

Please ensure you read this entire casual worker handbook (both sides) as it contains important and vital information which you need to know.

TRANSPORTATION INFORMATION:

Pick up from Step by Step office 07:00AM

EVENING PICK UP FROM CHELTENHAM:

Bus arrives: 18:45 to depart 18:45

Bus arrives: 19:30 to depart 20:15

For evening checkout queries please call
Kelly Maiden on 07515288160

ON EVENT DAYS You **MUST** bring the top section of your job card with you to check in on each event day, make sure you arrive in good time and report to the Centaur building. You will be issued with company uniform and a lunch pack as part of the check in process. **Your job card is scanned in and out each day in order to pay you accurately. START TIMES given on your job card is the time you need to be in your area of work, so please ensure you arrive in good time to scan in and complete the other aspects of check in. Please note that managers & supervisors are not authorised to amend start times unless agreed with the Staffing manager. It is mandatory that everyone working for us brings a form of photographic ID on each day that you are booked for work; it must include your name & date of birth (good quality photocopies accepted)**

Payment of Wages

Our working week runs from Sunday to Sunday for this event. Payroll is processed each Wednesday for the previous week and is paid directly into your designated bank account the following Friday. **PAY DAY FOR THIS EVENT IS FRIDAY 23 MARCH 2018-PAYSLIP WILL BE EMAILED**

Step By Step can be contacted on **01905 29586** or
email
info@stepbysteprecruitment.co.uk

Your Conditions of Work Although you may have worked for us before, the basis of your engagement is that of a casual worker on a contract for services, and not under a contract of employment. The company is under no obligation to offer you employment. As a casual worker you undertake specific engagements and have the right to choose, without penalty whether or not to accept the offer of an engagement, but having accepted you have a responsibility to come to work. Your engagement automatically terminates whenever the function or event ends as stipulated on your work offer and the company has no obligation to offer you any other engagements in the future. Whenever you are offered an engagement you will be informed whether payment will be on an hourly, session or day to day basis. The company reserves the right to transfer you to suitable alternative work (which may be of a different type or grade to the work originally offered to you) at any time and without prior consultation. The casual worker or company may terminate the engagement at any time without giving prior notice.

You will be informed of the following points when you arrive for work:

- Your exact duties and responsibilities
 - Your location and where to report for work
 - What your meal & break allowance will be & where & when to take them
- The company reserves the right to vary your booking to meet changes in business requirements

Cancellation of work The Company will only pay for hours actually worked. If a function or event is cancelled or the numbers of workers required is reduced, even at the last moment when you have already arrived for work, the company has no obligation to compensate you. The manager responsible for the function or event may make exceptions to this rule under special circumstances.

Training We depend on your skills and knowledge to maintain our high standards and reputation of excellence. You may be invited to attend formal briefings or training sessions at which the standards required for a function or event will be explained to you. The briefing will tell you what you need to know about your job, your customers, the event and the health and safety rules of the site.

Payment and Hours The Company has agreed with the authorities that income tax and national insurance will be deducted at source. National insurance will not be deducted from any worker who can provide the company with a national insurance exemption certificate which MUST be received before payroll is processed and paid.

Please note that the working time directive stipulates the minimum statutory breaks which MUST be taken. To calculate your daily hours you need to divide the total number of hours by the number of days offered on your job card. **To calculate your finish time** add the daily hours to the start time plus 30 minutes for **break times which we do not pay for as well as a deduction of 15 mins each way to your area of work.** Travel time to get to and from work is not paid for unless previously agreed.

Holiday Accrual Statutory holiday entitlement is 28 days per year. This is accrued on a pro rata basis and holiday pay must be requested via Step by Step office. The holiday year runs from April through to March, holiday pay must be taken within this time and cannot be taken in conjunction with working time. We can only process a whole day which is based on 8 hours at your hourly rate.

It is your responsibility to request your holiday pay within the appropriate holiday year.

Unable to Attend Work? If you have accepted work and are unable to attend you should contact the Step by Step Office on 01905 29586 as soon as possible before commencement of work. Failure to do so will jeopardise any future bookings.

