

## SECTION 4: YOUR WELFARE

### 4.1 COMPANY BENEFITS

All of the below is for all staff, but is at the discretion of the General Manager, and after 6 months' service:

#### Staff Food

Staff Food (Breakfast, Lunch and Dinner) is available to all staff at the usual specified times. Staff should not access the Kitchen to get food at any other times.

#### Accommodation Offers

##### All Hotels

A staff rate is offered across the Company allowing all staff with more than six months' service to book accommodation at any of the two Beales hotels at a special rate of £20.00 per person including full English breakfast in the restaurant. Bookings are subject to availability, and cannot be made more than 7 days in advance. Those staff with 2 years' or more service will have, in addition to the above, a complimentary night's standard accommodation for two including breakfast and dinner to the value of £28 at their choice of Beales hotel. Those staff with 10 years' service or more will have, in addition to the above, a two night complimentary stay for two including breakfast and dinner to the value of £28 at their choice of Beales Hotel. The staff member must be present to obtain the meal discount. All extras – *i.e. supplements, drinks, room service* - to be paid at full rate.



##### Great Discounts on Meals

All staff can eat in any Beales restaurant or bar and receive 50% discount off food and non-alcoholic hot beverages for a maximum of 4 people. Bookings must be made in advance and are subject to availability. Drinks are payable at full price. The staff member must be present to obtain the meal discount.

#### Function Discounts

**Full time employees** will receive: No room hire charge + 30% discount on food and wine.

**Part-time employees** (24hrs and below) will receive: No room hire charge + 20% discount on food and wine.

**Casual Employees** will receive: No room hire charge +10% discount on food and wine.

**NB:** Staff discounts available to serving members of staff and their immediate members of family only. Saturdays not available for discount between May and September. Application for discount must be made in writing to the General Manager.

**Staff Boat Trips** are available to all Beales Staff and generally run monthly between June and October each year. Staff attendance must be pre-agreed with your line manager/HOD. The day is treated as a work day for full and



part time staff (casual staff are welcome to come along, but will not be paid). Meals and drinks will be paid for by the company. Designated drivers will be reimbursed £20 towards petrol costs.

## ***ADDITIONAL BENEFITS***

### **Holiday Entitlement**

After 5 years' service a staff member will be entitled to take a day off within the week of their birthday according to business needs. This is in addition to your 25 days' annual leave.

### **Long Service Awards**

After 5 years' service	Certificate and £25 Voucher
After 10 years' service	Certificate and £50 Voucher
After 15 years' service	Certificate and £75 Voucher
After 20 years' service	Certificate and £100 Voucher

### **Life Assurance**

After 2 years' service eligible staff will automatically be entitled to a Death in Service benefit of a minimum of twice your annual salary. *NB:* To be eligible you must have started working for Beales Limited before 1<sup>st</sup> April 2015.

### **Personal Accident Scheme**

All staff are covered in respect of accidental bodily injury arising from malicious attack or attempt during the course of your duty.

Cover for - temporary total or partial disablement – weekly benefit of £250 per week for a maximum of 104 weeks. Capital benefits - death or loss of limbs or eyes - a capital sum of £25,000.

Damage caused to personal effects arising from an attack is also covered up to an amount of £250.

### **Staff Discounts at local Leisure Centres**

Two Potters Bar leisure centres are offering a substantial discount on their monthly membership for staff of Beales Hotels: The Furzefield Centre/Beaumonts Gym which is located in Mutton Lane and Revive Fitness & Spa, located in Darkes Lane. The terms of membership for both include unlimited use of the gym, swimming pool, spa facilities and fitness classes. For more information please contact The Furzefield Centre on 01727 744272 and Revive on 01707 660777.

A discount is also offered at Hertfordshire Sports Village, located at the De Havilland Campus, Hatfield Business Park, Mosquito Way, Hatfield AL10 9EU – Tel: 01707 284466. They offer a discounted gym membership of just £24.00 per month for employees of Beales Hotels.

Whilst we are happy to offer Staff Benefits/Discounts, it is important to note that they are offered on the basis that individuals wishing to access them must adhere to the agreed policy/procedures. Any abuse / suspected abuse of the Staff Benefits may result in them

being withdrawn in that individual case. We would also remind individuals that whilst accessing Staff Benefits and / or whilst on Company property, they are expected to conduct themselves in an appropriate and responsible manner and must not behave in any way that could bring the Company's name or reputation into disrepute. This includes in particular (but is not limited to):

- Consumption of alcohol in moderation - be aware that, under Health and Safety Legislation, staff have a general duty to take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions, so staff you should bear this in mind when consuming alcohol. (The provision of free alcoholic drinks by the Company is not an excuse to drink excessively.)
- Illegal drugs- must never be brought into or consumed on Company premises;
- Do not drink and drive - individuals must take specific action to ensure they are well within the legal limits if they are driving;
- If not driving, individuals should make adequate arrangements in advance to get home, for example by public transport or taxi, and never use unlicensed minicabs.

