

TEAM MEMBER HANDBOOK



WELCOME

TO COVE COMMUNITIES

We are thrilled you are part of the Cove team. We are a friendly team dedicated to making sure every one of our sites is a place people can find happiness and community. Cove's Mission, Vision and Values are the DNA of our culture, and our culture is the heartbeat of Cove's brand.

Our Vision

To create a world where exceptional customer service and generosity are second nature and hospitality is a passion.

Our Mission

To own and operate communities in prime destinations that offer a lifestyle guests and residents love to live.

Our Values

Hospitality

We love what we do,
and it shows

Excellence

We raise
the bar

Passion

We make every
moment count

Trustworthiness

We consistently do the
right thing

Stewardship

We value the world
and care for it

Kindness

We follow the
golden rule

Team Member Handbook

As part of our service to you we have prepared this Team Member handbook.

In it, you will find references to statutory policies, these are the general policies that all employers must follow. It is The Company's responsibility to assist you with understanding your rights as a Team Member, but you must take the first step by familiarising yourself with the team handbook.



EMPLOYMENT

DOCUMENTATION



Bank Details

You must be the holder of a UK bank or building society account to enable us to pay you by BACs. If you are unable to provide this The Company will not be able to employ you.

References

The Company's recruitment policy requires a minimum of two satisfactory and relevant references from every prospective team member. If you are unable to provide references or your references are not satisfactory your employment may be terminated.

Professional Qualifications

The Company will check qualifications and/or work experience that you provided on your application form or referred to at interview. Should such qualification or work experience not be bona-fide The Company may terminate your contract of employment.

Young Persons

Children who are not yet over compulsory school age will not be employed unless they hold a permit to work issued by your local authority.

Employment of Young People

If you are 16 or 17 years of age you must not work more than 8 hours per day or more than 40 hours a week. You are not allowed to work between the hours of 23:00 to 07:00.

Your Contract

You will normally be issued with your contract (or particulars) before commencement but no later than the day of commencement.

Change of Details

You must advise The Company in writing of any changes to your personal details including your address, next of kin and emergency contact telephone numbers.

PAYE Employment Documentation

Her Majesty's Revenue and Customs (HMRC) require that the payroll information, including details of the team member, be submitted to them, for each pay day, before team members can be paid. If you have not provided this information or your details are inconsistent with records held or logged with HMRC you cannot be paid until the discrepancy is resolved.

DBS Background Checks

Certain roles within The Company will require you to provide personal information which will be submitted to the Disclosure and Barring Service (DBS). Your employment is subject to a satisfactory disclosure being received from the DBS.



EMPLOYMENT

INDUCTION



Induction Training

You are required to complete the following training modules competently, ideally prior to or within the first week of your employment:

- Induction training
- Health & Safety – content depends on department
- Cove culture and service
- Departmental training: core skills
- Company orientation

Departmental Training

Dependent on your position, you may be required to complete further departmental training or achieve qualification in specialist areas. You will have been advised of any such training during the interview process for the position.

Data Protection

In accordance with the General Data Protection Regulations and The Company Privacy Notice The Company will use personal information about you for reasons of personnel administration. The legislation gives you the right to see this information, provided you make a written request. The information will normally be made available within one month. You should note that references or information given in confidence by third parties or legally privileged data cannot be disclosed.





EMPLOYMENT

PAY, HOURS & CONDITIONS



Your Pay, Your Hours & Conditions

Your rate of pay is detailed in your contract. Payments are made either fortnightly or monthly by bank auto credit transfer into your bank or building society account. Wages will not be paid in cash in any circumstances.

Team members on fortnightly contracts are paid on Fridays. Monthly paid team members will be paid per calendar month on the last Friday in the month. The standard working week is Monday to Sunday.

Deductions

All salary and wages are subject to the following deductions:

- National insurance
- Income tax
- Pension contribution (as applicable)
- Deductions that are required under law such as an Attachment of Earnings Order

Probationary Period

When commencing employment with us you will be required to work a probationary period during which your suitability for the position will be assessed by the departmental manager. During this period, reference details and other details that you provided at your interview will be checked. Should these details be inconsistent, or we fail to obtain suitable references, your employment may be terminated.

Whilst the great majority of team members successfully complete the probationary period, we do reserve the right to extend the probationary period or terminate your contract with notice should your performance not meet the required standard.

Your Hours of Work

Your normal hours of work are detailed on your contract of employment. With permanent contracts these hours are unlikely to vary greatly. On seasonal contracts the hours may vary in keeping with the rota and the level of business.

Shift Rotas (Seasonal)

Rotas will be posted on Dayforce or the team board, by the departmental manager prior to the weekend before the working week in question. Should there be a valid reason why you are unable to work a shift for which you are rostered, you should discuss the situation immediately with your manager.

Attendance

You are required to attend for work, in good time, for the shifts that you are rostered.

Swapping Shifts (Seasonal)

If, on occasion, you wish for another member of the team to work one of your shifts, you must first obtain the signature of the other team member on a shift cover form. Your line manager will consider the suitability of

this swap and advise you accordingly. If you fail to follow this procedure and the shift is not covered, this will be considered an unauthorised absence and you may be subject to disciplinary action.

Weekends and Bank Holidays

Within this industry, weekends and bank holidays are considered normal days of work.

You will be expected to work on a bank holiday if you are rostered to do so. As a permanent team member, should you do so, you will be entitled to paid time off in lieu. Seasonal team members will be advised by their departmental heads as to their bank holiday entitlement.

Working Time Directive

The Working Time Regulations 1998 provide that the average working time including overtime does not exceed 48 hours for each 7 day period based on a 17 week period. The nature of the business demands that team members in some areas of the business may be required to work in excess of 48 hours. To permit this you may be asked to sign an 'Opting Out Agreement'. After opting out you are permitted to work in excess of 48 hours, although in most cases compensatory time off may be taken in quieter times of the season. If, after opting out, you no longer wish to work more than an average of 48 hours per week you can cancel the agreement by giving 3 months' written notice to The Company.

Breaks

- **Team Members Under 18 Years**

You are entitled to 2 consecutive days off per week. If you are required to work for more than 4½ hours you are entitled to a rest break of 30 minutes.

- **Team Members Over 18 Years**

You are entitled to 1 day off per week and a 20 minute break if you are to work for more than 6 hours. As far as is practical you should take your break away from your work environment. The Company does not pay you for your breaks.

- **Daily Rest**

If you are over 18, you are entitled to 11 consecutive hours off work in a 24 hour period (90 hours per week average). If you are under 18 this is increased to 12 hours.

Changes to Hours of Work

Our industry operates on a 24 hour, 7 day a week basis with fluctuations in busy times. You will therefore need to be flexible in your approach to your days and hours of work. In principal, your hours will be in keeping with those detailed on your contract of employment. The Company reserves the right to change your hours either with your consent or by giving the statutory notice.

Timekeeping

Good timekeeping is essential for teamwork and to provide a good level of service to our guests. You must be at your work station at the

rostered time ready to start your duties. You must obtain the permission of your manager if you need to leave your work station and advise your manager on your return.

