



Resso Holdings Ltd

Induction Booklet

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Mission and Values

Mission

“To be the first choice to Eat Fresh in every market we serve by providing a fun, fast and interactive delivery of quality service and product”.

Values

- Providing exceptional customer service
- Delivering the best operational standards
- Fun and professional
- We do better every day, in every way
- We hate waste of any kind

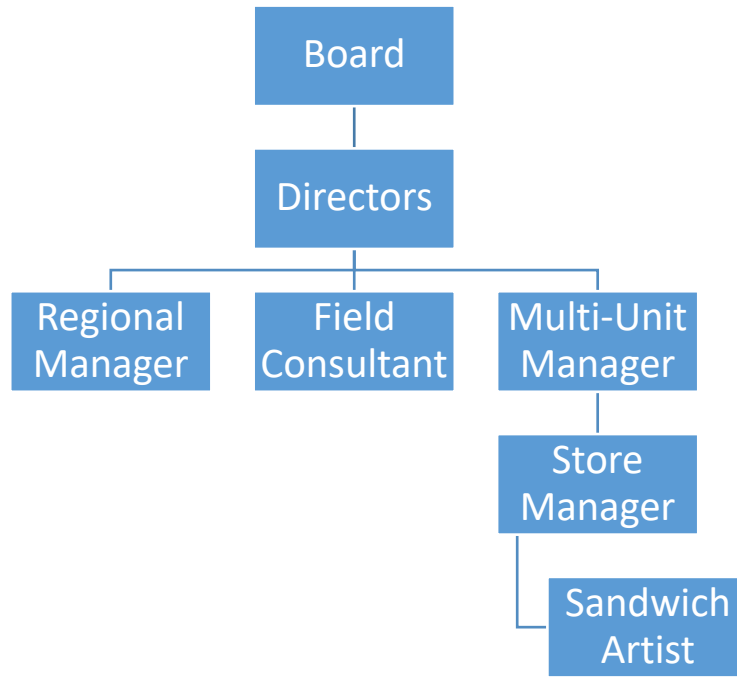
About Resso

Resso is our Holding company for all our trading stores. We opened our first store in 2001, which then quickly became 2, and then growth plans took over and now Resso works with 37 Company owned stores. Two sister Companies were also set up as the Development Agent arm for Territory 3 & Territory 10 which comprises of 9 counties and the district of Peterborough.

Locations include some of the following:

- Scunthorpe
- Spalding
- Peterborough
- Nottingham
- Northampton
- Leicester
- Milton Keynes
- Oxford

Company Structure



Employment Start Date Confirmation

Your Employment Start Date is the date of your First Working Shift and not your Induction day. I fully understand and agree with the above.

Full Name	
Allocated Store	
Employment Start Date	
Signature	
Date	

Uniform and Personal Appearance

You will be issued with uniform to be worn at all times whilst on duty in your designated Subway store.

Uniform is important for two main reasons:-

- ✓ Subway uniform acts as a hygiene device as it prevents your hair and other foreign objects falling into food.
- ✓ It provides all employees in Subway a common look which not only makes a Subway employee instantly recognisable but also ensures that the professional and clean image is portrayed in every store.

Uniform consists of:

- **Subway visor** – provided (replacement fee £5)
- **Subway top** – provided (replacement fee £8)
- **Subway apron**- provided (replacement fee £5)
- **Badge**- Provided (replacement fee £2)
- **Black trousers/Jeans** - *not provided*
- **Black shoes/Trainers** - *not provided*

Uniform must be worn prior to clocking in for your shift, anyone wishing to change before leaving the premises must do so after they have clocked out.

Your uniform will be supplied to you free of charge by the company, however when you leave the company you are required to return your uniform in full and in good order with any other items that are the property of the company.

Failure to return the appropriate uniform items in a good condition will lead to a charge of £33.00 being deducted from your final pay

You **MUST:**

- ✓ Wear your Subway visor or cap at all times when working in the back of house and serving the customers
- ✓ Clean and Ironed top (tops must be tucked into trousers)
- ✓ Clean apron worn at all times
- ✓ Clean black trousers/jeans
- ✓ Black Shoes/Trainers

If unfortunately your uniform is lost then we do charge for replacements items. Forgetting your uniform will lead to you being sent home as we do not have spare items kept in the store.

Uniformed store staffs are entitled to claim an allowance from HM Revenue & Customs which is paid by increasing your tax code.

Pay Rates and Frequency

The pay period month is NOT the calendar month but 13 off 4 weekly periods. Basis wages/salaries are paid on 4 weekly terms on the 10th day, thereafter normally a Friday. Should the 10th fall on a Bank Holiday period then wages will be paid on the next calendar working day.

You will receive an emailed payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

To ensure your payslip is sent to the correct email address, please provide the most up to date Email Address below.

Email address:

If you have any issues with your pay please contact your Line Manager in the first instance and if this is not resolved contact the Winkadale office within 5 days of the payment date.

Clocking in/out Meals and Meal Breaks

Clocking in/out

You are required to clock in before and after your shift, the Company will not re-calculate any time an employee has lost as a result of failing to clock in at the start of a shift – **THIS IS YOUR RESPONSIBILITY.**

Uniform must be worn prior to clocking in for work and anyone wishing to change before leaving the premises must do so after they have clocked out.

Staff will only be paid for the hours that have been agreed with Management and pre-scheduled on the rotas. Failure to clock out at the end of your shift will result in scheduled hours being paid if worked.

Failure to clock in and out for breaks will result in 30 minutes deducted for the day in question.

Arriving to work 5 minutes late or more will lead to 15 minutes deduction from your wages.

Meals and Meal Breaks

Each employee will be allowed one of the following Employee Meals deals during any shift that they are working.

- **Standard formulation six-inch meal deal for £1**
 - This will include any standard formulation sub or salad + cup drink + 1 cookie or 1 packet of crisps
- **Standard formulation Foot long meal deal for £2**
 - This will include any 12 sandwich or wrap + cup drink + 1 cookie or 1 packet of crisps

If you wish to add double meat/double cheese you must pay the extra charge.

