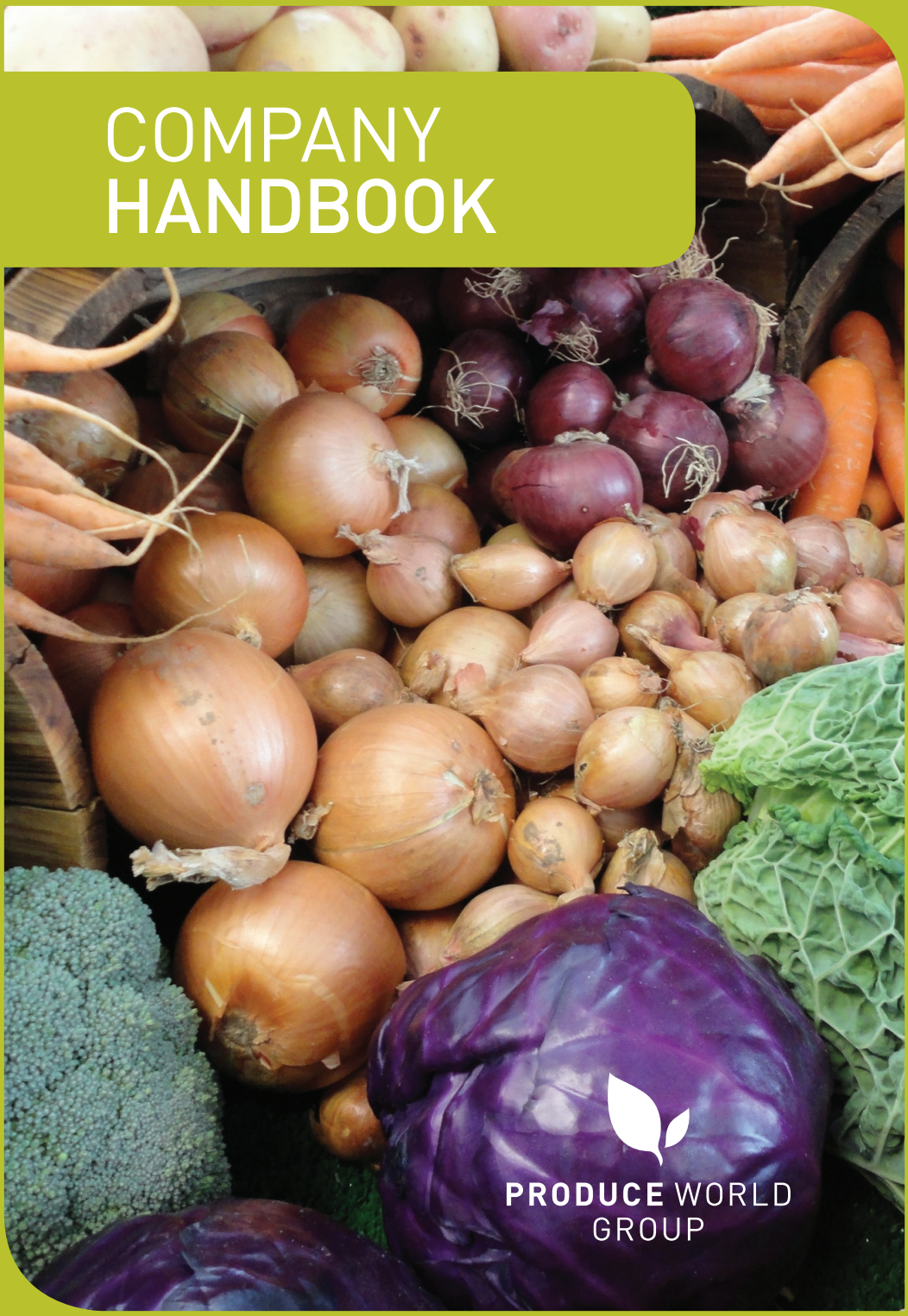
COMPANY HANDBOOK



PRODUCE WORLD GROUP

Employee handbook contents

Section One

1. Welcome to Produce World Group
2. Our Vision
3. Our Values
4. Equal Opportunities
5. Our Behaviours
6. Our Partnership Charter