Poor time keeping or leaving your work station without permission is not acceptable and may be dealt with via The Company's Disciplinary Procedure.

Overtime

Dependant on the needs of the business you may be asked, or will have the opportunity, to work additional hours, e.g., overtime. Overtime is not guaranteed and you should not count on overtime for financial reasons. Different departments have different demands and approaches in respect of overtime. Your manager will clearly advise of the overtime arrangement, and whether additional hours are paid or returned to you in paid time off.

Personal Protective Equipment (PPE)

You must without fail wear the PPE designated and supplied for a particular task or role in keeping with manufacturer's recommendations and company procedures. Furthermore, if an item of PPE is damaged or no longer fit for purpose you must report this to your line manager or replace it from stock without delay. Failure to do so may be a disciplinary offence.

Mobile Telephones

The Company recognises that, in certain positions, mobile telephones form part of the communication process within or between departments. Should this be the case, you

will be authorised to carry a phone whilst on duty. The personal use of mobile phones for personal calls and texts, accessing social media, playing games or taking photographs is not acceptable whilst on duty. Should you use your mobile telephone without authorisation whilst on duty you will no longer be permitted to carry a phone at work and may be subject to disciplinary action.

Health & Safety

The Company holds the health, safety and wellbeing of all of our guests, team members and visitors in the highest importance at all times. In respect of this, and in accordance with the Health & Safety at Work Act 1974, all team members must at all times conduct themselves in a manner that ensures their own and all other park users' personal safety and well being. To achieve this team members must:

- Attend, participate and fully understand all safety training
- Follow safe working methods and procedures
- Wear the designated PPE when and where required
- Report any unsafe practice or equipment
- Not put themselves or others at risk through short cuts or tomfoolery
- Not use machinery or chemicals unless trained
- Observe any written or posted safety rules

Health and Safety Training

You will receive the following training as part of your induction:

- Emergency procedures
- Fire Drill & evacuation
- COSHH – job specific
- Manual Handling
- Visual display unit/ Display Screen Equipment assessment – job specific

Your department will provide specific health and safety training relevant to your responsibilities.

Health & Safety Committee and Team Consultation

The Company's Health & Safety Committee meets monthly. Each department/area of The Company has a designated representative. The details of your representative, previous meetings, and health and safety notices and announcements will be displayed on the team notice board. If you have any health and safety related queries, you should refer them to your representative who will raise them on your behalf at the meeting.

Hazard Reporting

Team members should be vigilant at all times as to tidiness and safety of their work environment. Should you observe a hazardous situation or occurrence, this must be reported immediately to your manager/deputy manager/

H&S representative or in their absence any other manager. If safe to do so, and you are confident in your actions, you should correct the situation or close off the area or equipment. Do not wait until later to report it.

Accident Reporting

All accidents or 'near misses' are to be reported to your manager or H&S representative immediately. This is to ensure that the appropriate accident report is completed and reported to the appropriate authority if required. Should you be unable to work as a result of an incident that happened at, or as a result of, work, you must advise your manager.

Infectious Diseases

You must inform your manager if you or a close associate have, or suspect that you have, an infectious disease. You may be required to produce a doctor's note confirming you are no longer infectious prior to recommencing work.

The Food Hygiene Policy states that you advise your manager if you have a stomach complaint, sickness, diarrhoea, or an open wound. You will not be allowed to prepare or serve any food stuff until authorised by your manager. Failure to follow this procedure may be considered a disciplinary offence.

Private Vehicles / Driving Licences

All private vehicles brought onto the parks must be fully road legal, taxed and insured. Drivers are required to submit a validated copy of their driving licence to the Transport

Manager before driving &/or bringing a vehicle onto the parks. Driving licences will be validated with the DVLA or appropriate third party.

First Aid

Trained First Aiders are available at all times. A list of First Aiders is posted on your team notice board.

Smoking in the Workplace

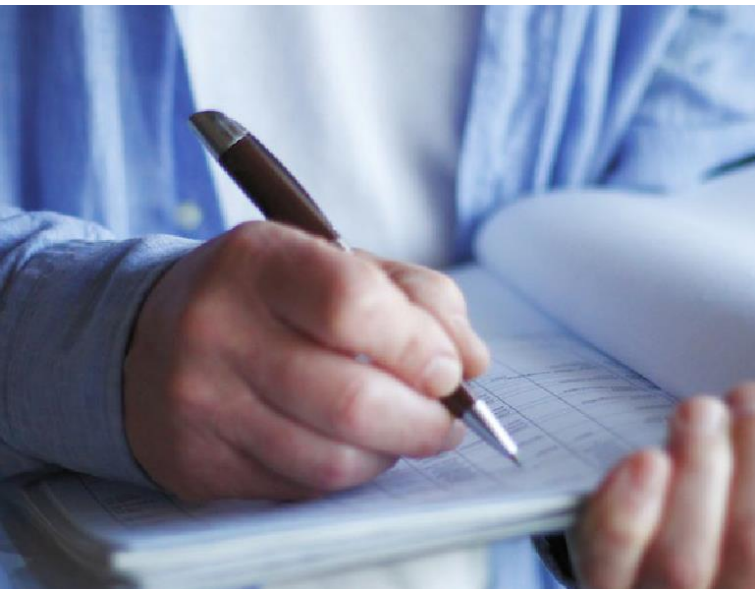
The Health Act 2006 requires that premises for work must be smoke free, which includes our vehicles. You may not smoke in any area other than designated smoking areas. You may smoke only during your recognised breaks in designated locations or when authorised by your manager.

E-Cigarettes

E-cigarettes are electronic inhalers styled to look like cigarettes. They must not be used in customer-facing environments or in the presence of guests.

Data Protection. Other Parties

During the course of your employment you may be required to administer, or have access to, information pertaining to other persons. The GDPR legislation provides that you must not pass such information to any third party in any form, nor discuss nor imply the nature of such information with any other person, except to a colleague expressly in the performance of your duties. Handling any such personal data is strictly in accordance with The Company instruction. Should you fail to comply with these requirements, disciplinary action may be taken against you.





EMPLOYMENT

BENEFITS



Use of Facilities

With the authorisation of your manager, you are entitled to use the bars, clubs and entertainment facilities on park. You may sign in a friend or family member as a guest with the prior written consent of the venue manager. Any such personal guests must not have had any previous conduct issues within the facilities or have been previously denied access. You may be asked to provide I.D. You are required to entertain your guests at your expense. You will be held responsible for the conduct of your guests.

Conditions

- You are required to drink up and leave a venue before the last call unless specifically authorised by the venue manager.
- You must not purchase or supply alcoholic drinks to persons under 18 years of age.
- You must not consume or purchase alcoholic drinks whilst in uniform.
- You must request a receipt for any items that you buy and produce your receipts upon request as proof of purchase.
- You may only consume drinks that have been purchased from the venue.
- You must not take seats whilst paying guests stand. You and your party may, at the request of the venue manager be required to leave, if the venue has reached capacity and paying guests are queuing to gain entry.
- All personal guests must enter via the venue entrance (i.e. not via the team door) and undergo any checks performed by door stewards as a condition of entry.

