

CH
&CO

people

what's in it for you?
your benefits handbook





At CH&CO, we believe that to create a truly valuable working relationship, we have to say thank you for a job well done. We believe that when someone feels genuinely cared about by their employer, they will feel happier and more engaged at work and will value their relationship with the business at a deeper level.

That's why we offer a range of benefits to look after your health and your wealth, to keep you well and help your money go further.

This booklet brings together all the benefits that we offer our CH&CO people. Some will be provided to you as part of your core employment package, whilst others are available for you should you wish to take advantage of them. Just check your contract of employment for confirmation of which core benefits apply to you.

Remember you can get copies of any of our policies and procedures from Unlock, SharePoint and Yapster, or by emailing peopledesk@chandcogroup.com



We hope you'll agree that CH&CO offers a great range of benefits for our people and their families.

We wish you all the very best in your career with us at CH&CO.

what's inside?



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core benefits - unlock



benefits and perks for everyone

Unlock is our reward, recognition and communications Hub.

CH&CO people are given access to Unlock from day one of their employment with us. On Unlock you can find details on our generous benefits programmes, which include many great perks and benefits designed to enhance our busy lives and support our mental health and wellbeing.

You can keep up to date with all the company news and events, find links to your PeopleVue account, as well as access all of our People policies and procedures and our current vacancies.



If you experience any issues accessing your account, please contact Reward Gateway Support:
Live chat: chandco.rewardgateway.co.uk/contact
Call: (+44) 020 3780 1891 / (+353) 01 431 9782
Email: support@rewardgateway.co.uk

Please take some time to familiarise yourself with all the benefits. Full details of these can be found on Unlock in Benefits & Perks.

chandco.rewardgateway.co.uk/SmartHub

core benefits - yapster



our communications app

The nature of our business means that the majority of our people are not based at a desk or laptop each day – they are in the kitchens preparing food, washing pots, or behind the counters serving our customers.

So, to help you feel connected with the rest of the business, we share all of our company news and views on our very own social media app – **Yapster**. Think Instagram and WhatsApp all in one place but in an app that you control around your working patterns.



With Yapster you'll:

- Never miss an important announcement
- Be able to chat with your teams and other colleagues
- See what's happening across the business
- Control what you see, how you see it and when you see it
- And you can download to a device of your choice

Once we've completed your new starter process, you'll receive an email with an invitation to download the app and start Yapping!



core benefits - holidays



our holiday entitlements

CH&CO offers holiday entitlements ranging from 5.6 weeks to 6.6 weeks of holiday per year. That works out as between 28 and 33 days of holiday per year if you work five days a week, including statutory and public holidays.

You may have an adjustment for part-time working and your contract of employment will detail this. Of course, if you're part time you are entitled to a pro-rata holiday entitlement according to the hours you work each week.

We'll give between 28 and 33 days holiday per year if working five days a week.

Be sure to give your manager enough notice of when you want to take holiday and book your holiday using the PeopleVue Employee Self-Service (ESS) system.



core benefits - pensions



We want you to be able to enjoy your retirement to the full. That's why we operate two company pension schemes. Your eligibility depends on your contract of employment.

We also maintain many other pension plans through legacy and TUPE arrangements. For more information on these please contact the People Team.

nest pension

Under current legislation, we are required by the government to automatically enrol you into a workplace pension scheme, which meets certain statutory requirements, if you:

- Are aged between 22 and state pension age
- Earn more than £10,000 a year
- Work in the UK
- Aren't already in an eligible pension scheme

We have chosen to partner with NEST Pension, an experienced provider of workplace pensions in the UK, for auto-enrolment.

If you are auto-enrolled into the scheme, both you and CH&CO will make contributions towards it.

We will deduct your pension contributions from your take home pay and pay these into the scheme on your behalf, in accordance

with the rules of the scheme. We will also make employer contributions into the scheme.

Once you have been auto-enrolled, you can choose to opt out of the scheme. However, under current legislation, we are obliged to re-enrol you every three years. Of course, if you are under 22 years old or earn under £10,000 a year, you can still choose to join the NEST pension - just email: payrollvue@chandcogroup.com.



core benefits - pensions



hargreaves lansdown group pension plan

Where eligible, you may qualify for the CH&CO Group Personal Pension Plan with Hargreaves Lansdown.