Right of Search The Company has the right to carry out searches at any time. This may include your locker, car, bag or anything else you are carrying. You could be asked to return to the premises. On occasions you could be involved with a personal search. This is always conducted in an enclosed office away from general view with one or two members of the same sex (one management or suitably trained employee will conduct search). You could be asked to show the contents of your bags, take off shoes, socks & jacket or turn out pockets. Although you can't be forced to undergo a search, any refusal could lead to disciplinary action. The police could be involved at any appropriate stage of this procedure.

Our Customers and You Customer satisfaction is the main aim of all our work at Jockey Club Catering. Please remember the following points:

- First impressions are lasting impressions.
- The customer always comes first, never keep a customer waiting.
- Always greet your customers with a smile in a cheerful, polite courteous and helpful manner.
- If a customer has cause to complain listen to the complaint and always apologise, report all customer queries or complaints to your manager as soon as they occur and then try to resolve the complaint with the support of your manager.
- Please strive to be aware of customers' particular special needs, especially in respect of dietary restrictions.

Serving of Food and Beverages The following acts apply to you whilst you are working with us and you should familiarise yourself with the following points below:

Weights and Measures Act 2003

It is illegal to serve short measures or to use unstamped glasses or incorrect equipment to measure or serve alcohol.

It is illegal to permit drunkenness or any quarrelsome or riotous conduct to take place on the premises, or to sell intoxicating liquor to or for consumption of a drunken person. Call the manager immediately if faced with this situation.

It is illegal under the heading of false description to water or extend any spirit or beer or to extend them with inferior spirits or beers. Never add water or any other extender to beers or spirits and never mix brands.

Trade Descriptions Act 1968

It is illegal to falsely describe food or drink or to overcharge for food or drink. Check tariffs are correct and on view at all times.

The Food Safety Act 1990

It is illegal to serve food, which is not of a fit nature, substance or quality demanded by the customer. You must ensure that the food you supply is clean and safe to eat and that you comply with the rules laid down by the management regarding hygiene and food safety. We ask you comply with the company rules & statutory legislation. Any breach will lead to your engagement being terminated and may lead to you being prosecuted.

Responsible alcohol service

At Cheltenham Racecourse we operate a challenge 25 policy, if you consider anyone to be below this age please ask for I.D. We ONLY accept photographic driving licences, passports, pass cards & military ID.

If you have to refuse service to a guest please ask your manager to complete an alcohol incident log. Do not serve anyone you deem to be intoxicated. If you do then you could be at risk of receiving an E80 on the spot fine.

Report any aggressive or unacceptable behaviour of guests to your manager

Food Information Regulation

The EU Food Information for Consumers Regulation (No 1169/2011) lays down rules for the new requirements. From 13th December 2014, all food businesses (e.g. restaurants, takeaways, bakeries and delicatessens) must declare any of 14 identified allergenic ingredients which are used in non-prepacked or loose foods that are sold or provided. Criminal offences for failures in allergen labelling e.g. not being able to provide a customer with allergen information, providing the wrong information or misleading the customer with the information provided – maximum fine £5,000. We would also be open to potential personal injury claims and huge company reputation damage.

Security You are personally responsible for all company property, including money that you may handle. This remains the property of the company at all times along with any uniform or protective clothing that is provided for your use. The company reserves the right to require you to reimburse for any loss.

If you are handling cash and you are provided with a till, you must always observe the following rules:

- All transactions must be registered through the till.
- No money is to be put into the till drawer which is not part of the transaction.
- The till drawer must be kept closed between sales and is not to be opened other than during a genuine transaction or by an authorised person.
- Only authorised persons may take money from the till.
- Any tips must be put into a designated receptacle.
- Company procedures and policies will be followed at all times.
- Anyone found consuming alcohol or taking non-prescribed drugs on duty or being suspected of having done so will be disengaged and escorted off the premises immediately.
- Anyone found gambling will be disengaged and escorted off the premises immediately.