- You must not play bingo or enter into a company sponsored raffle, unless this is part of team member only initiative. You may only play jackpot gaming machines with the express consent of the duty manager.
- Your conduct and that of your guests must be satisfactory at all times. Should you or the conduct of your guests at any time cause embarrassment to or cause damage to the good name of The Company, you may be subject to disciplinary action, whether on or off duty, and your right to use the facilities of The Company may be withdrawn.

Discount Cards

Permanent team are entitled to request a discount card which will allow for a 20% discount on food & drinks at all restaurants, bars on park and discounts at the gift shop and Oasis pool and gym.

Conditions

- The Company reserves the right to withdraw any individual discount card or any of the above benefits, or change the conditions of use, without notice or explanation.
- A discount card may only be used by the person to whom it was issued.
- All discount cards must be surrendered on request or on the termination of your employment.



TEAM MEMBER

STANDARDS OF WORK



Uniform

It is essential that our guests receive the highest standards of service and presentation. A crucial element of this is the appearance and recognition of our customer-facing team. To this end all team members are issued with uniform requirements and issued with uniforms in keeping with their department. The presentation of team members is essential and failure to comply with The Company standards may result in your suspension, and disciplinary action being taken against you.

- **In Work**

Your appearance must be kept up to The Company standard at all times. Your uniform must be clean, fresh and ironed. If your uniform is worn out, it is your responsibility to request a replacement from your manager. All uniform issued to you will be signed for and returned to your manager on request, or at the end of your employment. Should you not return your uniform, or it is found to be maliciously damaged, you will be responsible for the cost of replacement.

- **At Breaks**

Guests do not differentiate between team members who are on or off duty. Therefore, breaks must be taken out of the guest environment or the uniform covered so as not to be mistaken for team members who are on duty.

Non-bar team members must not go to the bars during breaks. A team member presence at the bars may imply that alcohol is being consumed, whether it is the case or not.

- **To & From Work**

Uniform may be worn whilst travelling to and from work and during this time, team members are still seen by members of the public as representatives of Cove Communities. Your appearance and conduct must therefore reflect this, and not be detrimental to the good name of The Company.

- **Outside Work**

Uniforms or elements of uniform should not be worn outside of work. You must not wear any item of uniform to any function, protest, political meeting or event etc, or make comment or representation to any other body whilst in uniform.

Personal Clothing

Certain roles allow for team members to wear their own choice of clothing. Where personal clothing is worn, it should be appropriate to your position within The Company and the function you are attending. Any personal clothing must maintain the presentation of The Company's image. Your departmental manager will determine the acceptability of your personal clothing.

Name Badges

To be recognised by guests and other team members you will be issued with a team badge / identification card. You are required to wear this at all times in the agreed position whilst at work. Badges must not be defaced or altered. Other than company issued or industry required badges; no other badges may be worn.

Personal Appearance

You are required to pay careful attention to your personal appearance at all times.

- **Footwear**
Shoes worn within the work environment must be appropriate for the department you work in. Specialist safety footwear worn in specific roles will be provided by The Company as PPE and must be worn.
- **Jewellery / Face jewellery**
Conventional earrings (one pair) and one small nose piercing are permitted. Visible body piercings, gauges and tongue rings are not permitted, and must not be worn whilst on duty or in uniform.
- **Make Up & Hair**
Make up should be modest. Hair styles should be conventional. Outlandish make up or hair are not acceptable and may result in disciplinary action. Hats may be worn in certain roles with the department manager's written consent. Entertainment team, by the nature of their work, have more comprehensive requirements which are detailed in their departmental guidelines.
- **Religious Wear**
Standard religious clothing and jewellery may be worn in keeping with custom and practice. Any such attire should not hinder the use of PPE or present a health and safety risk to you or any other person in the workplace.

- **Tattoos**

Tattoos with slogans, graphic depictions, sayings or offensive wording should be covered or not be visible at work, on company premises and whilst in uniform.

Managers also have the discretion to require that a team member cover any tattoo(s) or combination of tattoos.

Unsatisfactory Hygiene

You must make all reasonable effort to ensure that your personal hygiene respects the close proximity that you may work to guests and other team members.

Posture

Please be aware of your posture. Slouching, lounging around or putting up your feet etc. Your professional image is the first impression that a guest has of your competence and the standards within the department.

Social Media

Your personal use of social media such as Facebook, Twitter etc may have an impact on The Company's affairs. You are not permitted to access social media using company or personal equipment whilst on company time. You must not post comments on The Company's sites, your personal sites or those of any third party, which are disparaging or defamatory about The Company, its guests, team members and stakeholders. Social network sites must not be used in a way that harasses, bullies or discriminates against team members. Comments must not be made on or imply they

are on behalf of The Company. Team members must not contribute to any social site or blog in their capacity as a team member nor must they post photos of picture profiles of themselves in uniform.

For further guidance the social media policy is available from your manager.

Young Persons & Vulnerable Adults

In the course of your work you will be dealing with young persons and vulnerable adults. Unfortunately, good intentions can be misconstrued as inappropriate behaviour and it is important that you adhere to the following guidelines to protect yourself from such allegations.

- Maintain a professional distance and avoid being alone with them.
- Avoid physical contact. Where necessary keep contact to a minimum and ensure your actions are very open.
- Do not give personal information such as accommodation details or mobile numbers.
- Do not even in jest tell them to keep a secret or not tell their parents.
- Do not take photographs of them or allow them to take a ‘friend’ photograph of you without parental or guardian consent.

Personal Conduct

You are required at all times to conduct yourself in a manner which is courteous and in the best interests of The Company. Any action

which damages the reputation or standing of The Company, or the image of The Company is a breach of The Company’s disciplinary procedure, and may lead to disciplinary action against you.

• In Work

You are required to maintain a clean, tidy and efficient work environment, a good standard of work and diligent approach to your duties and pay attention to detail. You must also demonstrate the skill, aptitude and flair for the job as stated at the time of your interview.

• Outside Work

Your conduct outside work can be detrimental to The Company’s interests in its relations with residents, local authorities, suppliers, guests and other team members. Should your conduct outside of work be detrimental to the reputation or standing of The Company or image of The Company, disciplinary action may be taken which may lead to your dismissal.

• Media

You must at no time speak to the media or their agents on behalf or implying to be on behalf of Cove Communities. You must not allow yourself to be interviewed, attend protest meetings in company uniform. You must refer all media contact to your Manager.

• Ad Hoc Duties

The Company expects you to carry out or assist in any reasonable task or duty in relation to your position or department, and this may not necessarily be specific to your job description.

Relatives in the Workplace

Due to the potential for perceived or actual conflicts, such as favouritism or personal disagreements from outside the work environment, which can be carried into the daily working relationship, Cove Communities will recruit relatives of a team member currently employed only if:

- Candidates will not be working directly for or supervising a relative.
- Candidates will not occupy a position in the same line of authority in which team members can initiate or participate in decisions involving a direct benefit to the relative. Such decisions include recruiting, retention, transfer, promotion, wages and leave requests.