Improper conduct or other unacceptable behaviour will not be tolerated and is a serious disciplinary offence which will result in disciplinary action up to and including summary dismissal for gross misconduct.

This includes excessive drunkenness, the use of illegal drugs, unlawful or inappropriate discrimination or harassment, violence such as fighting or aggressive behaviour and the use of abusive, offensive, profane or

Inappropriate language, whether this is towards a fellow employee, an invited guest or a member of the waiting or bar staff.

Please note that the same rules apply equally to the behaviour of your spouse, civil partner or partner, or any of your invited guests and you may find yourself being held responsible for their actions. ‘

## **4.2 MANAGING STRESS AT WORK**

Stress in our lives is now more common-place than ever before. We hope that work can be a rewarding and energetic time for you, but have provided the following information for you to help recognise and deal with the symptoms of stress, should they arise. The information provided should be taken as a guide, but is not a substitute for help from a healthcare professional should you have any concerns about your health.

### **What is stress at work?**

Well-designed, organised and managed work is good for us but when insufficient attention to job design, work organisation and management has taken place, it can result in **Work related stress**. Work related stress develops because a person is unable to cope with the demands being placed on them. Stress, including work related stress, can be a significant cause of illness and is known to be linked with high levels of sickness absence, staff turnover and other issues such as more errors.

Stress can hit anyone at any level of the business and recent research shows that work related stress is widespread and is not confined to particular sectors, jobs or industries.

### **Signs of stress in individuals**

If you are suffering from some of the following symptoms it may indicate that you are feeling the effects of stress. If you find that work or aspects of your work bring on or make these symptoms worse, speak to your line manager, General Manager or a Manager at Head Office. It may be that some action taken at an early stage will ease the stress and reduce or stop the symptoms.

### **Emotional symptoms**

- Negative or depressive feeling
- Disappointment with yourself
- Increased emotional reactions - more tearful or sensitive or aggressive
- Loneliness, withdrawn (e.g. from friends and family)
- Loss of motivation commitment and confidence
- Mood swings (not behavioural)

### **Mental**

- Confusion, indecision
- Can't concentrate
- Poor memory

### **Changes from your normal behaviour**

- Changes in eating habits
- Increased smoking, drinking or drug taking 'to cope'
- Mood swings effecting your behaviour
- Changes in sleep patterns
- Twitchy, nervous behaviour
- Changes in attendance such as arriving later or taking more time off.

The company is committed to assisting / supporting staff suffering from work related stress where possible/appropriate and in the first instance you should let us know if you are experiencing any of these symptoms.

### **Identifying sources of stress**

Try to identify sources of stress, write them down and think about when and where you feel stressed, why, and what are the signs. Decide which you have some control over and therefore can make relevant changes, or which ones may come from other sources which you cannot control/influence. It may be helpful to discuss the problems with your colleagues, boss, friends or family, as the process of sharing your concerns can be a positive first step towards dealing with the issues. You may want to consult your GP also or relevant support groups.

## Ways to deal with and reduce stress

These are suggestions of ways to manage and reduce stress (the list is not exhaustive):

- 1) Maintain a healthy lifestyle, including:
  - a) Having a well-balanced diet;
  - b) Getting enough rest, including sleep (6 to 8 hours sleep per night is recommended)
  - c) Getting regular exercise
  - d) Making time for leisure activities and hobbies etc.
  - e) Don't misuse drugs and/or alcohol, including reduce/stop smoking and reduce caffeine intake.
- 2) Use your time wisely, making lists and prioritising things, whilst being realistic about your job and career goals
- 3) Take time to step back and review what you are doing
- 4) If you are feeling stressed, take a break and walk outside if you can during your break – a change of scenery and exercise may help you feel more positive
- 5) Learn some relaxation techniques, like controlled breathing and stretching (e.g. yoga/pilates)
- 6) Make your manager aware that you are feeling stressed at work to see if there is any reasonable way they/the Company can support you
- 7) Consider seeing your GP for support, counselling etc. and make use of available resources at work and on the Internet.



There is also information available on the Staff Noticeboards and at Head office in the Training & Development Department, including regarding general helplines/contact details, personal and health information and support/helplines.

## 4.3 SPECIAL LEAVE

### Funerals and Bereavement Leave

Employees attending funerals of the following will be eligible for payment as long as they notify their Duty Manager before the absence:-

- Spouse or Children or Partner
- Brothers and Sisters or their Spouses
- Mother or Father or Mother-in-Law or Father-in-Law
- Grandparents (not step relatives)

The Company understands that you may need time off from work should an immediate member of your family, or partner, die. Your Manager will be sympathetic to your needs and will agree to up to five days paid absence. Compassionate leave to arrange funerals of distant relatives and neighbours should be taken care of by applications for annual leave. A fraudulent application for leave will be a disciplinary matter.