Section Two

7. Joining Produce World Group
8. Communication, information and engagement
9. Code of conduct
10. Food handling

Section Three

11. Corporate social responsibility
12. Health, safety and security
13. Environmental management

Section Four

14. Hours of work and the Working Time Regulations
15. Annual leave
16. Family leave
17. Absence from work
18. Official duties

Section Five

19. Pay and benefits
20. Non-contractual benefits, rewards, discounts and recognition

Section Six

21. Training and development
22. Performance and development

Section Seven

23. Working together
24. Travelling on Produce World Group business
25. Leaving Produce World Group

PRODUCE WORLD GROUP

Produce World Group employee handbook

Using this handbook

This handbook goes some way towards telling you everything you need to know about working at Produce World Group – of course, you're never going to get all you need from a book! Much of your first few weeks will involve learning on the job and by following the lead of your colleagues.

Use this book in conjunction with your statement of terms and conditions of employment that you received when you signed your contract and the policies that you'll find on the intranet. Whilst the handbook does not form part of the terms and conditions of employment, you should familiarise yourself with, and abide by, its provisions. We've tried to keep everything as simple as we can, but there's a lot to take in, so do spend time with your manager or one of the human resources team if you need further clarity on any of this content.

Naturally we may need to make updates to some of the information in here from time to time – particularly in line with changes in legislation. If you notice a difference between your statement of terms and conditions (T&Cs) of employment and what's written in the handbook, you should always look to your T&Cs as the most relevant.

Any policies and procedures mentioned within this handbook can be found on the intranet on the homepage under Policies and Procedures, HR or may be requested through Human Resources. It is your responsibility to read and understand these policies. If anything is unclear, please contact Human Resources.

1. Welcome to Produce World Group

Produce World Group is a privately owned business which is customer and category focused. As one of the largest expert growers and suppliers of high quality fresh vegetables in Europe, we are industry leading in sustainable and responsible agronomy, growing and lean supply chain management.

Produce World History

In 1898 Harry & Percy Burgess began growing vegetables in the Peterborough Fens and running a fruit & vegetable shop in Richmond, London. Ever since, the business has expanded using strong ethical values and today Produce World Group remains a privately owned business with active involvement from the fourth generation of the Burgess family. In 2011, Produce World brought all existing companies into the 'Produce World Group' creating one company, one team and one brand.

Timeline

- **1898** Harry & Percy Burgess begin growing vegetables in Peterborough Fens and running a fruit & vegetable shop in Richmond, London.

- **1946** Russell Burgess Ltd established to pack and market fruit & vegetables. The post - Second World War years meant a frugal existence and rationing for a nation recovering from total devastation. In the Cambridgeshire Fens one man saw an opportunity to market farmers' fresh produce to this hungry and receptive population. Russell Burgess Ltd. was formed in 1946 to market potatoes and fresh produce grown on farms in the Fens.

- **1999** - A joint-venture growing operation was formed between Las Lomas and the Produce World Group in 1999. The concept gave Produce World an additional supply line to import parsnips, leeks, bunched carrots, potatoes and onions, and create an all year round supply source for the benefit of our rapidly expanding customer base.

- **2000** Russell Burgess (Potatoes) merges with Sutton Bridge Ltd to form Solanum Ltd.

- **2003** Companies merge to create Produce World Ltd.

- **2008** Produce World Ltd acquires Marshalls Holdings Ltd, a group of companies that includes Marshall Bros (Butterwick) Ltd and a 76% holding in Agromark SA.

- **2009** Produce World disposes of its interests in British & Brazilian Produce Ltd to AG Thames Holdings Ltd.

- **2011** One Company, One team, One Brand.