The company does not insure your property and accepts no liability for loss or damage. You are responsible for insuring your own belongings; therefore we ask that you only bring the minimal amount with you to work.

We provide RED BAGS for staff belongings – NEVER use any other colour or clear bag.

Health & Safety at Work You have a duty while at work to take reasonable care for the Health & Safety of yourself and of other persons who may be affected by your acts or omissions. You also have a duty to cooperate with the company in complying with any statutory duty or requirement concerning Health & Safety.

In particular you must observe the following

- Smoking is now prohibited by law in all public buildings and is only permitted in designated areas.
- Always wash your hands after visiting the lavatory, after handling rubbish, after eating and after smoking.
- Know what you must do in case of a fire or bomb alert. In the event of an evacuation act quickly and quietly, using the nearest exit available. Do not use the lifts under any circumstances. You must wait at the assembly point until you are given further instructions. Do not stop to collect or retrieve personal belongings.
- Report any accident immediately to the manager on duty however minor.
- Report any illness to the manager on duty.
- Cover any cuts with a water proof detectable blue plaster.
- Report safety hazards to a member of the company's management.
- Exercise good hygiene practices and be sure not to risk contamination of food.

Uniform - see also opposite If you are issued with items of company uniform these must be worn at all times whilst on duty. You will need to supply and arrive ready for work in the following:

White collared long sleeve shirt for front of house staff
Plain black polo shirt for porters & other back of house staff

Black tailored trousers or black knee length skirt. No denim or skinny leg trousers
Black smart shoes (No trainers, open toed, and stiletto or ballet style footwear)

Black socks with trousers or black tights 15+ denier with skirt

It is also essential that you **maintain good personal hygiene**

All long hair must be tied back neatly. (Religious head coverings MUST be black)

No jewellery except wedding rings and a small watch. No piercing is allowed. All men must be clean shaven / groomed beard. No nail varnish (coloured or clear & no acrylic nails).

Gambling & Drinking on duty is expressly forbidden (even with the agreement of guests).

Chewing Gum We have a zero tolerance policy regarding staff member's chewing gum during working hours.

Smoking in view of the public is not allowed – smoke in designated areas only. Your manager will be able to inform you of the location of the smoking areas.

Breaks must be taken in designated areas only – **do not eat or drink in view of the public.**

Any member of staff found to be in contravention of any of the above rules will be asked to leave the premises immediately and will not be offered any further work within Jockey Club Catering.

You will need to supply and arrive ready for work in the following:

Uniform Information - MALE

- **WHITE COLLARED LONG SLEEVE SHIRT**
- **BLACK TAILORED TROUSERS** – no jeans or combats
- **BLACK SOCKS**
- **SMART BLACK SHOES** – no trainers, tennis or canvas shoes
- **All men must be CLEAN SHAVEN / GROOMED BEARD**
- **All long hair MUST be tied back NEATLY with a discreet hair band**
- **Always maintain GOOD PERSONAL HYGIENE STANDARDS**
- **NO JEWELLERY is permitted including earrings and piercings** (except a wedding ring and small watch)
- **We do not allow visible tattoos**

Uniform Information - FEMALE

- **WHITE COLLARED LONG SLEEVE SHIRT**
- **KNEE LENGTH BLACK SKIRT or BLACK TAILORED FULL LENGTH TROUSERS** - No miniskirts, no jeans, or skinny leg trousers
- **BLACK SOCKS** if wearing trousers
- **BLACK PLAIN TIGHTS** with skirts
- **SMART BLACK ENCLOSED SHOES WITH A LOW HEEL** – no trainers, open toed shoes, stiletto or ballet style footwear
- **NO NAIL VARNISH OR ACRYLIC NAILS are allowed**
- **All long hair MUST be tied back NEATLY with a discreet hair band**
- **Always maintain GOOD PERSONAL HYGIENE STANDARDS**
- **NO JEWELLERY is permitted including earrings and piercings** (except a wedding ring and small watch)
- **We do not allow visible tattoos**

YOU MUST ADHERE TO THESE UNIFORM STANDARDS AT ALL TIMES
(Event days, set up and pre days)

WE PROVIDE ADDITIONAL ITEMS OF COMPANY UNIFORM,
ALL OF WHICH MUST BE RETURNED AT THE END OF YOUR SHIFT
(Charges may apply for non-returned items)
YOU MAY WEAR A PLAIN WHITE T-SHIRT/VEST OF YOUR OWN UNDER
COMPANY PROVIDED UNIFORM
PLEASE ENSURE THAT YOU ALWAYS LOOK SMART AND TIDY!