Draft soft drinks are available free of charge provided that the plastic cups are used instead of the Subway logo cups. **Drinks are not to be consumed from Subway logo cups - plastic cups are to be used at all times.**

You are not permitted to use any promotional offers / merchandise such as buy one get one free or the use of our promotional vouchers in our stores.

Food items must be consumed in the customer area ONLY and not consumed in the kitchen, preparation areas or back of house. All other items of food/drink such as canned/bottled drinks, cookies and crisps must be paid for and proof of purchase retained (as you may be requested to provide this receipt for inspection).

Coffee and Hot Chocolate are not to be taken as part of your meal entitlement.

Meal breaks are automatically taken off your hours, and you are entitled to a **30** minute unpaid break if you work in excess of 4.5 hrs.

Rotas and Requested Changes and Days Off

Your rota will be available every 2 weeks from your Store Manager.

Requests for days off and/or changes to pre-agreed shifts on the rota need to be organised through your Store Manager and at least 2 weeks' notice provided before the day to be taken off or shift to be changed.

Promotional Products/Vouchers/Discounts and Sub Card

Subway and Resso Holdings Ltd provide many different benefits to its Customers, these can be in the form of:

- Voucher /leaflets, buy one get one free, etc.
- Advertised deals on A-board's e.g. Students get 10% off, NHS get 20% off
- Sub Card (collect points for each Sub bought)



These discounts are for **customer use only**, staff are prohibited to use any Promotional Products/Vouchers/Discounts and Sub Card.

Presented for their own use or gain, any misuse may be regarded as theft and be dealt with by our disciplinary procedures.

If you are unsure please ask your line manager.

I fully understand and agree with the above.

Signed:.....**Date:**.....

Holiday Policy, calculation and procedure

A) Annual Holidays

1. Your annual holiday entitlement is shown in your individual Statement of Main Terms of Employment (Form SMT).
2. It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and payment will not be made in lieu of any holidays accrued but not taken.
3. It is advisable to contact your line manager about the number of holidays that you have accrued before you book your holidays, as holidays not accrued will not be paid.
4. You should complete form Holiday request form on the Resso website for all holiday requests and have it authorised by Management before making any firm holiday arrangements.

5. Holiday requests will only be considered if you complete the holiday form, HR will allocate agreed holiday dates on a "first come - first served" basis whilst ensuring that operational efficiency and minimum staffing levels are maintained throughout the year.
6. You should give at least one month's notice of your intention to take holidays.
7. During your first year of employment, you may not normally take annual leave until it has been accrued. Thereafter, it is at the discretion of Management whether annual leave can be taken prior to accrual.
8. You may not normally take more than two working weeks consecutively except in exceptional circumstances with prior Management approval.
9. Holidays may not normally be taken by Store Managers or Sandwich Artists between October and December.
10. If you become sick during a period of authorised annual holiday you are not permitted to take the annual holiday at a later time.
11. Your holiday pay will be at your normal basic pay unless shown otherwise on your Statement of Main Terms.
12. You are required to reserve up to three days of your annual entitlement to take during the Christmas and New Year period (Christmas day/Boxing Day & New Year's Day) when we do not open. If you have not accrued sufficient holiday entitlement to cover this period you will be given unpaid leave of absence. (For stores that are closed on Christmas day need only reserve 1 day).

B) Public/Bank Holidays

Your entitlement to public/bank holidays is shown in your individual Statement of Main Terms of Employment. If you work on a public/bank holiday, or if it falls as one of your rest days you will be entitled to another day off in lieu.

C) Holiday Pay Calculation for hourly paid staff

Managers are required to contact the office before approving any holiday entitlement to ensure sufficient hours have been accrued.

This will ensure staff are not disappointed when they receive their payslip that holiday payment has not been made. Holiday pay will be based on your average hours worked over the previous 12 weeks before the holiday period.

Here is how it is calculated:

Step 1 Add together 12 weeks hours worked

Step 2 Divide by 12 gives you the weekly average

Step 3 Times by 5.6 weeks = Annual Entitlement at a given point in time

Step 4 Weekly Average divided by the number of days worked in a week = average hours per day

Step 5 Times by the number of days taken off as holiday

Step 6 These hours are then paid at the hourly rate agreed with the staff member, providing sufficient hours have been accrued.

Annual Entitlement can fluctuate, can increase or decrease. Any over payments will be deducted from 4 weekly wage.

Sickness and Return to Work Policy

- ✓ If you are unwell and cannot come into work YOU MUST notify the Manager on duty 2 hours or before if possible if you are unable to attend your shift due to illness, this **MUST** be done by yourself by telephone.
- ✓ Text messages will **NOT** be accepted as a form of sick notification.
- ✓ If you have suffered the symptoms of food poisoning or illness you must not come to work until medical advice has been sought and three days have passed with no symptoms, once confirmed.
- ✓ If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis, you must not report for work without clearance from your own doctor.
- ✓ On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager.
- ✓ Upon returning to work you may be interviewed by Management for the purposes of ascertaining your well-being and to complete a return to work form.

Employee Handbook

The Employee Handbook is available from Head Office or any of the Resso Holdings Ltd Subway Stores and offers more information on:

- ✓ Sick Pay Entitlement
- ✓ Maternity/Paternity/Adoption leave and pay
- ✓ Parental leave
- ✓ Time off for dependants
- ✓ Disciplinary & Grievance Procedure and Action
- ✓ Equal opportunities

I have been made aware that a full and comprehensive Employee Handbook is available in the store and from head office.

Signed:.....**Date:**.....

Pension Auto Enrolment

Resso Holdings Limited will be providing Pensions to their employees who meet the criteria as detailed below. We have chosen to offer NEST as our workplace pension scheme.

Type of workers

Eligible jobholders are: (please review pension website for current rates)

- Aged at least 22 but under State pension age Working, or ordinarily work, in the UK
- Earning more than £10,000 a year
- These workers will be automatically be enrolled to the Pension scheme once they have completed 3 Months continuous employment.