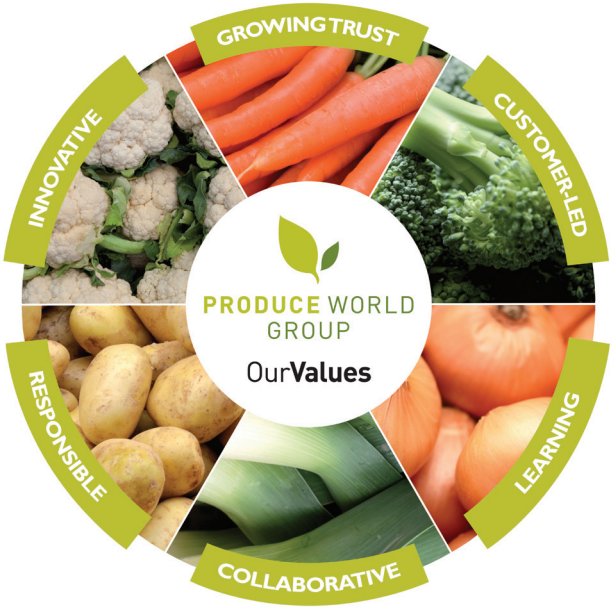
- **2012** Produce World Ltd sells Agromark SA.

2. Our Vision

As a business we have a vision to be the best and most respected fresh produce supplier in Europe and to lead in our chosen sectors. We want this to be your vision too. Everyone who works for Produce World Group contributes to that vision.

3. Our Values

Our values are what you and our business are all about – they are what our company stands for, what we believe in, and what we are. They underpin the decisions, actions and behaviour of everyone who works for Produce World Group.



4. Equal Opportunities

Produce World Group Ltd is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers.

5. Our Behaviours

The success and reputation of Produce World Group depends on everyone. Together we can keep and grow our reputation by behaving professionally, honestly and with integrity towards each other and our customers. We use these guidelines to help us:

Growing Trust	Customer Led (internal & external)	Learning
Say thank you for a job well done	Aim to get it right first time	Observe others and learn from their behaviours
Praise in public and criticise in private	Manage customers' expectations	Reflect on and learn from my experiences
Act with honesty and integrity	Go beyond expectations where possible	Proactively take responsibility for my own development
Support colleagues when they make a mistake	Give, receive and act upon constructive feedback	Accept feedback on my performance and use it to develop myself
Respond positively to other peoples' suggestions	Proactively seek to understand what is important to my customers	Seek out the root cause of a problem, act on and learn from the findings
Demonstrate respect towards others	Seek and offer solutions appropriate to my customers' needs	Seek out all the information available to do my job effectively
Work without prejudice or blame	Make their day	Share my learning experiences with others

Collaborative	Responsible	Innovative
Take an active role in all my teams	Will do what I say	Back up my ideas with facts
Respect the views and ideas of others	Accept responsibility for my own actions	Ask “what if..?”
Communicate verbally whenever possible	Offer solutions rather than problems	Continuously look for improvements no matter how small
Build and maintain positive work relationships	Motivate myself and choose my mood	Challenge the norm
Empathise towards others difficulties and frustrations and support where possible	Seek forgiveness not permission	Positively support new ideas and ways of working
Take action and help without being asked	Respect the rules	Listen to and respond to ideas with an open mind
Help to find solutions without placing blame	Talk constructively about my team	Implement my ideas

6. Our Partnership Charter

Colleagues from across our business worked together to create this.
It shares our commitments both as a business and as individuals:

Produce World Group commits to:

- Delivering you an informative and relevant business induction
- Ensuring your role and responsibilities are clearly defined
- Supporting you in developing your skills
- Providing you with a safe workplace
- Engaging in two-way discussion about changes that affect you
- Regular 1-2-1 meetings between colleagues and managers
- Behaving in line with the Produce World Group values and behaviours

You commit to:

- Listening, learning and being involved during your induction
- Working to clearly defined standards
- Taking ownership of my own personal development
- Complying with safety requirements
- Participating and offering solutions rather than problems
- Preparing for and attending my one to one meetings
- Behaving in line with the Produce World Group values and behaviours

WE ARE ONE BRAND, ONE COMPANY AND ONE TEAM.

