AT WORK POLICY

In order to make it easier for all staff to keep themselves informed of Bowerbirdy's policies and any changes made to them, we will highlight any changes made from one update to the other.

New text will be highlighted as follows: This is new text xxx xxx xxx.

Any old text that has been deleted will be highlighted as follows: ~~This is old text that has been deleted yyy yy yyyyyy~~.

We hope this will help you to quickly be able to identify any changes made to our policies.

Introduction

In any organisation it is important that everyone has a good understanding of what is required of them while they are at work. Bowerbirdy's 'At Work Policy' aims to explain what is expected of you as an individual and as a Team Member whilst you are at work.

This policy is split into two sections:

A. Team Responsibility

B. Personal Responsibility

A. Team Responsibility

Bowerbirdy's Commitment to Health and Safety.

Bowerbirdy is committed to ensuring the health, safety and welfare at work of our employees, customers and general public.

Bowerbirdy recognises that health and safety objectives must be accorded the same priority as other business objectives and considers legal obligations as setting minimum standards only. To meet this commitment, we have developed a detailed health and safety policy document and associated procedures.

The aims of this policy are:

- To prevent accidents, injuries and ill-health, and to identify, involve, train and motivate employees on all matters concerning health and safety.
- To reduce the risks associated with hazardous situations as far as is reasonably practicable.
- To achieve and maintain a high standard of occupational health and safety.
- To control situations likely to be hazardous to health and safety at work or cause damage to persons and equipment.
- To provide and maintain a safe and healthy working environment for everyone.
- To make effective arrangements for the monitoring and review of such arrangements.
- To ensure that we maintain a fit and healthy workforce whilst preventing disability and loss of working time due to injury or illness is minimal.

Responsibility.

Collective responsibility for the development, resourcing and implementation of this policy lies with the Director; however, day to-day responsibility is delegated to the Regional Manager. This responsibility extends to all events and activites under direct control of and occupied by the Company. However, you are reminded that all employees have a reasonable duty of care for the health and safety of themselves, work colleagues, customers and the general public.

You must adopt safe working practices given to you either through written or verbal communication, and it is through your co-operation that we will promote a safe and healthy working environment. As part of your commitment to health and safety, you must attend all designated training sessions as directed by your manager. Attendance is mandatory and failure to attend may result in disciplinary action.

Although this handbook aims to provide you with updated information regarding health and safety rules, these are constantly being revised and new legislation is introduced. Therefore, 'new' information regarding health and safety rules will be conveyed via TAM. All employees must read this information and keep themselves abreast with any changes to the health and safety rules.

Seven Basic Health and Safety Rules.

Every member of staff must familiarise themselves with the following, simple rules:

1. Report immediately any faulty or hazardous fixtures, fittings, furniture or equipment – especially electrical equipment to the Regional Manager.

2. Report all accidents, however minor, to the Regional Manager.

3. All members of staff are expected to look out for potential hazards which shall be immediately reported to the Regional Manager.

4. Do not attempt to repair faulty electrical equipment.

5. Switch off (non-essential) electrical equipment before leaving the workplace.

6. Keep all emergency exits, stairs and corridors free of obstructions.

7. Only smoke in designated staff areas. Never extinguish cigarettes or throw matches in waste paper bins or on floors. Do not put paper in ashtrays.

Accidents.

In addition to having to report it to the Regional Manager, all accidents involving staff and customers, however minor, must be recorded on TAM so you can log any accidents that may occur during your shift.

Fire Prevention.

Fire instructions will vary from event to event. You will, of course, be briefed in respect of your own local procedures as part of the induction process. Please inform the Regional Manager if this did not form part of your induction.

The following guidelines are for general advice only.

a) Fire Precautions

To assist in the elimination of potential fire hazards you are required to follow the simple instructions below. Failure to do so may result in disciplinary action.