Non-eligible jobholders are:

- Aged at least 16 but under 75
- Working, or ordinarily work, in the UK
- Earning more than £5,832 (£448 four-weekly), but not more than £10,000

OR

- Aged at least 16 but under 22, or at least State Pension Age and under 75
- Working, or ordinarily work, in the UK
- Earning more than 10,000 (£769 four weekly),

Non Eligible jobholders are not eligible for automatic enrolment but can choose to opt in to a qualifying pension scheme, if they are not in a qualifying pension scheme already. If they opt in they're be eligible for employer contributions. When the individual turns 22 and they meet the above eligible jobholder criteria, they will automatically be enrolled the next pay reference period.

Workers without qualifying earnings are:

- Aged at least 16 but under 75
- Working, or ordinarily work, in the UK

Earning more than £5,832 (£448 four-weekly) or less Workers without qualifying earnings can ask to become a member of a qualifying pension scheme if not already in one. There is no duty for employer to make contributions.

Introducing Certified Halal Meats

SUBWAY® stores always encourage customer feedback. So following a strong demand from our Muslim customers, SUBWAY® stores in the UK and ROI introduced certified Halal meats in specific stores. When you see the symbol you can be reassured that only Halal meats are served in that SUBWAY® store.

At this time, only a limited number of stores serve Halal meats.



What is Halal?

In Arabic, the word Halal means “permitted” or “lawful”, and defines anything that is allowed or lawful according to the Qur’an. It is often used in the context of food, especially meat, to indicate that the food has been prepared in accordance with Muslim principles and techniques.

Do all SUBWAY® stores serve Halal meats?

No. At this time only a limited number of SUBWAY® stores serve Certified Halal meats. For a list of participating stores, please contact halal@subway.co.uk

Who certifies the Halal meat?

The Islamic Foundation of Ireland certifies all meats in the Halal stores, with the exception of the Chicken Temptation which is certified by the Islamic Committee of Thailand. For further information on the certification of these meats please find the contact details below.

- For more information about the IFI please visit their website at www.islamofireland.com
- For more information about the Islamic Committee of Thailand please contact them via telephone on 0294 94114, via their website www.cpfworldwide.com or email at consumercare@cpf.co.th

How do I know if a SUBWAY® store serves Halal meats?

We would like to assure you that all of the meats at the ‘Halal’ Subway stores are certified Halal meats. Ham and Bacon products have been substituted by “Turkey Ham” and “Turkey Rashers”. None of our Halal certified meats at Halal Subway stores contain Pork, and none of our standard meat products are being sold at Halal Subway stores. To ensure you know which stores serve Halal certified meats the participating stores display the Halal logo on the shop front window, the menu panel and the sandwich counter. There is also a certificate of the Islamic Foundation of Ireland (IFI) and the Islamic Committee of Thailand on display.

Is it the same great taste?

The meats served at Halal SUBWAY® stores have been produced to meet SUBWAY® stores high standards in taste, look and quality. The objective was to ensure the taste of the Halal products matched the taste of the SUBWAY® stores “Gold Standard” meats.

If you have any further questions with regards to the products or procedures used at Halal SUBWAY® stores or if you wish to send us your comments/feedback please email halal@subway.co.uk

Introducing Certified Halal Meats

- No alcohol must ever be present in the store either on the person or delivered to the store, this will be classed as gross misconduct.
- No non halal products must ever be transferred to a halal store, bread and any stock that is not from a halal store. Notify the manager immediately, if this procedure has not been adhered to.
- No non halal products must be bought into the store, this includes staffs own packed lunches.
- Should customers want further information, direct them to the line manager or website detailed above.

I have read, understood and agree to the above.

Signed:.....**Date:**.....

Health and Safety

Policy Statement

Resso Holdings Ltd t/a Subway aim's as a business to act as a good employer and to conduct our business activities in a way that will achieve the highest standard of Health and Safety for our employees, visitors and customers.

The Company regards the successful management of Health and Safety as equal to all our other business activities. All levels of management consider it as important as sales building, product quality, customer service, and cleanliness.

The cooperation of our employees is vital for the promotion of Health and Safety within our company. This will involve attending and participating in any required training sessions, supporting continuous risk assessments, adhering at all times to Company rules, and taking care of each other as we work together.

The Company intends to comply with all legal statutory requirements and codes of practice. In particular, we will:

1. Carry out an assessment of risks to all employees while at work
2. Carry out an assessment of risks to any visitors and customers
3. Provide instruction, information, training and supervision to employees
4. Provide suitable protective equipment where necessary
5. Provide adequate resources to maintain Health and Safety standards

Each employee has a duty to cooperate by:

1. Using protective equipment when applicable
2. Adhering to Company policies and rules at all times
3. Reporting accidents or hazards that could lead to injury or damage
4. Looking after their own safety, and that of others

Signed:.....**Date:**.....

Health and Safety - Introduction

All employees will receive training to enable them to understand and adhere to all Company policies and procedures. All of the required operational standards are detailed in the SUBWAY Operations Manual, a copy of which is located in store.

Accident Reporting

- ✓ All accidents **MUST** be reported. An Accident book is provided at each store.
- ✓ Please familiarise yourself with the location of the Accident Book at your store!
- ✓ When an accident occurs to any member of staff, visitor or members of the public, an entry in the book must be made to include details of the accident, the person involved and the details of the person making the entry into the book are included.
- ✓ If **YOU** have an accident at work you must report to the Manager or Supervisor and explain the situation.
- ✓ You **MUST** then enter the details or get a representative to do so (usually the first aider) into the accident book.



Accidents that involve an employee and are likely to result in absence from work for more than 3 days must be reported to the Local Authority (environmental health department) under RIDDOR (RIDDOR is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) and using the appropriate form (copies found in the Accident Book).

First Aid

Each store has its own First Aid box and it is the responsibility of the Store Manager to keep the First Aid box well stocked.

We have First Aid Appointed Persons nominated and trained within Resso Holdings Limited to take charge in an emergency situation.

Slips, trips and falls

What can I do to prevent slips and trips?

Your actions could make the difference between someone getting injured or not.