Our Partnership Charter defines the commitments from Produce World Group to you, and in turn defines the commitments you make to us as a company.

7. Joining Produce World Group

Congratulations and thank you for making the move to Produce World Group!

We have both a company and a specific role-based induction ready for you so you can quickly absorb some of the key facts about the business and what is expected of you. We also have lots of information on our intranet and company website for you to find out more about your new company.

At the company induction you will learn about our key business functions and be shown around your site. At the end you will sit a short test on 'must know and must do topics' – for your own and our customers' safety.

Your role induction will be with your manager who will introduce you to colleagues, equipment and the expectations of your role.

Your probation period

As a new employee you will go through either a three or six month probation period when you join Produce World Group, with your manager regularly reviewing your progress along the way. It's a great opportunity for you both to define the areas you wish to develop, build up your knowledge of the Produce World Group business and set some objectives.

Once you successfully complete this review period you will receive confirmation of your appointment.

Information about you

All of the personal details you share with us are kept in the strictest confidence in a secure place within Human Resources, following the principles of the Data Protection Act.

You will need to keep your Human Resources department informed of any changes to these details including:

- Home address and telephone number
- Next of kin and their contact details
- Bank details (for salary payments)
- Name changes
- Criminal charges or convictions
- Your right to work in the United Kingdom.

8. Communication, information and engagement

At Produce World Group, we recognise the importance of communication, information and engagement. It is absolutely imperative to business growth, functionality and success that we work together with you and strive to get the right balance.

We do this in the following ways;

Annual business briefing

The Executive Board of Directors will provide an update on business performance and future plans to the Senior Management Team across the Produce World Group. The Senior Management Team will then cascade this information as appropriate through their teams.

Employee forums

You'll find these in action at all of our sites. Representatives meet to discuss operational improvements and decisions that may affect the work environment and colleagues across your site. It's a great opportunity to share best practice. Contact your Site HR Representative for a list of your representatives.

Employee survey

Produce World Group aims to provide a great place to work. We appreciate that the working environment here can sometimes be challenging, but we always strive to be the best we can be.

One of the best ways for everyone to have their say on how we can realise this ambition is to participate in our annual employee engagement surveys. The results from these help us to identify and prioritise where we most need to work to make improvements.

Intranet

Loaded with information about our Group and the business functions and with all the templates you'll need, the intranet is a one-stop-shop for Produce World Group knowledge.

Monthly team briefings

These are an opportunity to update you on key business updates, changes and new initiatives. We always invite and welcome discussion and questions from the team.

Noticeboards
You can't miss these! All important company notices, career opportunities, business updates, competitions, special offers and local events are displayed here.

One to one meetings with your manager
It is important that you meet on a regular basis with your manager who is your first point of contact for any day-to-day matters. A formal one to one meeting will happen regularly on a timetable agreed between you and your manager.

Produce World Group style
Our business identity and branding is important to us – especially when communicating with our customers. We use Arial font, text size 11 for our documents (size 14 for headings). Standard templates are available on the intranet.

9. Code of conduct

Our code of conduct is a set of standards we expect from you. Here are the ones we use which apply to all employees.

Additional/alternative work – you must have permission to work for another employer in addition to your Produce World Group employment. This policy is to safeguard your health and safety and ensure the business complies with the Working Time Regulations.

Appearance – please dress appropriately to your role so we can portray a professional image. If clothing is provided, you should keep it clean and tidy. Specific work wear or PPE is mandatory in certain areas of the business.

Attending work – we expect every employee to start and finish in line with their agreed hours. Persistent lateness and unauthorised absence is taken seriously and may lead to disciplinary action.

Betting, fund-raising and personal sale of equipment – please obtain permission for any of these. Check with your manager first, but more senior approval may also be required.

Bribery – offering or receiving of bribes is strictly prohibited and will result in disciplinary action.

Confidentiality – you should not, either during your employment or after, share with anyone not employed by Produce World Group any company information, except where it is expected as part of your job. Any communication with the press and media should be approved through Human Resources.