This applies to all future team members being considered for employment from 1st January 2021

Relationships in the Workplace

While we like to encourage amicable relationships between team members, we recognise that involvement in a consensual, personal relationship may create unnecessary and inappropriate conflicts of interest within the workplace. A consensual personal relationship between team members is regardless of gender or sexual orientation.

Managers and supervisors engaged in a consensual personal relationship with a team member who he or she supervises are required to declare the relationship, in confidence, to Human Resources.

Similarly, a manager or supervisor who has had a previous personal relationship with a

subordinate will not be involved in decisions relating to that team member's promotion, pay reviews, termination or other terms and conditions of employment.

This applies to all future team members being considered for employment from 1st January 2021.

Where current team members report to their own relative, any documented supervision e.g. appraisals should be supervised by a member of Human Resources

Personal Property

The Company does not accept liability for any loss of, or damage to, property which you bring onto company premises. You are requested not to bring personal items of value onto The Company's premises. If you do for whatever reason this will be fully at your own risk.

You are not permitted to take money, bags, wallets, purses or valuables to your work station if you work in a cash handling environment. Should there be special extenuating circumstances you must obtain your manager's authorisation.

Any monies, mobile telephones, valuables etc brought into a cash environment can be deposited in a locker or with your manager for safe storage. Please note any such stored items are left completely at your own risk.

Lockers

If you have been issued with a locker any items stored within will be completely at your own risk. No items that are illegal, offensive, dangerous, explosive etc may be stored.

Guest Property

You should not without exception accept any item of guests' property for safe keeping. You should not 'keep an eye on' any item even for a short period of time.

Lost Property

Lost property, irrespective of how trivial should be handed in to your manager so that it may be properly recorded. This is important to avoid allegations of misappropriation and flippancy.

Violence

Fighting with anyone on or near company premises or whilst in company uniform is unacceptable and may result in disciplinary action being taken against you.

Abusive Language

Abusive language to guests, colleagues or any person on company premises is unacceptable, and may result in disciplinary action being taken against you.

Swearing

You must not use swear, or offensive words in the presence of guests or where they may be overheard by guests.

Alcohol

Alcohol and other substances can have a lasting effect, and team members should therefore pay particular attention to any use in the evenings prior to commencing work the next day. The Company therefore have the following rules concerning the consumption

of alcohol before work, whilst at work and returning to work after breaks.

- Alcohol or drugs must not be consumed during working hours and break times
- Team members must not use, conceal, transport, promote or sell alcohol or drugs whilst on company premises or in company vehicles with the exception of the sale of alcohol through the bars and shops
- Team members must not consume alcohol or drugs in the office, on site or during designated breaks outside company premises.

Any breach of the above rules will be dealt with under The Company's disciplinary procedure and may result in disciplinary action being taken against you, which may result in the termination of your employment.

The Company policy on Alcohol & Drugs is available on request from your manager.

Drugs

Illegal substances and drugs (other than those prescribed by a doctor and used under instruction) must not be brought on to or used on park. The Company has a zero tolerance to the possession and use of illegal substances. If you are found to be in possession of or under the influence of any such substance, you will be subject to disciplinary action.

The Company policy on Alcohol & Drugs is available on request from your manager.

Alcohol & Drug Testing

The Company's policy on alcohol & drug misuse includes the requirement for workplace

screening/testing to detect the presence of alcohol or illegal substances. This reflects The Company's overall concern for health and safety.

Medical Conditions

You must advise your manager of any medical condition you may have which may potentially display symptoms and require third party intervention, and advise of the symptoms of the condition and the action that should be taken if you succumb to that condition and/or have an attack, fit or coma as a consequence of the condition.

The Right to Search

The Company reserves the right to search any team member on company premises. The search may take place whilst on site, or during entry or exit, as part of the security procedure.

The search may include any personal effects and any storage units i.e. filing cabinets, lockers etc., or any vehicle. Searches may be undertaken on a random basis, and The Company may require evidence of ownership of any articles discovered.

The Company's Right to Search Policy is available on request from your manager.

Criminal Activity

- **Criminal Acts**

Any criminal acts committed at work may result in disciplinary action being taken against you. You should be aware that it is The Company's policy with more serious criminal offences to refer the matter to the Police and to prosecute.

Tax evasion policy

The Company takes a zero tolerance approach to tax evasion. You must not engage in any form of facilitating tax evasion, whether under UK law or the law of any foreign country. You must report immediately to the General Manager any request or demand from a third party to facilitate the evasion of tax, or any concerns that such a request or demand may have been made. Failure to do so will be treated as a disciplinary matter and may result in the termination of your employment.

The Company's policy on the Prevention of the Facilitation of Tax Evasion is available from your manager.

- **Past or Spent Convictions**

The Rehabilitation of Offenders Act 1974 allows for a person's criminal convictions (with some exceptions) to be 'spent' after a period of time. The period of time is dependent on the nature of the sentence imposed and runs from the date of sentence.

If you have spent convictions you may not be obliged to disclose them, and they will not be a factor in considering employment with The Company.

Some roles within The Company require team to be DBS checked. You may, in this situation, be obliged to disclose spent convictions.

Personal Business

- **Conflict of Interest**

You must declare to The Company any other business interests that you may have which are similar to, or in any way connected or competitive with, the business of The Company.

You must declare any business relationships that you may have with The Company personnel, guests, agents or competitors.

Use of Company Equipment

- **Telephones**

You must not use company telephones for personal calls unless expressly authorised to do so by your manager.

- **PCs**

Company PCs may be restricted to prevent personal use. You must only use company PCs, Email and the internet if you are authorised to do so. The use of PCs to access social media sites without written consent is not permitted. You must not introduce or download software without the written consent of the IT Manager. Any such software would need to be appropriately licensed for business use. The use of company PCs to access pornographic or offensive material is totally prohibited.

The Company's policy on social media is available from your manager.

- **Vehicles**

You must only use company vehicles if you are authorised by your manager, and you hold a permit to drive, issued by the Transport Manager. Drivers must conform to the Road Traffic Act and the speed limits imposed on park. Drivers are required to inspect any vehicle for road worthiness before taking responsibility for the vehicle. Vehicles must not be taken home or used for personal reasons without authorisation.

You must notify your manager if any vehicle, equipment, or machinery appears to be damaged, defective or in need of repair. This prompt reporting could prevent deterioration and could also help prevent injury to you or others. Should you have any questions about the maintenance and care of any workplace equipment, please ask your manager.

The Company Policy on Vehicles is available from the Transport Manager.

- **Tools**

Tools issued by The Company remain the property of The Company at all times. You are responsible for the tools and must produce the tools for inspection on request. Damaged tools must be shown to your manager who will authorise their replacement if satisfied that they have been damaged in the normal course of their use.

Company Stock

- **Misuse of Stock**

All stock is the property of The Company until such a time as it is sold. To misappropriate, damage, give away, discount without authority, etc, is not acceptable and may be dealt with through the disciplinary procedure.

Theft of stock is a criminal matter and will be referred to the police.