- ✓ Suggest ways of preventing contamination (water, oils, cardboard, waste etc.) from getting onto the floor
- ✓ Make sure the floor is clean and dry
- ✓ Clear up spillages immediately
- ✓ Dispose of waste materials
- ✓ Remove any obstructions
- ✓ Avoid causing trailing cables

- ✓ Store goods safely
- ✓ Keep workstations clear of obstacles
- ✓ Make sure flooring materials are level and secure
- ✓ Mark slopes and changes of levels
- ✓ Ensure you have adequate lighting
- ✓ Wear sensible footwear
- ✓ Think about visitors to your workplace, what do they need to know? Do you need to do more to protect them
- ✓ Follow everything you put in place



Working Practices

- ✓ You must not operate any equipment unless you have been trained and authorised to do so.
- ✓ You must make full and proper use of all equipment
- ✓ You must report to Management immediately any fault, damage, defect or malfunction in any equipment.
- ✓ You must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- ✓ You must use all substances, chemicals, liquids, etc. in accordance with written assessments and instructions.
- ✓ You must return all substances, chemicals, materials, liquids etc. to their designated safe storage areas when not in use.
- ✓ You must not lift, carry, push or pull any load beyond your personal capability without seeking assistance or without following the appropriate safe system of work.



Working Conditions / Environment

- ✓ You must clear up any spillage of liquids within the work area in the prescribed manner and report any hazardous conditions that exist.
- ✓ You must make proper use of all equipment and facilities provided
- ✓ You must keep all areas clear in a clean / tidy condition

- ✓ You must dispose of all rubbish and waste materials using the facilities provided

Protective Clothing and Equipment

- ✓ You must use all items of protective clothing/equipment provided as instructed.
- ✓ You must report any damage, loss, fault or unsuitability of protective clothing/equipment to Management.

Electrical Safety

All electrical equipment is checked regularly and maintained on an annual basis. Employees should report any defective equipment and remove it from use. Never use adapters or extension leads. When using electrical items employees should be aware of:-

- ✓ Loose wires
- ✓ Blackening around plugs and socket outlets
- ✓ Trailing flexes
- ✓ Signs of overheating



Manual Handling

All employees will be trained in correct lifting techniques. The following rules should be observed when lifting loads.

- ✓ Stand close to the load
- ✓ Bend your knees and keep your back straight
- ✓ Grasp the load firmly
- ✓ Lift with your legs and not with your back
- ✓ Never lift a load that is too heavy



COSHH

(Control of Substances Hazardous to Health)

COSHH requires employers to:-

- ✓ Assess the risks to health from chemicals and decide what controls are needed
- ✓ Use those controls and make sure employees use them
- ✓ Make sure the controls are working properly
- ✓ Inform employees about the risks to their health
- ✓ Train employees to be aware of health risks and work with hazardous materials safely



One important aspect of this training is the provision and retention of up to date COSHH (or data safety) sheets. More information on types of cleaning and our supplier is included later in this booklet.

Fire Safety

What you need to know:

- ✓ Details of the store fire emergency notice which is located in the back areas of every store.
- ✓ Location of their nearest break glass point and how to operate it
- ✓ Location of fire escapes and exits
- ✓ Location of the 'Fire Assembly Point'

During the tour of the store please make yourself aware of the above.

What to do upon discovering a fire – the essentials

- ✓ Raise the alarm
- ✓ Call the Fire Brigade
- ✓ Ascertain any disabled persons needing help
- ✓ Evacuate the building



Evacuation Procedure

- ✓ Immediate evacuation, no delays
- ✓ Encourage all public to evacuate
- ✓ Don't delay for people who refuse to evacuate but report them to person in charge
- ✓ Use the nearest safe exit
- ✓ Ensure everyone keeps moving and don't block the exists once outside
- ✓ Proceed immediately to assembly point



Practices to Avoid

- Do not delay once the alarm is activated
- Do not tackle the fire if it is not safe
- Do not return to the building until authorised

Food Safety

Personal Hygiene

As a food handler personal hygiene should be your top priority as you are handling food that will be consumed by our customers. This means that you must regularly wash your hands and ensure that you are clean and neat.

Handwashing

You **MUST** wash your hands after:-

- ✓ Visiting the toilet
- ✓ Smoking
- ✓ Handling raw meat
- ✓ Emptying bins



Hand soap units are located by every hand wash sink.

Food Preparation

- ✓ Food that is being prepared **MUST NOT** be left at room temperature for long periods of time.
- ✓ Before preparing food you must thoroughly wash your hands and ensure you are wearing the appropriate hygiene devices.
- ✓ Prepared food must always be labelled with a date and time of preparation.
- ✓ When preparing vegetables you must ensure that grit or soil is eliminated, do this by thoroughly washing the products.
- ✓ All equipment used to prepare products **MUST** be cleaned between usages.

Food Temperatures

- ✓ All chilled products must be above a temperature of 1.0*c and below 5*c
- ✓ All Meatballs upon service, must be served at or above a temperature of 64*c
- ✓ Baines, Fridges and Freezers must have their temperatures checked on a regular basis and recorded.
- ✓ Product temperatures must be taken a minimum of twice a day. Any products above or below the required temperature must be recorded and action taken.
- ✓ Products that have been at room temperature must be chilled to the servable temperature before serving them.

Stock Rotation

- ✓ When placing new products in the fridge you must ensure that old products are in front and get used first - **FIFO –First In, First Out (IN ALL CASES)**
- ✓ When preparing/using products you must ensure older products are used first.
- ✓ Food that is out of date **MUST** be thrown away and placed on the waste sheet. It is your responsibility to identify products that will be expiring.
(The most effective way of controlling expiring food is to check the labels when food is

transferred into the baine at the start of the day, this confirms if anything is out of date on that day. Furthermore, at the end of the day you must check the products that will be expiring on the next day.)

- ✓ All products must be labelled. Those that are not labelled must be treated as though they are expiring on the day.

Knives, Slicers and Blades

The correct operation and cleaning of equipment should be enforced for all equipment, specifically the vegetable slicer, tomato slicer, can opener and knives must be handled carefully.

When cleaning these pieces of equipment you must ensure that the blades are not in contact with your body. If these pieces of equipment are left to be cleaned they must be made **visible**.

NEVER PLACE A KNIFE INTO A SINK FULL OF WATER

If this is not followed you are risking your own and fellow workers safety.