### Jury Service

Any weekly or monthly employee attending Jury service will have his/her salary made up to a normal week's pay by the Company on the production of proof of the amount he/she has been able to claim from the Court in lieu of wages.

#### 4.4 TIME OFF FOR DEPENDANTS

Under the Employment relations Act 1999 - All employees are entitled to take a reasonable amount of time off to deal with certain prescribed emergencies involving certain dependants. This leave is called Time Off for Dependants. Time Off for Dependants can be taken, for example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral. A dependant is the child (including adopted child), husband, wife or parent of the employee. It also includes someone who lives in the same household as the employee, and someone who reasonably relies on the employee, such as an elderly relative.

There is no legal definition of what would be a reasonable amount of time off but the time taken must be necessary and reasonable in the particular circumstances. For example, the employee might take time off to deal with the immediate problem and make longer term arrangements but it is unlikely to be reasonable to take off any more time than that.

Time Off for Dependants is not paid, however payment may be made at the discretion of the company. As Time Off for Dependants is for unforeseen circumstances, an employee does not need to give the company advance warning, however the employee must let us know the reason for the absence as soon as reasonably practicable and must tell us how long they think they will be absent.

The company will not unreasonably refuse an employee the time off and employees will not be disadvantaged or dismissed for a reason connected with taking Time Off for Dependants.

#### 4.5 PENSIONS

From April 1<sup>st</sup> 2014, employees eligible to join the Beales Limited Auto-Enrolment Pension scheme will be auto-enrolled with The Peoples Pension.

Minimum contributions to be made to the auto-enrolment pension scheme:-

Period	Employee minimum contributions based on qualifying earnings	Employer minimum contributions based on qualifying earnings	Total minimum contributions based on qualifying earnings
1 April 2014 to 30 September 2017	1 % (net 0.8%)	1 %	2 %
1 October 2017 to 30 September 2018	3 % (net 2.4%)	2 %	5 %
From 1 October 2018 onwards	5 %. (net 4%)	3 %	8 %

Employees will be automatically enrolled into the pension scheme if you are:-

- Aged at least 22 but are under State Pensionable Age
- Earning more than £10,000 per annum
- Not already an active member of a qualifying workplace pension scheme

## **4.6 MATERNITY, PATERNITY, ADOPTION & SHARED PARENTAL LEAVE**

The company adheres to Government Legislation relating to maternity, paternity, adoption and shared parental leave rights, how long you can take and what happens to your job when you come back. As the information from the Government changes so frequently we would advise you to speak to your General Manager, or visit the Government websites as follows



<https://www.gov.uk/>  
[www.adoption.org.uk](http://www.adoption.org.uk)  
<https://www.gov.uk/parental-leave/overview>

We have included a link to this website on our staff pages to make it easier for you to obtain current information.

## **4.7 NEED TO WORK MORE FLEXIBLE HOURS? Flexible Working**

The Company is committed to attracting and retaining the very best employees & recognises the importance of helping employees to balance their work and home life by offering flexible working arrangements. However, such considerations have to be balanced with the operational demands of the business, which must take priority.

### **4.7.1 Eligibility**

4.7.1 a) Although it is recognised that not all flexible working patterns will be suitable for all sections of the workforce, there should be no arbitrary barriers.

4.7.1 b) Subject to completing their 13 Week Probationary Period, employees in all areas and at all grades will be eligible to be considered for flexible working regardless of their age, sex, sexual orientation, gender reassignment, race, religion or belief, any disability, their current working pattern or whether they are employed on a permanent or fixed term contract.

4.7.1 c) Each applicant will be considered on the basis of the work involved and any effect the arrangement might have on individual, team, or business performance.

4.7.1 d) Employees must have at least 26 weeks of service with the Company to be eligible to request flexible working.

4.7.1 e) Employees can only make one flexible working request in any 12-month period.

4.7.1 f) An employee's contract of employment will reflect their individual working hours and patterns. Any flexible working option agreed will be subject to a trial period of 6 months at the discretion of the Company and subject to satisfactory legislation.

### **4.7.2 Considerations**

4.7.2 a) Opportunities to introduce flexible working may come via requests from employees or via a review of operating structures/procedures.

4.7.2 b) Where an instance of flexible working is proposed by the employee, the line manager will take into account the following criteria:

- The effect of the proposed arrangement on other employees
- The level of supervision the employee requires
- The structure of the team
- Issues specific to the department and any knock-on impact to other areas
- An analysis of workload and the tasks specific to the role, including their frequency and duration
- The cost of the proposed arrangement
- Compliance with all statutory and operational risk requirements
- Discussions with the HR Director and Senior Management, who will monitor, what, if an, effect on the business.