- **Out of Date Stock / Disposal of Stock**

Out of date stock will be removed, recorded, authorised and appropriately disposed of by the Manager. You must not sell out of date stock or dispose of it without it being authorised.

Company Assets

No property or equipment may be disposed of irrespective of whether it is broken or otherwise without it first being viewed, an asset disposal form completed and signed off by a manager.

Any proceeds from the sale of company property must be handed to the cashier's office.

Company Expenditure

You must not purchase items on behalf of The Company or place an order with a sales representative unless you are authorised to do so.

Protected Disclosures (Whistleblowing)

The Public Interest Disclosure Act 1998 protects you from being subject to any detriment as a result of making a protected disclosure.

The Company's policy on whistleblowing (Protected Disclosures) is available through your departmental manager.

Gifts & Favours

Any gift or favour received from a supplier must be declared to The Company so as not to impair any future business relationship with the supplier.

Similarly, gifts received from guests must be declared to ensure that business transactions are not compromised and deemed unprofessional.

Failure to declare gifts and favours may be dealt with under The Company's disciplinary procedure and may result in disciplinary action being taken against you.

For further information, The Company has an Anti-Corruption and Bribery Policy which is available from your manager.

Selection and Use of Suppliers

The company selects its vendors based on the needs of the business. Consequently, only reputable, qualified individuals or companies, verified by the Head of Commercial, will be selected.

Selection: When determining an outside contractor or vendor, all Team Members must submit the new vendor form and the defined process must be followed, which includes Head of Commercial approval and relevant vendor assurance prior to suppliers being onboarded

Sourcing: All commercial tenders are run as a fair and transparent process, either led by or under the guise of the Head of Commercial to ensure business needs are met, costs are controlled and service level agreements are implemented

Family Relations: No Team Member should instruct a supplier based on a family or personal connection, where a conflict of interest is known then prior approval is required from the Head of Commercial and the Head of Human Resources

Personal Use of Vendor: No Team Member may use an existing or potential Company supplier, consultant, or subcontractor to work on his/her personal residence(s) or those of related persons without the prior written approval of the Head of Commercial and the Head of Human Resources.

Tips

Tips left or offered by guests, normally in a bar/catering environment are subject to the rules of that department. Your manager will explain your department rules in respect to tips. You should be aware that any tips that you may receive are taxable and it is your responsibility to make your own declaration to the tax office.

Guest Care

If we are to be the best, we can only achieve this through providing a courteous, informed and efficient service to each and every guest.



TEAM MEMBER

COMMUNICATION



It is important that everyone is aware of what is going on, what is expected and how well we're doing. Communication is cascaded down through your departmental manager and supervisors.

Team News

Team news is produced periodically and posted onto Dayforce (team app) for you.

Notice Boards

Each department has a team notice board. Here you will find the more formal information such as safety notices.

Open Door Policy

We want to maintain a positive and pleasant environment for all of our team members. To help us meet this goal, Cove has an open door policy, by which employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your line manager as soon as possible. If, for any reason, you don't feel comfortable bringing the matter to your immediate manager, feel free to raise the issue with Human Resources.

We encourage you to come forward and make your concerns known to The Company to help us resolve any problems or concerns.





TEAM MEMBER

LEARNING & DEVELOPMENT

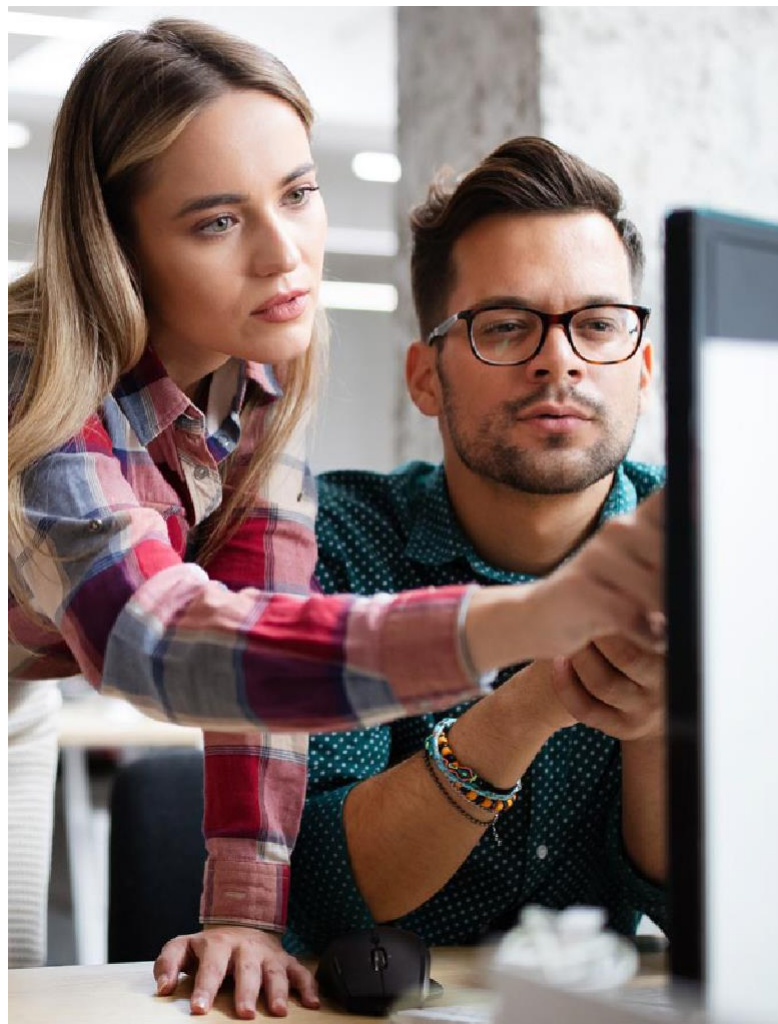


To deliver our aims and build on our success, The Company relies on the quality of our team members, their skills, capability and competence. The Company aims to provide you, wherever reasonably possible, with learning and development opportunities to allow you to perform your duties effectively and achieve your full potential.

The type and nature of the training provided by The Company is varied and in many instances specific to departmental skill requirements. Some training is mandatory as outlined in the handbook. You may nominate yourself for any available in-house training by consulting with your manager.

Reimbursement Policy

More comprehensive training which is supported by The Company will require you to agree to the reimbursement policy. This means that if you leave shortly after completing company funded training, you are liable to pay for the cost or a proportion of the cost of the training. The reimbursement agreement and time employed to reimbursement scale is available from your manager.



Training

Each team member will receive training in guest care, initially through our training course and then through the management and colleagues with whom they work. Guest care training will give you the skills to deliver to our guests a holiday experience that exceeds their expectations and as you know, there is nothing nicer than dealing with happy people.

Equal Opportunities

We are committed to promoting equality of opportunity for all team members and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills free from discrimination or harassment and in which all decisions are based on merit.

Please refer to The Company's Equal Opportunities policy for further guidance.



TEAM MEMBER

ABSENCE FROM WORK



Holiday

The holiday arrangements differ from department to department, dependent on periods of opening and the needs of the business. You should refer to your contract for your specific details.