Staff that have not been trained in using these pieces of equipment must not use them.

Vegetable slicer

SECURE → GUARD → SECURE

1. Secure the slicer onto the base
2. Place the guard in its correct position
3. Place the blade into the slicer and lock it in using the secure button.

Only operate equipment the way we have shown you to, for the first two times you are operating equipment you will be supervised by your manager/supervisor.

Remember when using any equipment if you detect faults you must follow the

INSPECT → REPORT → REPAIR procedure.

When you detect a fault you **MUST** report it to your manager / supervisor, they will report it to the management and it will be repaired.

Knives should not be left on the chopping board of the baine after use, they need to be placed into the baine knife containers. **It is important that knives or any other foreign objects should not be in sandwiches.** Place knives back into the knife holders in the baine.

Meatballs and Bread Safety

- ✓ Meatballs must be placed in the bottom microwave for three cycles of 8 minutes until the internal temperature in four meatballs is over 80 degrees. Between each cycle the meatballs must be stirred, this normally requires removal from the microwave. **WHEN DOING THIS ENSURE THAT YOU ARE WEARING OVEN GLOVES AND YOU ARE CAREFULL WHEN STIRRING THEM.**
- ✓ Once all of the cycles have been finished you must remove the meatballs carefully with the correct equipment. Carefully spoon the meatballs into the container in the hot baine. Whilst doing this ensure that people around you are aware that you are handling hot foods. The same applies for breads, **ENSURE THAT THOSE AROUND YOU ARE AWARE THAT YOU ARE HANDLING HOT FOODS.**

Bread Baking and Oven Usage

- ✓ The Oven must be cleaned daily in accordance to cleaning procedures. This includes using the REMOVE chemical supplied by Kays.
- ✓ When taking hot bread trays out of the oven two oven gloves MUST be worn, also staff must make those around them aware that they are taking hot trays out of the oven. When storing these trays every attempt must be made to ensure that the risk of burns is greatly reduced. In the bread cabinet hot trays must be at the top of the bread cabinet. If there is no room, hot trays must be behind the cooler trays and all staff must be aware that there are hot trays in the bread cabinet.
- ✓ Also when storing hot trays in the half rack, staff members must be made aware of them. Only Subway products must be used in the oven and the correct cooking procedures must be adhered to, as stated in the operations manual
 - Breads @ **350 F**
 - Cookies @ **325 F**

If there is a fault with the oven door or handle it must be reported to management as soon as it occurs. The procedure is known as the **INSPECT** → **REPORT** → **REPAIR** procedure.

- ✓ As of July 1, 2009, all stores will be required to have an open-air rack to cool bread, or be marked out of compliance under *Food Service Equipment*. The process of cooling bread on the rack for 30 minutes, or until bread has cooled, will be evaluated as part of the cooling stage under the *Product Preparation*. This new policy is designed to cool the bread as quickly as possible, resulting in improved resiliency and consistency, better taste and less wrinkling.

Coffee Machine

When operating the coffee machine you must stick to the following procedures which have been outlined;

- ✓ When using the machine you must ensure you are stood back, avoiding the dispensing nozzle.
- ✓ When you are sure that the coffee/tea has finished dispensing you should carefully place the hot cup lid on the cup, then carefully place the cup on the service counter in front of the Customer, **DO NOT** hand the hot beverage to the customer as you may risk spilling it over them.
- ✓ When cleaning the coffee machine you must stick to the cleaning procedures as stated by the coffee machine manufacturers. Stand back from the coffee machine as it proceeds with the cleaning cycle.

Toaster/Microwave Ovens

- ✓ These can be dangerous, if staff do not follow correct procedure they may risk themselves or others getting burnt. Microwave ovens must be used sensibly and only subway products to be used in them. Microwave ovens must be cleaned every morning without fail using the correct cleaning procedure.

- ✓ If the microwave oven does not turn off when you open the door or has any other faults you must follow the I.R.R procedure.

INSPECT → REPORT → REPAIR

Fridges and Freezers

- ✓ You must use these appliances appropriately; you must never lock anyone in the fridge or freezer. All fridges and freezers are fitted with emergency open buttons; if these are missing staff must use the I.R.R procedure. Finally, only subway approved products must be used in the fridge or freezer.

Cold Beverage Dispenser

- ✓ The cold drink dispenser must be cleaned and shut down every night without fail; the correct cleaning procedure from Cola Beverage company must be enforced. There is a cleaning and maintenance manual in every store. Spillages however small must be cleaned with the correct product; this includes cleaning the spillage as soon as it occurs and also placing a wet floor sign.

Security

Standard Security Measures

- ✓ The back door should always be LOCKED
- ✓ THE TILL SHOULD ONLY BE OPEN WHEN SERVING CUSTOMERS
- ✓ When closing/going to the bank – you must wear something over your clothes and be aware of those around you.
- ✓ Know the whereabouts of the first aid kit, fire extinguishers and smash glass points in your store.
- ✓ If the store looks like it has been broken into, call the police from a safe place, DO NOT ENTER THE STORE.



Armed Robbery

Someone has come into the shop and wants the money;

- ✓ Cooperate fully
- ✓ Follow instructions
- ✓ Press the panic alarm (if possible)
- ✓ Try to limit the privacy the robber has
- ✓ Try not to end up in the back room –if possible
- ✓ Try to escape out the back room - if possible
- ✓ Do not take risks!

AFTER THEY HAVE LEFT...

- ✓ Dial the emergency services
- ✓ Remember **if the robber touched anything, report this to the police.**

Burglary

On a closing shift remember to:-

- 1 Leave a light on
- 2 Place the cash into the safe
- 3 Lock the door
- 4 Set the alarm
- 5 Leave the cash drawer open

On an opening shift remember to:-

- ✓ If you are outside the building and it looks like forced entry has occurred. DO NOT ENTER, CALL THE POLICE.
- ✓ If you are inside the building and it's clear that you have been burgled, LEAVE THE BUILDING, CALL THE POLICE

Fighting in store

- ✓ Staff should be aware that if a fight between customers breaks out they must call 999 straight away.
- ✓ Ensure that all the staff keep clear of the fight and call security if they are available.
- ✓ Supervisors should ensure that all staff are safe and that no staff member is placed at risk.