- Only smoke in designated staff areas and ensure all cigarettes are correctly extinguished and contents of ashtrays disposed of carefully.
- Do not overload electrical plug sockets.
- Report all frayed leads, damaged plugs and sockets to the Regional Manager.
- Clear rubbish regularly.
- Ensure you are familiar with the location of fire exits, evacuation routes, fire alarms and firefighting equipment.
- Attend all training sessions.

b) Fire Drills

To ensure familiarity, a fire drill will be conducted frequently.

c) If you discover a fire or see smoke:

- Raise the alarm immediately by activating the nearest Fire Alarm.
- Alert the Regional Manager to the location of the fire.

d) Only tackle the fire IF:

- There are two of you present.
- Your exit from the building is not blocked or obstructed.
- The fire is small enough for you to tackle.
- You know how to use or have received training on the use of firefighting equipment.

e) What happens if you hear the fire alarm?

- Turn off all equipment and machinery, and ensure it is stored correctly away from any exits.
- Close but do not lock all doors or windows.
- Make your way to the nearest fire exit, calmly and quietly and do not run – (do not use the lift if there is one).
- Assemble at the Evacuation Point – as advised by your Team leader/Regional Manager.
- Do not re-enter any Bowerbirdy event space until you are told it is safe to do so.

f) What happens in the event of an evacuation?

- Proceed out of the event space in a calm and orderly fashion using the designated evacuation routes.
- Reassure customers and guide them away from event space.
- Do not return to event space for personal belongings nor allow customers to do the same.
- Persons in wheelchairs should be held back until all other customers have been evacuated (to prevent crushing or jamming of fire exits). Once cleared they should either be pushed out in their wheelchairs or carried from the building.
- Equipment in the kitchen and plant rooms should be turned off where possible and only when it does not delay escape.
- All employees must be registered at the designated Evacuation Point.

Security

Remember, we all have a responsibility to provide a safe and secure environment not only for the benefit of ourselves, but also for the benefit of our colleagues, our customers, the Company and the general public.

You should be vigilant at all times whilst arriving and departing from work and in all areas whilst working. If you see anything that concerns you or appears to be suspicious, you must inform the Regional Manager immediately.

If you are allocated any keys or key codes you must, at all times, act responsibly and with due care and attention. If you lose any key within your possession you must report this to your Regional Manager immediately. Failure to do so may lead to potential security breaches and, on a personal level, to disciplinary action.

Management will provide you with specific instructions regarding security within your department.

We will not tolerate any breaches of security and/or theft. If any employee is suspected of theft or is part of any security breach then, subject to investigation, they may be summarily dismissed.

We reserve the right to search any locker allocated to you and to request that you and/or any container that you are carrying are to be searched upon the Company events space, you may, if you wish, request a witness. However, this will not detract from your rights under common law to object to this search.

For security and safety reasons no employee will be permitted to remain on the premises after close of business without the prior consent of the Regional Manager.

Legal Obligations

You carry a special responsibility to observe the requirements and conditions of local licensing conditions and any other appropriate statutory requirements.

Please find below, if applicable, a summary of your obligations:

Licensing Regulations

You may not serve alcohol to:

- Persons under 18 years of age or those who appear to be under 18 years of age and who fail to produce the requisite identification (passport, photo driving licence or PASS card only).
- Prostitutes.
- Police Officers on duty.
- Individuals who are drunk and disorderly.
- You may not serve alcohol outside the normal permitted hours as specified by the Company.
- You must observe the rules of “drinking up time”.

Weights and Measures Act (1963) and Customs and Excise Act (1952).

- You are responsible for serving intoxicating liquor in the correct quantities.
- It is illegal to dilute any liquor intended for sale to the general public.

Trade Descriptions Act

- It is illegal to pass off a drink as requested by a customer.
- You are responsible for serving drinks at the correct prices as displayed on the bar tariff.

Your Regional Manager is responsible for informing you of any legislation that may apply to your locality.

It is essential that you follow and abide by these rules as failure to do so may leave you personally liable for prosecution by the local authorities.

If you have any concerns over your legal obligations please discuss these with your manager.

Food Safety Policy

Bowerbirdy aim to provide the highest standards possible when it comes to food safety and hygiene.

To attract customers back time and time again, we must ensure that the food and drink prepared and sold by us is of the highest standard all the time, every time.

Not only must we follow our own high standards but we must also abide by the legal requirements relating to food safety and hygiene.

Every employee must take all-reasonable precautions to ensure that Bowerbirdy complies with the rules laid down in the Food Safety Act 1990 and the associated Regulations.