A holiday week is representative of your normal days of work. If you work a 6 day week, a week's holiday will equate to 6 days. If you work a 4 day week, a week's holiday will equate to 4 days. In either case, if you work a 40 hour week one week's holiday pay will equate to 40 hours' pay (net of deductions).

- **Holiday Year**

The holiday year runs from 1st January to 31st December.

- **Holiday Request**

You should complete a holiday request form and pass it to your manager for authorisation. This should be completed as soon as possible. The sanctioning of holiday is not automatic. Holiday requests may be denied if they conflict with previously agreed holiday of colleagues. You should not book a holiday until your holiday request has been authorised.

The Company will not be responsible for the expense or loss of a deposit for an unauthorised holiday request.

- **Unused Holidays**

Holiday entitlement from the previous holiday year may not be carried forward to the new holiday year (unless you have been unable to take it due to a period of maternity, paternity or adoption leave or sickness absence).

Any holiday entitlement not taken before 1st January will therefore be forfeited.

No payment or time off will be made in respect of forfeited holidays.

Sickness

The Company aims to secure the attendance of team members, but recognises that there may be a certain level of absenteeism due to sickness. Where absenteeism through sickness is deemed to be high the situation may be investigated to determine whether any action should be taken. The Company reserves the right to request that you attend a consultation or submit to a visit from The Company's medical advisor. Please refer to The Company's Sickness and Absence Policy for further details.

- **Sickness Reporting**

You are required to notify your manager of your incapacity personally, unless there are very exceptional circumstances, and as soon as possible, but in any case, no later than 30 minutes before your scheduled starting time on the first day of sickness. If you are unable to speak to your manager, then report it to the deputy manager or whoever is deputising.

- **Payment Whilst Sick**

Subject to Statutory Sick Pay, you are not entitled to any pay whilst absent from work.

- **Medical Certification**

When absent through sickness you are required to provide a certificate as follows:

For any period up to 7 calendar days, a self-certification form is required.

For any period greater than 7 days, a doctor's statement of fitness for work is required.

- **Statutory Sick Pay (SSP)**

SSP is payable for sickness of 4 or more qualifying days. Your qualifying days are your normal working days. You will not receive SSP if you do not pay National Insurance contributions, are receiving maternity pay, or have already received 28 weeks' SSP.

- **Withholding Sick Pay**

SSP may be legally withheld if:-

We do not receive formal notification on the first day of your sickness.

You fail to produce evidence of your incapacity.

In the absence of a certificate, there may be good reason to believe that your incapacity is not genuine.

- **Fraudulent Absence / Recovery of Sick pay**

If, following investigation, The Company establishes that the absence was not due to sickness, disciplinary action may be taken against you which may result in your dismissal. The Company will also look to recover any payments that it made to you.

- **Sickness on Holiday**

If you are sick whilst on holiday the days that you are ill will be regarded as sickness absence provided that you have notified The Company in accordance with the Sickness and Absence policy, unless you elect otherwise to take this as annual leave.

The Company's policy on sickness and absence is available through your departmental manager.

- **Persistent Sickness**

If you are regularly absent for reasons of sickness, you will be required to produce a doctor's certificate each time you are absent. You may be required to obtain a medical report from your GP and The Company

may send you to The Company doctor for a medical examination.

If you have been absent for a long period you are required to contact your manager before the end of the period of certification to advise of your progress and to send additional medical certificates if required. Should you fail to comply with these requirements you may be subject to disciplinary action.

Return to Work Interviews

Upon your return to work you may be asked to attend a return to work interview with your manager. Your manager may discuss if there are any adjustments that need to be made in the workplace along with your attendance record.

Maternity Leave

If you become pregnant, in the interests of health and safety for you and the unborn child, you should advise your manager as soon as possible stating your expected week of childbirth (EWC).

The Company's policy on maternity leave and maternity pay is detailed in The Company's Maternity Leave policy available through your Manager.

Paternity Leave

The Company complies with all UK legislation in the area of paternity rights.

The Company's paternity policy applies to any team member who has or expects to have responsibility for a child's upbringing and who also is the biological father of the child or the mother's husband or partner. To be entitled to paternity leave, you must have worked

continuously for The Company for 26 weeks leading into the 15th week before the baby is due. The Company's policy on paternity leave is available through your departmental manager.

Compassionate Leave

The Company will consider requests for paid compassionate leave in special circumstances. All cases will be considered on their own merits by the senior leadership team. In case of bereavement, compassionate leave will be restricted to situations involving members of your immediate family (parent, spouse / partner, grandparent, child, sibling or family member living in the same household) and as a guide entitlement will be up to 3 days leave. If it is your responsibility to organise arrangements involving a close relative then additional paid time off may be permitted following consultation with your departmental manager.

Dependants Leave

Team members may take time off unpaid to deal with an emergency involving a dependant.

A dependant could be a spouse, partner, child, grandchild, parent, or someone who depends on you for care.

You can't have time off if you knew about a situation beforehand. For example you wouldn't be able to take dependants leave if you wanted to take your child to hospital for an appointment. In this case, parental leave may apply.

Parental Leave

Team members may be eligible to take unpaid parental leave until the child's 18th birthday. The entitlement is to a total of 18 weeks unpaid leave per child. You may not take more than

four weeks' parental leave each year in relation to each child.

The leave is to be taken in periods of at least 1 week at a time. Periods shorter than 1 week will be counted as a week.

If your child is disabled you are entitled to take parental leave in single days.

Parental Bereavement Leave

Team members are entitled to time off (up to two weeks) to deal with the death of a child, if they die under the age of 18 or are stillborn.

This entitlement applies to the:

- biological parent
- adoptive parent, if the child was living with them
- person who lived with the child and had responsibility for them, for at least 4 weeks before they died
- 'intended parent' – due to become the legal parent through surrogacy
- partner of the child's parent, if they live with the child and the child's parent in an enduring family relationship

Team members have this entitlement from the day they start their job.

Statutory Parental Bereavement Leave can be taken in the 56 weeks following a child's death.

If more than one child dies, the team member is entitled to two weeks' Statutory Parental Bereavement Leave for each child.

- [Mental Health](#)

Please refer to our mental health policy

Flexible Working

Team members have the right to request flexible working. Requests must be made in writing to the line manager and will be considered within statutory requirements and the practicalities of the business.

Medical Appointments

Medical appointments should be made outside of your normal working hours. If this is not possible, you should try to make appointments at the beginning or end of the working day. You should obtain permission from your manager, and should produce an appointment confirmation, such as a card, letter, text message or email wherever possible to confirm your appointment. You will not be paid for time off taken for medical appointments.

Jury Service

If you are called to attend court as a juror or witness, you will be allowed time off with normal pay less the deduction for loss of earnings which you must claim from the court. Your holiday entitlement is not affected. You are required to provide documentary evidence to support your requirement to attend court. If you are called as a witness in respect of an incident at work, you will be paid your normal earnings in full.

HM Forces / TA Deployment

The Company complies with the Reserve Forces Act 1996 in respect of the mobilisation of reservists. The reservist's employment will be held open pending return to work. The reservists must produce a copy of the Call Up Notice.