If so, you will be automatically enrolled into the scheme with a starting employer contribution detailed in your contract of employment. You can, if you wish, contribute a higher percentage.

The scheme is operated on a salary sacrifice basis, through which you give up a proportion of your pay equal to the amount you would pay into your pension, and CH&CO pays a contribution on your behalf. This allows you to make income tax and national insurance savings, increasing your take home pay.


You can control how your pension fund is invested and select from a wide range of funds depending on the level of risk you wish to take.



A host of guidance to support your decision making can be found at: invest@hl.co.uk or 0117 314 1795.



**HARGREAVES
LANSDOWN**



**CH&CO pays a
contribution on your
behalf, increasing
your take home pay.**

core benefits - life cover



All CH&CO people with a permanent contract of employment are covered with financial protection paid to their named beneficiary in the event of death. The amount payable is calculated on both your salary and job role.

Whilst we sincerely hope you never have to use this benefit, please ensure you complete the Expression of Wish Form when you join us.

Remember, if your beneficiaries change then do speak to your manager and request a new form so we can keep your details up to date.



core benefits - private medical cover



CH&CO offers some of our people private medical cover through AXA.

This cover gives the opportunity to seek private healthcare treatment, speeding up the treatment received and getting you back up and running sooner.

Your contract of employment will confirm if you have private medical cover, and more details will be sent with your joining forms. If eligible, your cover will start once you pass your probation. As there is a personal tax implication on this benefit you will be given the option to join.



The cover provided is on a single-cover basis. However, you can add your partner and/or children at your own cost if you want them to receive the same care. If you would like to add a family member to the scheme, please add their details to your application form that will be sent to you along with more information about the cover.

We partner with AXA for our private medical cover. To speak to them directly call 0345 600 2072.



voluntary benefits - cycle to work scheme



**get to work, get fit,
save the planet, and your pocket!**

Switching to a two-wheeled commute can help you do your bit for the environment and your health. Your wallet will be glad you made the choice to leave the car at home too.

Our **Cycle to Work** scheme allows you to hire a bike, interest-free, from CH&CO, whilst making attractive tax and national insurance savings.

This means you don't have to spend a fortune on a bike to enjoy the benefits of cycling to work, provided this is the main use of the bike.



Photo: Cognis of Paris



Photo: Review of Unsplash

You get to spread the costs over a year, and for a small additional fee you can take ownership of your bike at the end of the hire period.

You can spend anything up to £2,000 on a bike package of your choice, including accessories, provided the deduction does not take your pay too close to National Minimum Wage after all your salary sacrifice deductions are taken.

See **Unlock** to find out more.

**Spend up to £2,000
on a bike package
of your choice.**

voluntary benefits - volunteering days



Everyone who has a permanent contract with us at CH&CO is welcome to engage in volunteering activities with recognised charities or community organisations.

After you have passed your probation period, we offer up to 2 days per calendar year of paid leave so that you can spend time supporting causes that are close to your heart, which also help us to invest in local communities.

See **Unlock** to find out more.

Volunteering dates can be requested and approved by making a request via PeopleVue Employee Self-Service (ESS) system, in the exact same way as you would request annual leave.

Support causes that are close to your heart and help us invest in local communities.



voluntary benefits - professional subscriptions



further supporting your career development

Where you and we believe there is value in it, we will provide you with your professional subscription to ensure your continued professional development is aligned to your professional body.