### **4.7.3 Possible Options**

The following flexible working options are not exclusive and the Company is open to considering other alternatives, subject to these meeting our approval criteria and being appropriate to the role concerned.

In this respect, it should be noted that for certain senior or professional roles where there is an expectation that such hours are worked as necessary to fulfil the requirements of the role, flexibility would be on criteria other than determining a set pattern or number of working hours.

#### **4.7.3 a) Job Sharing**

In this respect, working hours and all aspects of the terms and conditions of employment are shared between the employees on a full-time equivalent basis.

#### **4.7.3 b) Part Time Working**

The employee is contracted to work fewer than the standard number of contractual hours per week which is 37.5

#### **4.7.3 c) Term Time Working**

The employee works under a permanent contract, but can take addition (unpaid) leave of absence during the school holidays. Salary will be paid in 12 equal monthly instalments. It will state in the contract of employment that no holiday can be taken during term time. This option is most likely to be attractive to working parents.

#### **4.7.3. d) Working from home**

An arrangement whereby the employee carries out all, or a proportion of, their duties from home rather than on Beales Hotels' premises. It may consist of the occasional day at home to coincide with a domestic arrangement, or a regular arrangement of several days a week. Where prolonged periods of work are carried out at home this may entail:

- Formal risk assessment (data protection, information security etc.)
- Connection where appropriate to Beales Hotels' IT systems (e.g. email)
- Risk assessment of the employee's work station to ensure they are working safely.

### **4.7.3. e) Career Breaks**

A system where the employee has an extended period of time away from work (which will be unpaid), often with a guarantee of a return to the same or similar job at the end of the break. The Company will consider this for those employees who have caring responsibilities for a terminally ill relative. The duration of this will be up to 6 months (minimum 3 months); any period beyond this will be at the discretion of management.

Employees who are granted an unpaid career break should be aware that their continuity of employment may be broken by the career break and that (after they return to work).

### **4.7.4 Procedure**

If an employee wants to apply for Flexible working, they should adhere to the following procedure:

- Consider which type of flexible working option they are interested in proposing
- Think through the practicalities and potential impacts on the business to consider whether it is feasible
- Complete the Employee Flexible Working Request Form HR37 a) – copy available on company intranet, staff pages, HR forms.
- Their Line manager must consider request and complete form HR37 b) – copy attached
- Line manager or HOD must be arranged within 28 days of receiving request. The employee can be accompanied by a fellow worker.
- Line Manager / HOD should recommend consult with General Manager and possibly senior Management at Head Office (if necessary)
- Once decision is made, it needs to be approved by the HOD/GM and also approved by the Managing Director/Finance Director
- Either way, the decision must be communicated to the employee within 14 days of the Meeting
- If an employee wants to appeal the decision, they must activate the Appeal within 14 days of receiving the initial decision
- They will need to attend an Appeal Meeting and they can be accompanied to the Appeal Meeting by a fellow worker
- The Appeal Meeting must be within 14 days of communicating decision
- Final decision communicated to employee within 14 days of Appeal hearing
- Flexible working procedure implemented (if approved), including HR Admin. drafting up contractual paperwork and advising Payroll
- Flexible working pattern reviewed 6 months from implementation, to ensure still viable.

#### **4.8 RETURNING TO WORK**

There is help available to you if you are returning to work after a career break, including working tax credits, childcare tax credit, back to work bonuses. For information on these, please contact the WTC help-line on 0845 300 3900, or visit the website [www.inlandrevenue.gov.uk](http://www.inlandrevenue.gov.uk).

#### **4.9 WORK LIFE BALANCE**

Beales hotels actively promote and encourage better work life balance for all our staff. If you want to discuss any issues relating to your own work life balance, contact your General Manager, or alternatively, the following websites may be useful: [www.ivillage.co.uk/workcareer/worklife](http://www.ivillage.co.uk/workcareer/worklife)

#### **4.10 RELATIONSHIPS AT WORK**

If a romantic relationship develops between two employees, it is the responsibility of the individuals concerned to deal with any issues affecting their professionalism as they occur. The relationship should be reported to the individuals' manager(s) and it should not advantage or unfairly disadvantage any member of staff.

If the company deems that a conflict of interest has arisen, then appropriate action will be taken, such as moving one member of the couple to a different department or locations. It is a disciplinary offence for a couple to pursue their relationship physically whilst on duty.

#### **4.11 PARKING AND SPEEDING FINES**

If an employee receives a parking or speeding fine whilst on company business, there is no legal obligation on the company to pay it. Employees alone remain fully responsible for the payment of all fines incurred.