The Company reserves the right to amend the reservist's duties during the course of

their employment with The Company.

The Company will provide any necessary retraining. Continuation of service and relevant benefits in respect of length of service will not be affected during any periods of absence.

Voluntary Service Fire / Special PC / Coastguard

The Company recognises and supports the valuable work done in such services. The volunteer must make The Company aware of the nature of their service and schedule of training, so that their hours of work will not to be disrupted by training.

In the case of a 'shout', the volunteer must advise their manager of their imminent departure. Their work environment must be left in a safe condition and be inaccessible to the general public and/or handed over to another team member. The volunteer must be covered by appropriate insurance to cover loss of earnings in case of injury.

Charitable Activity

Should you wish to take time off to support or participate in a charitable activity, The Company will be as accommodating as is reasonably possible. Time taken off must fit in with the needs of the business. The sanctioning of time off will be at your manager's discretion.

The matter should be raised with your manager at the earliest opportunity so that any necessary amendments can be made to rotas. Any time taken off will be unpaid, or in the case of salaried employment, you will be expected to make up the time.

Calculation of Benefits

Variations in your hours of work may affect the calculation of any of the aforementioned

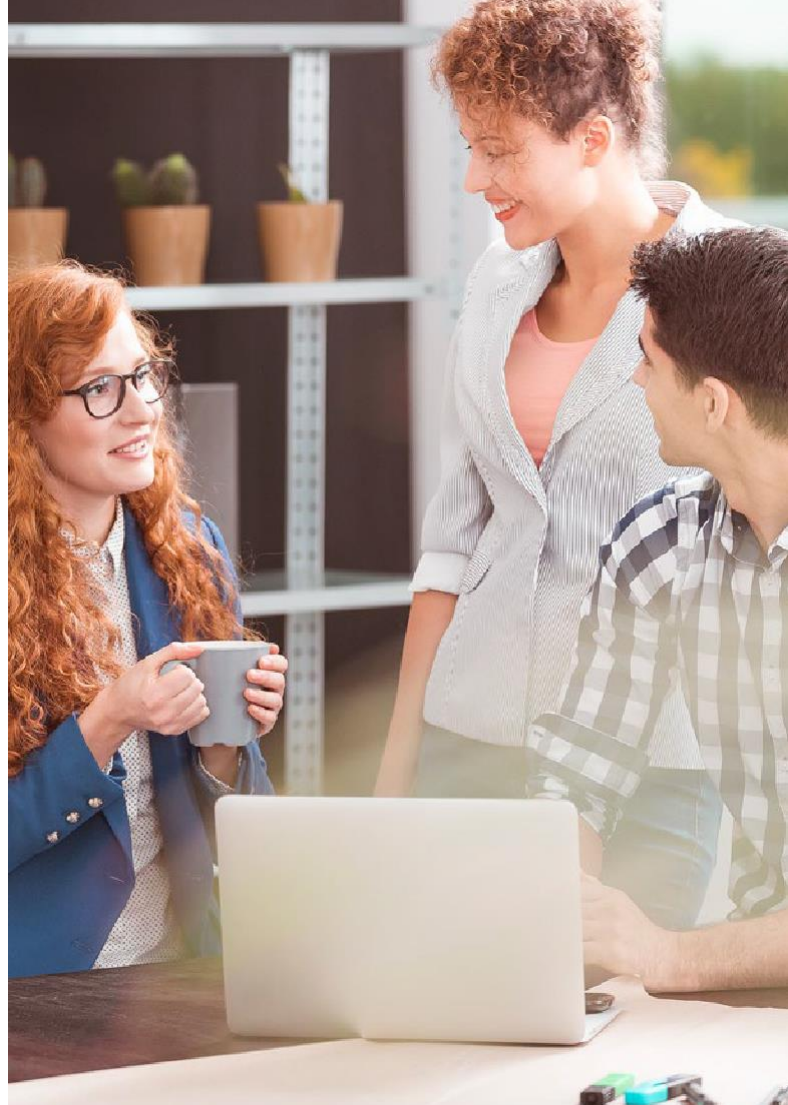
entitlements. To ensure fairness, The Company will average your hours over your previous 12 weeks to calculate any benefit to which you may be entitled.

Equal Opportunity

The Company is committed to a working environment which offers equal opportunities and treatment for all team members. The Company wishes to encourage a working environment which is free from harassment, discrimination, and victimisation. The Company will not under any circumstances tolerate any behaviour which causes offence to others, whether team members or guests, in respect of their colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), marital status, disability, religion, religious belief or philosophical belief, sexual orientation or age.

Please refer to The Company's policy on anti-harassment.

Please refer to The Company's policy on





COMPANY

EMERGENCY PROCEDURE



equal opportunities.

Your department has an Emergency Procedure and you will be trained during your company and departmental induction in the procedure before commencing work with The Company.

You must be familiar with the following requirements and should immediately speak to your manager if you are unclear on any aspect:

- How to raise the alarm, where it is and what it sounds like
- What are your personal responsibilities in the case of an emergency
- Where are the emergency doors and escape routes
- Where is your assembly point

Evacuation & Fire Drills

Emergency evacuation/fire drills are held monthly. You must participate in a drill within your first month of employment and subsequently participate in a minimum of 2 drills a year thereafter (A minimum of once every three months in club venues).





COMPANY

DISCIPLINARY PROCEDURE



The purpose of the disciplinary procedure is to ensure a fair and consistent approach in the treatment of individuals and to ensure that all team members reach and maintain the necessary level of performance and conduct.

Through the disciplinary procedure The Company may for example, issue warnings, set action plans, initiate training, mentor, redefine your position and responsibilities, demote or terminate your contract.

The principal aim of the disciplinary procedure is to improve your performance, competence or conduct. It is unlikely that you will be dismissed at the first instance, unless your actions constitute gross misconduct. The Company reserves the right to enter the disciplinary procedure at any stage.

No disciplinary action will be taken until the circumstances have been investigated. The Company may choose to suspend you from your duties, and during this time you will receive full pay. The Company will endeavour to complete investigation and any disciplinary procedure as quickly as possible. The findings and any disciplinary action imposed will be strictly confidential and will be shared only with personnel who need access to such information in the performance of their duties.

At each stage of the disciplinary procedure you will be given the opportunity to state your case and you are entitled to be accompanied by a colleague or trade union representative of your choice. You will have the right of appeal against any decision, normally to the next level of management.

The procedure applies to all employed team members regardless of length of service. It does

not apply to agency workers or self-employed contractors.

Minor conduct issues can often be resolved informally between you and your line manager. These discussions should be held in private and without undue delay whenever there is cause for concern. Where appropriate, a note of any such informal discussions may be placed on your personnel file but will be ignored for the purposes of any future disciplinary hearings. In some cases an informal verbal warning may be given, which will not form part of your disciplinary records. Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (for example, because of the seriousness of the allegation).

Procedure

This procedure is non contractual and is to be followed where The Company is contemplating disciplinary action.

