbody>
</table>

### Hourly Paid Employees

<table>
<thead>
<tr>
<th>Service</th>
<th>Sick pay entitlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 5 years</td>
<td>Entitlement to SSP</td>
</tr>
<tr>
<td>Over 5 years</td>
<td>4 weeks’ CSP</td>
</tr>
</tbody>
</table>

Company Sick Pay will not be paid in the following circumstances (this list is not exhaustive):

- If you have pending disciplinary proceedings
- If a Performance Improvement Plan is in place
- If the absence is self-inflicted (this includes elective cosmetic surgery)
- If the absence is due to drug or alcohol abuse
- If the absence is not certified
- If you refuse or avoid attending company medical appointments
- If we have a reasonable belief that the sick pay scheme is being abused
- During an employee’s notice period

---

**Statutory Sick Pay (SSP)**

Where Company Sick Pay entitlement has expired you may be entitled to further Statutory Sick Pay in line with current legislation.
**Smoking**

Smoking indoors in all public places is forbidden in England, Scotland and Wales. Smoking indoors at work is therefore not allowed, this includes the office. Smoking is also not allowed in shared Company provided accommodation. You are responsible for ensuring that you and your team adhere to this policy, failure to do so may lead to disciplinary action which could result in dismissal. If an employee uses a vapor (electronic cigarette) then they must follow our *Smoking and Electronic Cigarette Policy*. Smoking is restricted to designated areas – your manager will let you know where they are.

**Social Media**

Individual employees, as well as our organisation, can be held personally liable for comments made via social media. Any employee using social media or other online communication channels must be familiar with and comply with our *Social Media Policy* to be fully aware of what kind of activity and contents will be acceptable.
Termination of Employment

Where termination of employment is due to gross misconduct there will be no notice and no entitlement to pay in lieu of notice. Where termination is due to gross misconduct or the employee does not work their notice period, the last day of actual employment is taken as the termination date not the expiry of what would have been the contractual notice period. If payment is made in lieu of notice there will be no entitlement to Company benefits beyond the termination date.

Stock and Cash Responsibility

We reserve the right to check stock and cash at any time without notice. If any deficiency in cash and/or stock at the premises is discovered by a person appointed by the Company, the deficiency shall be made good by the GM if, after due investigation and consideration the Company believes that the loss is due to negligence or deliberate action on the GMs part. We consider cash and stock deficiencies as gross misconduct and may result in disciplinary action which may lead to summary dismissal.
Tips and Gratuities

We do not consider tips or gratuities to form part of an employee’s pay. Tips or gratuities given in cash at the discretion of a guest must be retained by the serving employee who is responsible for declaring any amounts received in this way to HM Revenue and Customs. Tips and gratuities can only be accepted on credit card payments if the PDQ terminal is set up to allow this. Where this is the case the manager is required to record the value of any credit card tips or gratuities on the Fourth HR system. These will then be reimbursed via payroll and will be subject to tax. For more information please refer to our Tips and Gratuities Policy.
Trade Unions

Spirit does not have any formal Union recognition but maintains an association with Licensees Unite, a part of Unite the Union. We recognise that every employee has the right to decide to become a member of a Trade Union or similar association and Spirit affords Unite sole rights to recruit anyone who wishes to become a member.

Training and Development

You can access our online training portal, the Training Tree by visiting www.spirittalent.com. It will provide you with clear learning and development opportunities linked to a Career Pathway, giving you the chance to grow your career and reach your full potential. Employees wishing to further their careers with Spirit should discuss their aspirations with their line manager or our Learning and Development team.
Unauthorised Or Frequent Absence

We reserve the right to withhold payment or deduct from salary for each day of unauthorised absence. Regardless of whether the absence is authorised, where an employee is absent from work on more than three occasions within a six month period, we reserve the right to invite the employee to an investigatory meeting which may lead to disciplinary action being taken. For further details please refer to our Attendee and Absence Management Policy.
Voluntary Activity

Spirit recognises the benefit in employees participating in charitable, voluntary or community activity in their spare time. Business considerations permitting we will try and arrange their working patterns to accommodate such activity, but this may not always be practicable, and in the case of a conflict we would expect their paid employment to take precedence.

Whistle Blowing/Duty to Report Others

All employees are expected to act honestly and diligently at all times. We expect employees to report any acts of misconduct, dishonesty, breach of Company rules or licensing regulations by any other Spirit employee or third party.

Whistle blowing is the disclosure by a person, usually an employee, to those in authority, of mismanagement, corruption, illegality, or some other wrongdoing. The Public Interest Disclosure Act (July 1999) is internationally recognised as a benchmark for public interest whistle blowing. For further details please refer to our Whistle Blowing Policy.