Please discuss this with your manager and once agreed, you can claim your subscription amount back through expenses.



voluntary benefits - eye care



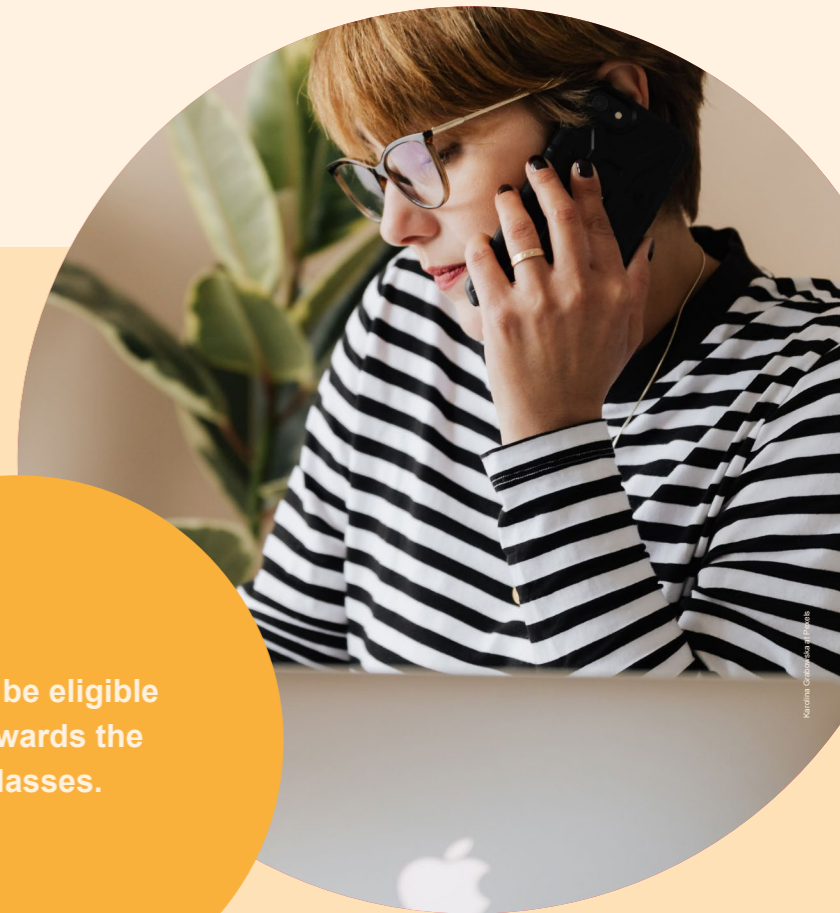
Anyone with a permanent CH&CO contract, and who is categorised as a Display Screen Equipment (DSE) user (someone who uses display screen equipment as a significant part of their normal work), is eligible for an eye test.

We provide an eye care voucher if the above applies. It may also be worth exploring other options available as there are many providers that offer free eye tests.

You may also be eligible for a maximum value of £50 towards the cost of your glasses. This can be claimed back through your expenses, once agreed by your line manager.

See **Unlock** to find out more.

You may be eligible to £50 towards the cost of glasses.



recognition - recognition schemes and people awards



celebrating our successes

It's so important that we celebrate successes and have ways in which we can recognise each other and say thank you for a job well done.

That's why we run a number of instant recognition schemes across the business. Always peer led, this gives our people the opportunity to call out great behaviour and attitudes that capture just what it is to be part of CH&CO – living our values every day!

**Make someone's day
by sending a colleague
an e-card in recognition
for a job well done!**

You can also make someone's day by sending an e-card to a colleague from Unlock's recognition hub.

We also run an annual People Awards celebration – to showcase the very best in our business.

See **Unlock** to find out more.

people
awards



recognition - long service awards



rewarding you for your commitment

Our people are everything to us. We love that our people choose to stay with us and flourish in their chosen career journey.

So, naturally, we are very pleased to celebrate and reward this commitment with a Long Service Award.

We will celebrate long service milestones by bringing everyone together for an annual celebration hosted by one of our leadership team.

Your business area and leadership team will make you feel special on your big milestones.

For more information, please contact your local People Team.

Your leadership team will make you feel special on your big milestones.



recognition - referrals



top up your earnings by referring your friends or generating new business

Can you refer a friend to fill a vacancy?

If you can help fill a vacancy by recommending someone and they're successfully hired, you can earn £500 for a chef role and £250 for any other role!

We will also reward you up to £1,380 if you provide a contact or lead that results in us winning new business.

Top up your earnings by as much as £1,380!

If you provide a lead that is previously unknown to us, we will pay you £30. If that appointment leads to full presentation stage, we will pay you an additional £350. If that tender results in a win, we will pay you an additional £1,000.