Violence at Work

- ✓ Staff safety is paramount and under no circumstances should it be compromised, on late night shifts security people have been provided.
- ✓ If there is an incident of an irate customer you must refer the customer to the supervisor or manager.
- ✓ If a customer becomes physically or verbally abusive the supervisor/manager must attempt to manage confrontation by listening and remaining calm and confident and being assertive.
- ✓ A supervisor/manager must attempt to diffuse the situation before it escalates. The best method is to offer a compromise by being non –confrontational.
- ✓ Do not aggravate the situation, if all else fails call the police/security rather than ejecting the offender yourself. If all else fails call 999!

If security provided on the night shifts do not turn up the following procedure should be followed

- ✓ Call security – numbers are held within the store
- ✓ You must then ring your store manager
- ✓ If you cannot get in touch with your store manager you should call your Multi-Unit Manager

Lone Workers

There is a strict procedure against staff members leaving early on a close and leaving one staff member. If staff are caught putting their colleagues at risk they will be severely reprimanded. Lone working must only happen in the morning with experienced members of staff only.

Cash Agreement and Policy

You are responsible for all money on your shift. If the till is down at the end of your shift the money is deducted from everyone on that shifts wages.

Whilst in our employment, if you become a manager or supervisor you must ensure that the safes that you are in charge of have no variance. If they are down the money will be deducted from your wages.

I, _____, fully understand the following policies as listed below. I also understand that I will face disciplinary action, if I do not follow the policies as outlined, which may lead to termination of my employment.

- ✓ The safe must be counted, and recorded in the Cash Verification Log at the beginning and end of each shift.
- ✓ At shift changeover, both parties starting and ending their shifts together must count the safe.
- ✓ Only I will have access to the safe during my shift, and I will be held accountable for any shortages that may occur from the safe. (If no access to safe, Manager's initials here: _____)
- ✓ No money shall be left unattended or unlocked at any time, whether it be in the form of a bank deposit, or otherwise.
- ✓ All cash register floats must be counted at open, close, and during shift changeover. The person(s) who counted the money must sign the "Cash In/Out" slip and keep it inside the cash drawer.
- ✓ A paper-fed calculator must be used if the Cash In mode on the computer terminal is not being used. This receipt must be signed and dated by the person(s) who counted the money, and the receipt must be kept inside the cash drawer.
- ✓ I will be responsible for all cash shortages during my shift and agree to have such shortages deducted from my wages. In the case of multiple users of the cash register, I agree that responsibility for shortages will be equally divided.
- ✓ Please note, if you are authorized to do cash drops they are your responsibility. Do not place cash drops into the till, they must be dropped into the safe immediately.
- ✓ Ensure that the money has dropped into the safe, check the draws.
- ✓ If you fail to drop them into the safe you will have them deducted from your wages.
- ✓ High wastage such as burnt bread/cookies, leaving the bread cabinets open overnight resulting in stale bread will be deducted equally from all staff on duty during the shift in question.
- ✓ The counterfeit money detector pen or note checker machine must be used at all times. Signs to look out for include: If a light or clear mark, or a hologram appears then the note is genuine, if a **dark mark appears the note is probably suspect and should not be accepted.**

Signed:..... **Date:**.....

Violations will result in a documented written warning. 3 written warnings may result in automatic termination.

Store, Remote Ordering and 3rd Party Delivery Opening/Closing

It is vital that the Store, Remote Ordering and any 3rd Party Delivery services are open and active at the displayed opening times agreed by the company. 3rd Party Delivery Services include Just Eat, Deliveroo and Uber Eats. These are all a vital part of the business and store operations with increasing sales and a better customer experience. The following rules have been set by the company:

- The store must be opened at all times during the displayed agreed opening times by the company. The store must be opened at the correct time and not closed early.
- The remote ordering system must be on and not turned off or paused during the displayed opening times set by the company.
- The 3rd Party Delivery Tablets must be on and not turned off or paused during the displayed opening time set by the company.

A breach of any of these rules will result in disciplinary action for Gross Misconduct.

You must also ensure that you are processing transactions through the till correctly for all remote ordering and 3rd party orders.

Use the steps below to process products using the House Accounts buttons on the POS.

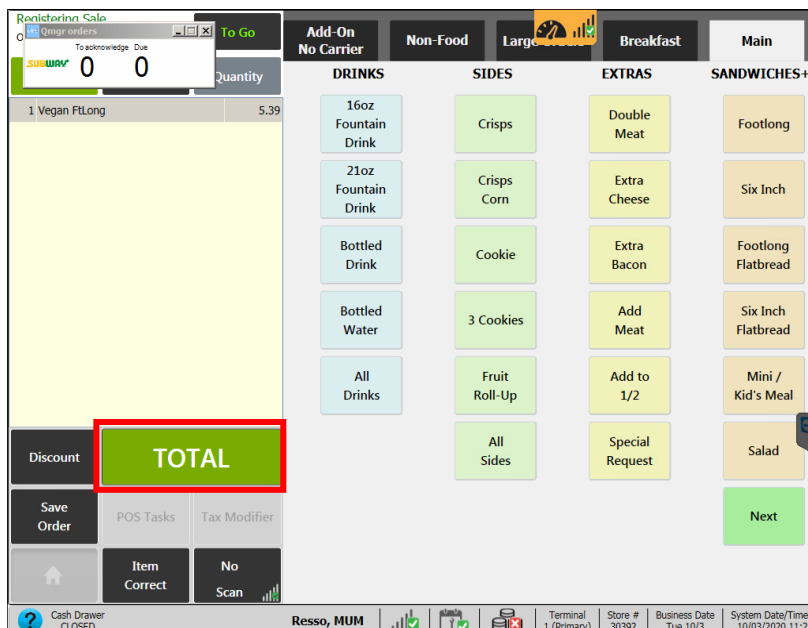
Step 1: Enter products that have been ordered through 3rd Party or Remote Ordering.