IMPORTANT FOOTWEAR INFORMATION

It is very important that you wear appropriate footwear to work as you will be on your feet for long stretches at a time and feet are particularly vulnerable when it comes to trips, slips and falls as well as other accidents that can happen in the workplace. If you arrive at work wearing inappropriate footwear you will not be permitted to work. Below are some examples of suitable footwear.

Male Footwear Examples



Female Footwear Examples



Back of House staff **MUST** wear **safety footwear with steel toecaps** (Porter, Kitchen Porter & Wash Up job categories)

WE LOOK FORWARD TO MEETING AND WORKING WITH YOU!

Crisis Policy What is a Crisis? Any event which could have a significant impact, real or perceived on the health, safety or wellbeing of employees, customers or the general public.

CLASS A (Major incident) – Report to Line Manager or Communication Team on 01895 554999. This includes – Threat to life - Anything that might include closure of a unit – Fire, explosion or bomb threats – Fatalities – Theft, robbery or burglary (armed or dangerous) – Confirmed food related incident – Uncontrolled spillage of more than 5 litres of liquid

CLASS B (Serious incident) – Report to Line Manager and HSE
This includes – Major or reportable injury (e.g. RIDDOR) to employee, contractor or visitor requiring hospital treatment – Anything resulting in day away from work or restricted work duty – Criminal incident threatening employees or impact on business – Any Enforcement notice served – Spillage of more than 5 litres of liquid but controlled.

CLASS C (Minor incident) – Notify Line Manager
This includes – Minor injury to employee, contractor or customer – Contamination – Criminal incident – Notification of a communicable illness.

Media Policy – Compass Group UK & Ireland employees are not authorised to contact the media or respond to any media calls without the knowledge and approval of the Compass UK Communications Team. If a journalist contacts you, take their details and offer to get a nominated person from the UK Communications team to contact them, please do not answer any of their questions.

Pension Automatic Enrolment (PAE) To help people save more for their retirement, the government has introduced a new law that requires all employers to enrol their employees into a workplace pension scheme if they are not already in one. PAE will apply to all eligible employees, including casual workers, not already in a workplace pension scheme that meets the government's qualifying standards (if you are already in a pension scheme you will not be affected by PAE).

PAE will affect you if you:
* Earn over £8,105 a year (before tax). This is the same as £676 a month, £156 a week, £312 a fortnight or £624 four weekly
* Work, or usually work, in the UK (including Offshore in UK waters)
* Are aged 22 or over
* Are under the state pension age

PAE will affect you if you:

If you earn over £156 per week a notice of eligibility will automatically be sent to you. You will not be enrolled immediately as there will be a 3 month deferral period. If after 3 months you continue to meet the eligibility as above i.e. you get paid a similar amount every week you will be auto enrolled. If you have not met the eligibility over the 3 month period, i.e. you have only earned over £156 occasionally then you will not be auto enrolled.

If you have any questions please contact the National Employment Savings Trust (NEST) at

www.nestpensions.org.co or telephone 0300 020 0090

Notice - All workers are reminded that many races & fixtures are given coverage on television, radio & in print & various other forms of media as well as by the racecourse in its own marketing literature. By entering the Racecourse, workers are accepting they may appear in broadcast media, social media coverage, print or in future marketing literature produced by the racecourse itself.

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And Finally..... Know anyone who wants work?

Please direct them to our website to apply

www.stepbysteprecruitment.co.uk

Pay rates start at £7.05 per hour

Minimum age 18 years