

Congratulations on your successful interview and we welcome you to the team. As part of your induction you will be asked to complete a New Starter Form. This document is then sent to our HR Team to process. We ask that you carefully review the information you enter into this document before submitting. Information such as bank details should be checked for accuracy before you continue to the next page.

When you arrive for your 1st shift the HR Team will generate your Employment Contract (SMT) and this will either be sent to your line manager to issue or to your personal email address. We ask that you read this contract carefully and ask the HR Team any questions you may have. You can do so on the following communication channels; 0141 319 8451 (option for HR Team) or via email, hr@racetrackpitstop.co.uk. *Please note that this HR number may change, and in this event please ask your line manager for this information. The next stage in your induction is to be introduced to the staff portal whereby you can find useful links such as Holiday Request Forms, Company Policies, Training Content etc.

Following this introduction, you may be added to our WhatsApp Group Chats, depending on which position you have joined the company. We would like to take this opportunity to highlight that this is space for your line manager and head office to send communication to employees which directly relates to work. All non-business relating matters should not be discussed in these group chats.

The following list are some house rules/vital points which apply to all our employees. This snapshot information will be discussed in depth by your line manager and further information can be found in our Employee Handbook, in which you will be sent with your New Starter Form.

Vital Points:

- **Employee Wages** - All employees are paid monthly. All payments are made on every second Friday of the month. This payment will be for the hours in which you worked in the previous month. For example, if payment day was the 14th February (the second Friday of February 2020), then employees would receive this pay for their hours worked from the 1st January to 31st January. All payments will be made by 5pm. Your payslip will be sent via email from the HR Team the following Monday.
- **Sickness** - If for any reason you have to call in sick for your scheduled shift, we ask that you call your line manager in the first instance to explain this absence. We ask that you give a 6 hours' notice of absence so that provisions can be made to cover the shift. We do not accept a text message or email as a valid communication method for calling in. If you do text or email your line manager then this will be regarded as non-communication and we will continue with our appropriate disciplinary procedure. In the event you cannot make contact with your line manager then you should call the HR Team on the number previously

provided. Again, an email to the HR Team will not be accepted. You may be asked at times to communicate with both parties.

- Shift Swapping - Your line manager will provide you with shifts at least 1 week in advance. If you are scheduled for a shift then we ask that you commit to this shift. In the case of an emergency that you have to swap your shift then this should first of all be brought to the attention of your line manager, not a fellow colleague. Similarly, to our Sickness procedure we will not accept text messages or emails as valid communication. WhatsApp group chats are used for business matters and therefore you should not ask in this communal space.
- Uniform Standards - All employees will be set a uniform standard. Dependent on your role you may be provided with full or part uniform. If you attend work wearing non-uniform then you may be asked to return home and collect this uniform. In the event where you cannot return to work in an appropriate time your shift may be covered and you will receive no pay for that day. Shoes and trousers must be plain black and appropriate for work. Therefore, branded items with large logo designs on clothing are not permitted.
- General Standards - Customer service is key for the successful operation of our Business and must come first. Therefore, we ask that you give your full attention to our customers who visit our sites. The use of earphones, headphones and ear pieces for music purposes are strictly forbidden. We ask that you treat your fellow colleagues with respect and ensure that everyone in your team feels welcome. Whether this be existing employees or new starters to our Business. We adopt a strict Respect policy and will not tolerate any signs of disrespect or discrimination.

We wish you all the success in your new role and look forward to working with you.

Thank You
Head Office