The screenshot shows a POS interface with a menu grid. A red box highlights the following items:

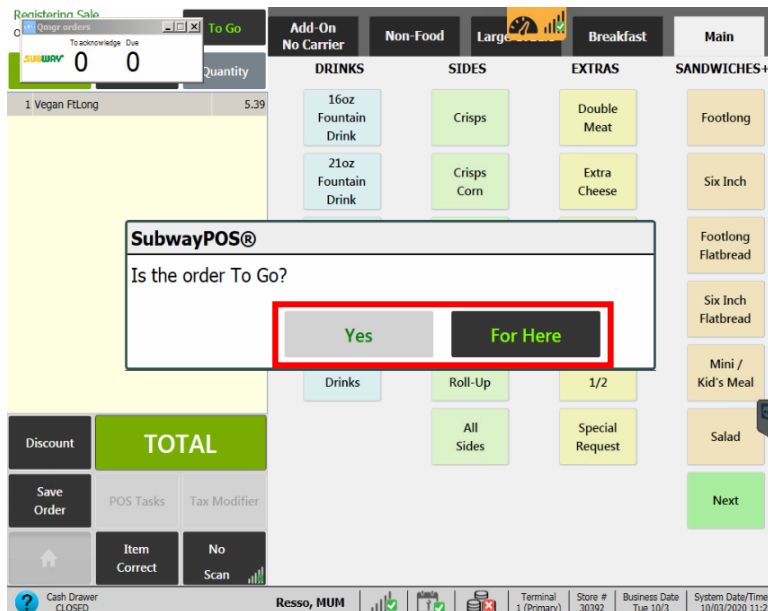
DRINKS	SIDES	EXTRAS	SANDWICHES+
16oz Fountain Drink	Crisps	Double Meat	Footlong
21oz Fountain Drink	Crisps Corn	Extra Cheese	Six Inch
Bottled Drink	Cookie	Extra Bacon	Footlong Flatbread
Bottled Water	3 Cookies	Add Meat	Six Inch Flatbread
All Drinks	Fruit Roll-Up	Add to 1/2	Mini / Kid's Meal
	All Sides	Special Request	Salad
			Next

The interface also shows a receipt on the left with items like '1 Chickn Strips 6 inch' and '1 --Gluten Free Bread Portn'. At the bottom, there are system status indicators for 'Resso, MUM', 'Terminal 1 (Primary)', 'Store # 30392', 'Business Date Tue 10/3', and 'System Date/Time: 10/03/2020 11:20'.

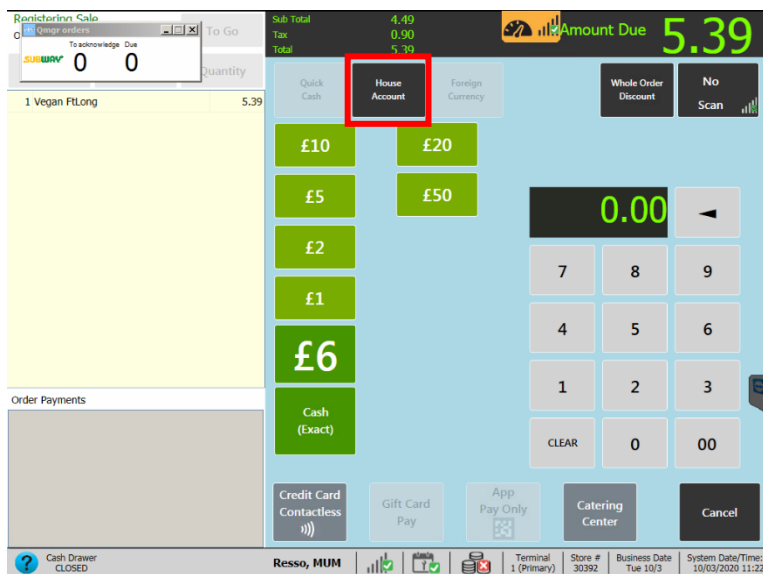
Step 2: Click 'Total' once you have added all products to the transaction.



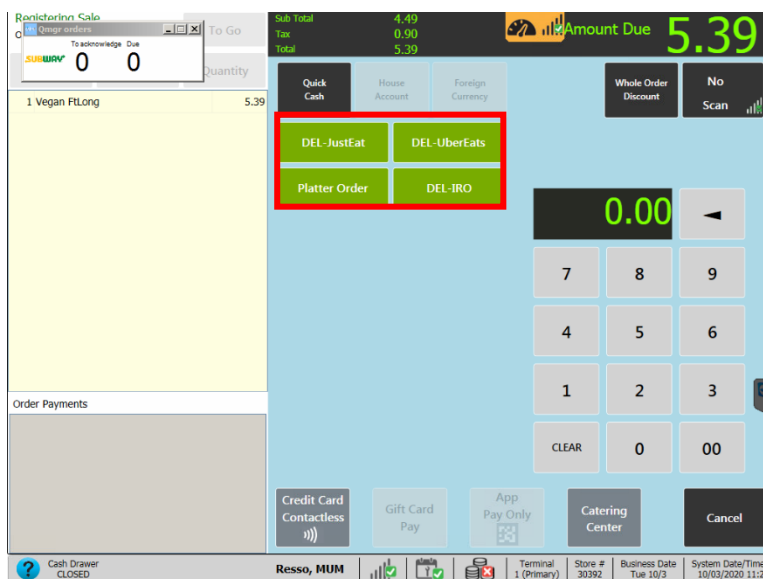
Step 3: Select whether the order is to go? 'Yes' or 'For Here'



Step 4: Select 'House Account'



Step 5: Select the relevant 'House Account'



I understand the Importance of having the Store, Remote Ordering and 3rd Party Delivery Tablets open and in operation during the displayed opening times agreed by the company.

Signed:.....Date:.....

Customer Habits

It is important that when you are serving a customer you need to ask whether they are eating in or taking away.

You must then press the corresponding button (**take out or eat in**) on the side of the total screen.

This is the company policy and enables us to track our customer base habits.

I understand the importance of the take out and eat in buttons and will ensure that I ask customers and press the correct button

Signed:..... **Date:**.....