We are committed to ensure that management and employees alike are able to carry out their duty to food safety and hygiene. In particular we will so far as reasonably practicable:

- Ensure that the food prepared and sold by Bowerbirdy meets high quality and safety standards by quality management.
- Ensure that a hygienic workplace, plant, equipment and systems of work are provided for all our employees, by operating all food businesses in accordance with procedural guidelines.
- Ensure the health and hygiene of our own employees.
- Provide such information, training and supervision as employees need for the purpose of maintaining a hygienic environment, avoid placing themselves and others at risk, adhering to the Company's Food Safety Policy and procedures as laid down.

Food Handling Essentials

As a food handler you have a direct responsibility to ensure that the food you prepare and serve is of the highest standard. Your contribution is essential.

- Always store and prepare raw and cooked food separately.
- Use separate utensils and equipment for raw and cooked food.
- Keep food covered when not in use.
- Perishable food must be kept hot or cold.
- Do not leave food at room temperature.
- Reheat food until it is piping hot.
- Do not prepare food too early.
- Observe good stock control.

Cleaning Essentials

Follow the department cleaning schedules – they identify the areas and equipment to be cleaned, the chemicals to use and the frequency of cleaning needed.

- Wash ALL equipment after use.
- Utensils must be thoroughly washed and rinsed.
- Cleaning as you go stops food waste building up, prevents the opportunity for contamination and removes the source of bacteria.

You will be asked to read and understand the Food Handlers Declaration Form (FH1). Once completed you should return to your manager.

Full and detailed training in all areas of food safety and hygiene will be provided. This training is mandatory.

B. Personal Responsibility

Confidential Information

The Company possesses valuable confidential business information. This information may be in the form of documents and files or computer disks and hardware. You may, throughout the course of your normal working day, come into contact with financial, marketing or technological information, which, if made available to the public domain could affect our business potential.

Definitions of the types of information you may come into contact with can be found below:

- Financial Information means any information relating to business methods, strategic plans, management systems, finance and research and development projects, policies and procedures.

- Marketing Information means information relating to the marketing or sales of any past, present or future product or service including sales targets and statistics, market share and pricing statistics, marketing surveys and plans, market research reports, sales techniques, discount structures, advertising and promotional plans, databases and mailing lists

with the identities of customers and potential customers, and suppliers and potential suppliers by reference to names, addresses, telephone numbers and all aspects of the business relationship with them.

- Technical Information means trade secrets, processes, inventions, designs, know-how and technical specifications relating to the creation, production or supply of any past, present or future product or service.

We give our employees access to confidential information so that they can carry out their duties and tasks to the highest standard. However, we must stress that we do this in trust and confidence and, in return, we request that employees act in the best interests of Bowerbirdy at all times.

Unauthorised disclosures of confidential information relating to our business will not only harm us now but may cause irreparable damage for future business and financial initiatives. Therefore, any breach of this confidence will result in disciplinary procedures, which may lead to summary dismissal.

Upon termination of your employment with us you will be required to relinquish any documents (without keeping copies) or items, which could be described as 'confidential information' to your manager. The duty to refrain from passing on or using any confidential business information continues after your employment is terminated.

Outside Interests

You may not whilst working for Bowerbirdy involve yourself in any activities, which may adversely affect the proper performance of your work, nor undertake any other employment without the prior written consent from Bowerbirdy.

You may not make personal profit from any person or organisation supplying goods to or dealing with Bowerbirdy.

Friends and Relatives

We do not, as a rule, employ relatives of employees.

Employees must ensure that their outside work matters do not interfere with or have any adverse effect upon their work performance. If it is felt that an employee's work performance is being affected, Bowerbirdy reserves the right to review the situation and take appropriate action as necessary.

Close personal relationships within the workplace are discouraged. If these relationships interfere with work performance, then Bowerbirdy reserves the right to review the situation and take appropriate action as necessary.

If friends or relatives enter Bowerbirdy's events space they must be treated as normal customers, and where possible, they should be served by another member of staff. Apart from the specific staff benefits, friends and family of an employee shall pay normal customer prices for products and services at the event.

Please do not arrange meetings with friends or relatives on the day of event or at any time whilst you are on duty.