Payments will be made to employees only who meet the qualification criteria and will be subject to tax and national insurance deductions. Speak to a member of the Sales Team if you think you have a contact that can help grow our business! An equivalent scheme is available in ROI.



wellbeing benefits - employee assistance programme



we've got you

One of our most popular benefits is our Employee Assistance Programme (EAP), provided by Hospitality Action.

This **totally confidential** service is free for everyone and their families to use, to help you show up to work knowing that there is support for you, no matter what's going on in your work or personal life.

Hospitality Action provides you with an expert service to help when you are facing problems, difficulties or challenges relating to your home or working life.

You may be concerned about illness or your mental health, family troubles, money problems, worries about drug or alcohol use or gambling, or any number of other challenges you may be facing at home and or at work. Hospitality Action can assist you when needed.

The dedicated team are experts in helping hospitality people and are available 24 hours a day, 365 days a year.

Hospitality Action is a totally confidential service that is free for all staff and their families.



wellbeing benefits - salary finance



supporting your financial fitness and wellbeing

When thinking about wellbeing, an important and often overlooked part is financial. We all worry about money at some point in our lives, and we want to ensure you have access to the tools and support that can assist you with your financial wellbeing.

At CH&CO, we partner with Salary Finance - a financial wellbeing provider whose mission is to get people out of debt and into savings, helping us stay financially healthier and happier.

SALARY FINANCE

Our people have access, through salary finance, to:

- Affordable loans repaid through your salary
- Advance earned pay - the ability to access some of your earned pay ahead of your regular payday
- Simple savings where you can save straight from your salary
- Help to Save through government-funded scheme
- Financial wellbeing hub giving you access to webinars, financial health checks, life guides, tools, calculators and resources

For more information, visit [CHCO.salaryfinance.com](https://chco.salaryfinance.com).

We want to help you stay financially healthier and happier.



wellbeing benefits - family-friendly support



taking care of your loved and little ones

At CH&CO we understand that there is more to life than work and that, in most cases, family forms an integral part of our people's priorities. That is why we are committed to supporting our people in achieving a good balance between their work and home lives.

We recognise that at some stage in your employment, you may need to take some time out on family related leave, and we encourage this so that you may enjoy some quality time with your family. We have created a set of family-friendly procedures that outline a range of leave types.

We offer an enhanced range of family-friendly benefits.

We offer an enhanced range of family-friendly benefits including paid maternity leave, paid adoption leave, paid paternity leave, paid shared paternity leave, support and paid leave for early miscarriage, as well as paid time off for fertility treatment.

See **Unlock** to find out more.



wellbeing benefits - family-friendly support



childcare vouchers

The government closed the Childcare Vouchers scheme to new entrants in October 2018. If you were receiving Childcare Vouchers up to October 2018, you can continue to benefit from the savings provided that:

- Your child remains eligible - eligibility ends 1st September after your child's 15th birthday or 16th birthday if they are disabled.
- You have remained a CH&CO employee or transferred via TUPE.
- You have had a wage adjustment and received vouchers within any 12-month period.

If you wish to make changes to your existing Childcare Vouchers, please contact payrollvue@chandcogroup.com. Please note, if you leave the Childcare Vouchers scheme you will not be able to rejoin later.

tax-free childcare

You can use the government's Tax-Free Childcare scheme to save on the cost of childminders, nurseries, after school clubs and more. As part of the scheme, the government will pay £2 for every £8 you pay your childcare provider. Tax-Free Childcare can be used alongside the government's 30 hours free childcare, if you're eligible for both.

All government provided childcare is administered independently of CH&CO. Please note, any tax credits will stop immediately if you successfully apply for Tax-Free Childcare. You will also have to cancel any Universal Credit and existing childcare vouchers. Find out more: childcarevouchers.co.uk/parents/tax-free-childcare-parent-faqs
Tax-Free Childcare: gov.uk/tax-free-childcare / 0300 123 4097
Childcare Vouchers (Edenred): mychildcarevouchers.co.uk / 0800 247 1233



wellbeing benefits - holiday purchase scheme and flex days



create your perfect work life balance...