Processing 'HOT' Sandwiches on the POS

It is vital that we are processing sandwiches correctly through the POS. This includes making sure the sandwich is processed as either cold or 'HOT/TOASTED' as this determines the amount of VAT we collect from the customer. Please Note this is a legal requirement that you are responsible for when ringing orders through the till.

Subs

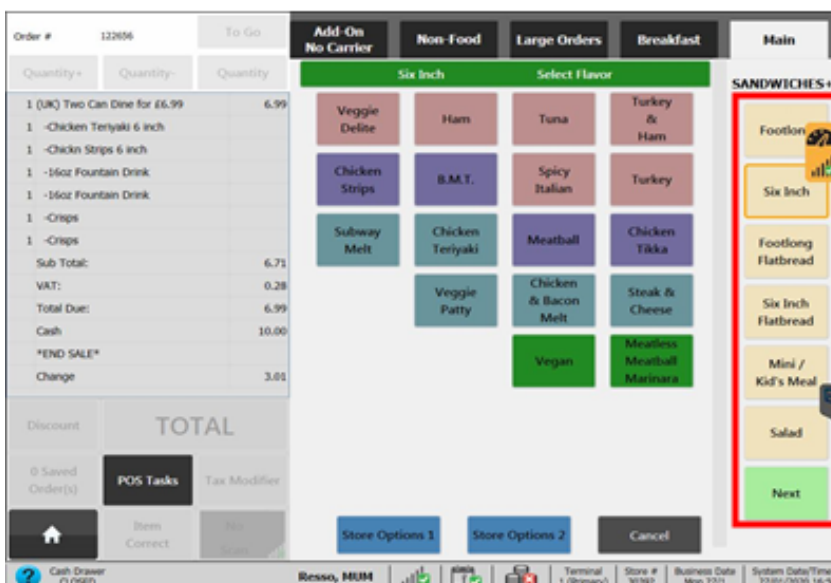
Any Subs that are 'TOASTED' should be recorded as such using the 'HOT' key on the POS.

Salads

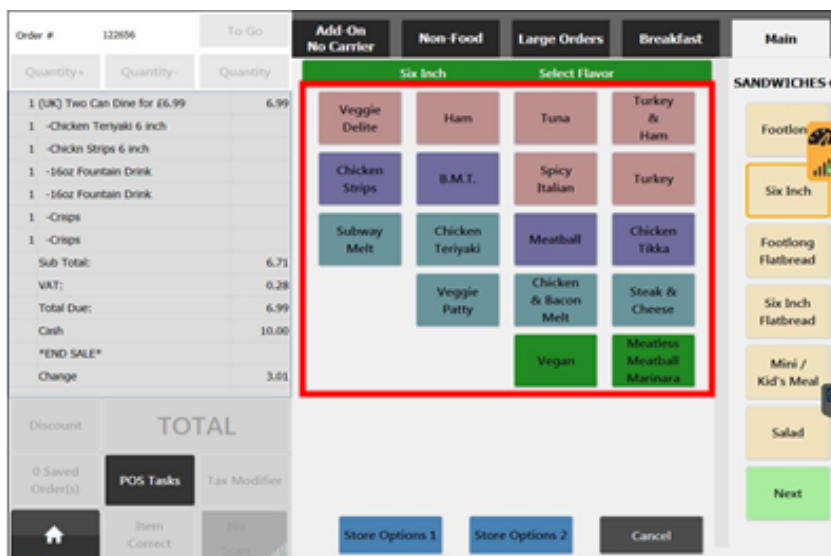
If the protein is heated at the Customers request on any salad you should record the sale as 'HOT' on the POS.

Use the steps below to process Subs and Salads as 'HOT/TOASTED' on the POS.

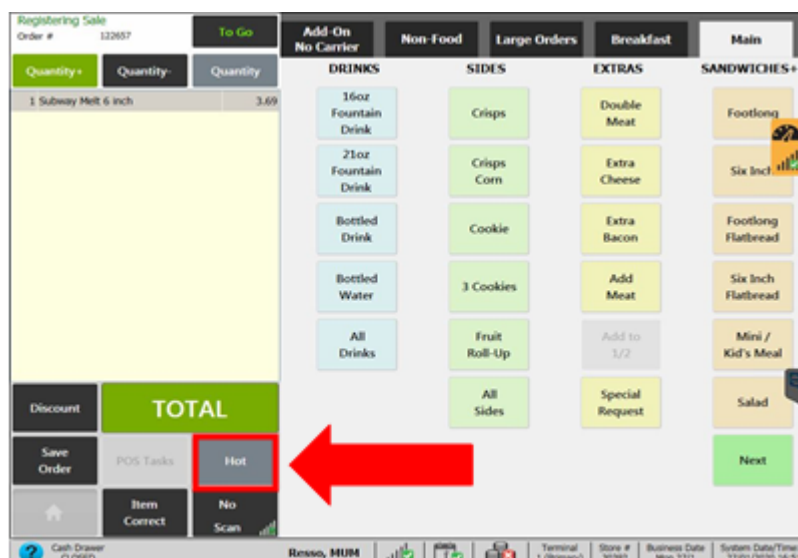
Step 1: Click one of the 'Sandwich' types or 'Salad'.



Step 2: Select a Sandwich or Salad.



Step 3: Click the 'Hot' button if the sandwich is 'Toasted' or If the Protein on the Salad is 'Hot'



Step 4: Once the 'Hot' button has been selected it will appear on the order. The transaction can then be processed as normal.

I hereby confirm that I have read and understood the Hot Sandwich Process guide and agree to abide by its conditions and procedures at all times.

Signed:.....Date:.....

Utility Services & Contracts

Authority to pay or set up utility bill e.g Gas, Electricity or Telephone Bill or any account e.g Marketing or any other products.

By signing this statement you are acknowledging and agreeing that you do **NOT** have the level of authority within our Resso Holdings Ltd to agree to any service of utilities or any contracts including electricity, water, gas and any other form of billed utilities. As such any agreement made by you and any providers of the above will be considered null and void.

Utility services or any contracts relating to Resso Holdings Ltd may only be agreed to by the accounts department and the directors of Resso Holdings Ltd. Which will be provided on headed paper with signatures.

Signed:.....Date:.....