Property – yours and ours!

You are personally responsible for all Bowerbirdy property, including money, which is under your control or given to you to help you carry out your job (e.g. uniform). Therefore, you should treat all such property as your own. You should take note that any lost or damaged property (that causes Bowerbirdy loss) caused by carelessness on your part may need to be reimbursed.

Bowerbirdy does not insure your personal belongings; therefore, we recommend that you do not bring personal belongings to work. If you do, then we suggest that these items should be locked safely in Bowerbirdy vehicle (if provided) or given to your Regional Manager for safekeeping. Please remember that this is at your own risk and Bowerbirdy cannot be liable for any loss or damage to your personal belongings (this includes motor vehicles and contents).

Any lost property must immediately be reported to the Regional Manager who will take appropriate action.

On Duty or Off Duty

The following procedures are designed to ensure that you understand the things that are expected from you whilst you are on or off duty.

As a general rule of thumb, if you are on duty but on a break, we ask that, if you are 'front of house' you either change out of your uniform or cover your uniform sufficiently from view of the general public. We ask you to do this so as to portray a professional image at all times, prevent security breaches and prevent possible lapses in customer service.

Smoking – Staff are not permitted to smoke at any time whilst on duty. If you are a smoker you must only smoke during designated break times and in the designated areas. Failure to do so may lead to disciplinary action. You must have the Regional Manager's prior approval in order to take a smoking break.

Food & Drink - Staff are not permitted to eat or drink (with the exception of any pre-determined medical reason i.e. diabetes) at any time whilst on duty unless during designated break times and with your Regional Manager's prior approval.

Please use the area provided or if you wish, you may use Bowerbirdy's facilities but remember that once you are 'front of house' you are now a customer and you must behave accordingly.

Staff may not at any time whilst on duty, consume alcohol. Please refer to the Bowerbirdy's 'Alcohol and Drugs Policy' for further information.

Telephone Calls

Other than in an emergency personal telephone calls made or received by the Company's telephone lines are not permitted unless prior permission has been sought via your manager.

You must keep your mobile phone in the events safe place. Unless you have the Regional Manager's prior approval you are not to carry a mobile phone on you while on duty (friends and family can call the sales office, designated manager at the event should they wish to talk to you).

Uniform, Personal Appearance and Conduct

Where you are provided with a uniform you should wear this at all times whilst at work. It is your responsibility to keep this uniform clean and well-presented and wash it on a regular basis.

Your uniform must not be worn outside of work and must be returned upon termination of employment. If your uniform is lost or damaged (excluding normal wear and tear) you must purchase a new one. Please discuss this with your manager if the need arises.

To reflect our customer friendly image and also for security reasons we will supply you with a name badge which must be worn (on the right of your chest) at all times. The first badge is free, however, if lost you will be expected to pay for a new one!

If your job role dictates you will be supplied with a pair of safety shoes, then these must be worn at all times whilst on duty and must be kept clean and presentable.

In addition to your uniform, you should always arrive at work well presented, clean, shaven (in the case of our male staff), and all jewellery and make up must be kept to a minimum.

Your hair should be clean, neat and tidy, avoiding unconventional hairstyles or hair colourings and, if appropriate, tied back.

Avoid the use of strong smelling perfume or aftershave.

Keep all cuts and abrasions covered.

All food handlers will be provided with the appropriate garments including a hat for food safety reasons!

We like to think that we are among the best at what we do and the feedback from our customers and anyone else we might come into contact with throughout our working day should reflect this.

- Be polite and courteous at all times.
- If asked a question always give an answer. If you don't know the answer ask someone who does!
- Smile!

Wage Deductions

Till variances of £3.00 either way may be subject to disciplinary investigation.

Bowerbirdy reserves the right to obtain recompense for your cash shortages through a deduction from your wages. All deductions will be agreed in advance and the shortage will be agreed in the presence of you and your manager and will also be confirmed in writing. You will have every opportunity to present your side of the story and, if you wish, will be able to be accompanied by an employee representative.

Any deduction will not exceed 10% of your gross wages for that week/month.

NOTE: This Policy was approved by the following officer on 01/01/2026 and is due for review every 1 year:
John-Paul White