We recognise that some people may want or need to take more than their contractual entitlement of annual leave. That's why we offer, to all who have completed 12 months of permanent employment with us on a 52 week contract, the option to apply to take part in the Holiday Purchase scheme.

This allows you to apply to take up to 10 extra days of annual leave a year. You pay for these days through deductions from your monthly salary, spread across the year. You can apply for up to 10 days, provided the deductions do not take your pay below the National Minimum Wage after

all your salary sacrifice deductions are taken.

Managers will need to give prior approval for holiday purchase applications, as we must ensure operational coverage and continued exceptional service to our clients.

See **Unlock** to find out more.

You may also wish to take additional days of unpaid leave from time to time, which we are supportive of, as long as the business operations allow it. Please speak to your manager who may agree to this on a discretionary basis.

Apply for up to 10 extra days of annual leave a year.



wellbeing benefits - life event support



When the big things in life happen, whether that be the happiest or the most difficult of days, we're here for you.

Our managers have the discretion to allow flexible paid or unpaid leave to our people to help them deal with big life events.

We also recognise that sometimes you'll feel uncomfortable telling your manager why you need some time to yourself. In this instance you can contact a member of the People Team through a confidential email inbox.

When the big things
in life happen, we
are here for you.

We will make sure you are provided with the support and help you need, whilst maintaining your confidence and privacy.

To speak to the People Team confidentially, email: confidential@chandcogroup.com



wellbeing benefits - compassionate leave and support



We recognise the need to support people by providing reasonable time off for special leave to meet particular circumstances, such as a bereavement.

For time off following a bereavement in your immediate family, you will be entitled to up to two weeks paid leave, and flexible unpaid leave as required. For clarity, immediate family includes parents / in-laws, partner, spouse, siblings and children.

If you suffer a bereavement in your extended family, you will be able to take a day's paid leave to attend the funeral and may be able to request additional leave (paid or unpaid) at the discretion of your manager.

We are able to support you in other ways during a difficult time like this, please speak to your manager or the People Team. You can also access our free and confidential Employee Assistance Programme, the details of which are within this booklet and on **Unlock**.

We recognise the need to support people.



and finally... saying goodbye



If you leave us, you will no longer be eligible for CH&CO benefits. For further details, see below.

Unlock: Your Unlock account will be closed upon leaving the business, however, you will have access to your account for 60 days to allow you time to withdraw any cash back. You can contact the Reward Gateway employee support with any questions.

Yapster: Your access to Yapster will be disabled on your last day with us. You can remove the app from your devices at your leisure.

Holiday: If you have accrued holiday left to take, you should take this during your notice period, or it will be paid in lieu. If you have taken more holiday than you have accrued, the relevant sum will be deducted from your final gross pay.

Pension: Your pension provider will be in touch with you to discuss next steps once CH&CO's payroll team has been notified that you've left. This could take up to two months.

Life cover: Your cover will end on the day you leave.

Private medical cover: Your cover will end on the day you leave.

Cycle to Work scheme: Any outstanding loan amount will be deducted from your final net pay. Your cycle to work agreement will contain details of how ownership will be transferred to you upon leaving us.

Season ticket loans: Any outstanding loan amount will be deducted from your final net pay. If you feel this may cause financial hardship, please speak to your manager as we may be able to spread the repayments.

Volunteering days: This benefit will cease on your last day with us.

Professional subscriptions: This benefit will cease on your last day with us. You may be asked to repay a proportion of the subscription amount when you leave.

Recognition scheme and People Awards: This benefit will cease on your last day with us.

Referrals: This benefit will cease on your last day with us. Any agreed payments will be made with your final salary.

Long Service Awards: This benefit will cease on your last day with us.

Employee Assistance Programme: This benefit will cease on your last day with us, however, if you are receiving ongoing support through the EAP please speak to your manager so we can ensure a smooth transition.

All other wellbeing benefits will cease on your last day with us.

If you have any questions please speak to your manager or contact one of the People Team.



people



We wish you all the very best in your career with us at CH&CO.

For further information please email peopledesk@chandcogroup.com