Step One

Following any investigation, if The Company considers there are grounds for disciplinary action, it will provide you with a written statement of your alleged conduct or performance or other circumstances leading to The Company contemplating disciplinary action against you, the basis for those allegations and what the likely range of consequences will be if it is decided after the hearing that the allegations are true.

You will also receive, where appropriate, copies of relevant information gathered during the investigation, together with documents and/or witness statements.

The Company will give you written notice of

the time, date and place of the disciplinary hearing. The hearing will be held as soon as reasonably practicable, but you will be given a reasonable amount of time to prepare your case based on the information that The Company provides.

Step Two

A meeting will take place before any disciplinary action is taken and will normally be chaired by someone impartial. You will have the right to be accompanied at the meeting by a trade union representative or fellow team member. During the meeting you will be provided with the opportunity to make representations.

You must take all reasonable steps to attend the meeting. If you fail to attend the meeting without notice, the meeting will be rescheduled; if a second meeting is not attended, the meeting may take place in your absence.

Following the meeting chairperson will provide you with their decision in writing. The usual penalties for misconduct or unsatisfactory performance are:

Stage 1: First Written Warning –this will usually be appropriate for a first act of misconduct or unsatisfactory performance where there are no other active warnings on your disciplinary record.

Stage 2: Final Written Warning – it will usually be appropriate for misconduct or poor performance where there is already an active warning on your record or other sufficiently serious misconduct or unsatisfactory performance where there are no other active warnings.

Stage 3: Dismissal with Notice – dismissal may be authorised for misconduct or poor performance during your probationary period or further misconduct or unsatisfactory performance where there is a final writing warning active on your record.

Step Three

If disciplinary action is taken against you, you will be notified, in writing, of your right to appeal against the decision and to whom you should address your appeal.

If you wish to appeal against a disciplinary decision you should do so in writing within 5 working days of you receiving written confirmation of the decision. You must set out your reasons for requesting an appeal and why you feel the original decision should not be upheld. You will then be invited to an appeal meeting and you will receive written notice of the time, date and place of the appeal hearing. Again, you will have the right to be accompanied at the meeting by a trade union representative or fellow team member. During the meeting you will be provided with the opportunity to make representations relevant to your appeal.

You must take all reasonable steps to attend the meeting. If you fail to attend the meeting without notice, the meeting will be rescheduled; if a second meeting is not attended, the meeting may take place in your absence.

Where possible, the appeal hearing will be chaired by a more senior person who has not previously been involved in the case.

Following the appeal, The Company will inform you of its decision, in writing, as soon as possible. There will be no further right

of appeal.

The Effect of a Warning

Written warnings will set out the nature of the misconduct or unsatisfactory performance, the change in behaviour required, the period for which the warning will remain active, and the likely consequences of further misconduct or unsatisfactory performance in that active period.

A first written warning will usually remain active for six months and a final written warning will usually remain active for 12 months.

After the active period, the warning will remain permanently on your personnel file but will be disregarded in deciding the outcome of future disciplinary proceedings.

Examples of Misconduct

Where The Company reasonably believes you are guilty of:

- Poor time keeping
- Poor performance
- Leaving your workplace without authorisation

- Unauthorised absence
- Poor personal appearance
- Poor hygiene
- Misuse of equipment
- Minor insubordination
- Rudeness
- Negligence in the performance of your duties
- Loss of stock
- Failure to perform duties
- Poor conduct
- Poor cash handling
- Insulting, offensive or inappropriate postings on social websites or blogs.
- Minor non-compliance to safety rules
- Minor non-compliance to hygiene rules
- Minor non-compliance with company policies
- Any other behaviour inconsistent with your duty to loyally and properly carry out your duties

This list is not exhaustive.

Gross Misconduct

Gross misconduct is misconduct so serious that it would be unreasonable to expect The Company to retain your service. If you are guilty of gross misconduct you may be dismissed without notice or payment in lieu of notice.

Examples of Gross Misconduct

Where The Company reasonably believes you are guilty of:

- Dishonesty
- Theft
- Fraud
- Forgery
- Corruption
- Bribery
- Receiving a bribe or other payments
- Falsifying timesheets
- Negligent loss of money
- Negligent loss of stock
- Giving away stock
- Gross insubordination
- Abusiveness
- Threatening behaviour
- Assaulting team members or guests
- Fighting
- Discrimination
- Harassment
- Bringing The Company's name into disrepute
- Encouraging others to break the law
- Fraudulent absence
- Indecency
- Drunkenness
- Use of illegal substances
- Possession of illegal substances
- Serious breaches of The Company's policies

Any other misconduct so serious that it would be unreasonable to expect The Company to retain your service.

This list is not exhaustive.

Grievance Procedure

This procedure applies to all employed team members, regardless of length of service.

This procedure does not form part of any team member's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

If you have any grievance individually or collectively relating to your employment you should raise the matter initially in writing with Human Resources. You should set out the nature of and the circumstances surrounding your grievance, together with an explanation as to why you feel aggrieved.

Having enquired into your grievance you will be invited to attend a meeting to discuss your grievance. You should make every effort to attend the meeting. Following the meeting, you will be informed of the decision in writing, together with your right of appeal against the decision.

At the meeting, you may be accompanied by a colleague or a trade union representative.

If you are dissatisfied with the outcome you may appeal against your decision in writing

within 5 days of the original meeting. You should give full reasons for requesting an appeal and why you feel the original decision should not be upheld. An appeal meeting will be held at which you may again be accompanied by a fellow team member or trade union representative. Following the meeting you will be notified in writing of the decision which will be considered final.

You must take all reasonable steps to attend any meeting. If you fail to attend meetings without notice, the meetings may take place in your absence.

If you believe that you are being sexually or racially harassed or the victim of some other form of harassment or unlawful discrimination, you should report any incident(s) to Human Resources who will investigate and seek to resolve the matter quickly and in confidence.

If your grievance concerns a number of team members you may nominate one or two persons to speak on behalf of the group.



COMPANY

LEAVING



Should you leave The Company's employment you will generally not be allowed back onto The Company's premises for a minimum period of 3 months, and then only with Management consent. If you are dismissed by The Company you will not be permitted onto The Company's premises.

If your employment has ended due to the termination of a seasonal contract you will be permitted to enter onto The Company's premises provided your manager has expressed their consent.

- **Notice**

You may terminate your employment by giving The Company the appropriate notice in writing. You will be expected to work your notice period unless otherwise agreed with your manager.

The period of notice which you are required to give is as stated in your contract. As a guide if you are weekly paid your notice period is one week. If you are monthly paid your notice period is one month.

- **Holiday Pay**

On termination of your employment, you will be entitled to a payment in respect of any holiday accrued and not taken, which will be added to your final pay. If you have taken more holidays than your entitlement, the balance will be deducted from your final pay.

References

The Company does not issue testimonial references (i.e. To Whom It May Concern). Future employers may apply to The Company in writing for a reference on headed paper. Please remember to state your manager's name/department.

References issued are confidential and at The Company's discretion.

Re-employment

If you have previously successfully worked for The Company, we will be pleased to consider you for re-employment. You will need to apply in the normal way.

If you have been dismissed, you will not be considered for re-employment.