Corporate entertainment, gifts, hospitality and promotional expenditure – is fine when used for business relationships and improving the image and reputation of the Company. However, you should not accept any gifts or hospitality that would gain any commercial advantage as this would be classed as a bribe.

Criminal convictions – failure to disclose a criminal conviction, unless it has been spent as described under the Rehabilitation of Offenders Act 1974, may lead to your employment being terminated.

If you are subject to any criminal proceedings whilst in employment, you will need to notify Human Resources or your manager immediately as we will need to consider whether the situation deems you unsuitable to continue in your present role.

Data Protection – we comply with the key principles of the Data Protection Act and take good care of your personal data – never giving to any third party without your consent. You can ask to see your personal information and we will respond within 40 days.

Fit to work – consumption of alcohol, or bringing onto site, illegal drugs or other substances (unless medically prescribed) is strictly forbidden and puts the health and safety of yourself and colleagues at risk. If you come to work or whilst at work are considered to be under the influence of alcohol or non-medically prescribed illegal drugs or substances, you will be suspended from work and will be subject to disciplinary action that may lead to your dismissal.

If you are attending company supplier or customer social events and dinners as an ambassador of the business your consumption of alcohol must be in moderation. It must also be to a level that does not adversely impact upon the Company's reputation or your ability to fulfil your duties.

Personal calls – please keep these to a minimum and, where possible, in break times. We do not allow mobile telephones within our production areas. Personal mobile phones should be used for personal calls.

Fraud – where fraud is suspected and reported, we will carry out prompt and thorough investigations and appropriate disciplinary action taken.

Smoking – is not permitted on any of our sites, except in the designated areas. Breach of this policy may result in disciplinary action.

Social media – access to social media sites e.g. Facebook, Twitter, YouTube, blogs etc, from our computers or devices is not allowed at any time. Whilst we understand that you may wish to use your own computer or device to access these in your own time, you must not discuss the company or employees in any capacity unless agreed by your manager for professional reasons. Failure to adhere to this will lead to disciplinary action.

Treating colleagues fairly – we respect each other and our visitors and will not accept any discriminatory behaviour, harassment or bullying.

Use of email and internet – if relevant, you will be asked to read and sign the IT Usage Policy.

Whistle blowing – Produce World Group is committed to the highest standards of openness and accountability. We expect colleagues, and others we deal with, who have serious concerns about any aspect of Produce World Group's work to come forward and voice those concerns.

This policy applies to all employees, contractors and suppliers. We recognise that reporting concerns can be difficult but, if what you are saying is true, then you should have nothing to fear. All discussions are treated in the strictest confidence. As a first step, you should raise the issue with your Human Resources department.

10. Food handling

If you come directly or indirectly into contact with food, you should always report any illness or medical condition likely to be passed on through food to your manager immediately.

It is a legal requirement that every employee working in a food-handling area maintains a high degree of personal cleanliness and to wear suitable clean and, where necessary, protective clothing.

Please wash your hands with soap and dry before working with or around food, especially after using the toilet. We have sanitising gel stations that should be used regularly.

11. Corporate social responsibility

Produce World Group maintains that a sustainable, responsible business is a good business. Our Corporate Social Responsibility strategy is built on four 'pillars'. These four elements to our strategy covers Our People, Our Community, Our Environment and Sustainable Agriculture;

Responsible Sourcing

Environmental Stewardship

Community Impact

Workplace Culture

Responsible Sourcing
'We will always treat our growers and suppliers fairly and ask the same from our customers.'

Environmental Stewardship
'We understand the environmental impact of our operations and constantly seek opportunities to improve it.'

Community Impact
'We will make a positive, measurable contribution to the communities in which we operate.'

Workplace Culture
'We value the contribution of all our employees and are committed to providing a safe, stimulating, rewarding and collaborative working environment.'

12. Health, safety and security

We set the highest standards of health and safety management with the right resources in place to make it happen. All the details you need are in our Health and Safety Policy which you will have received during your induction. It is also your responsibility to familiarise yourself with this content and take good care of yourself and others in the workplace.

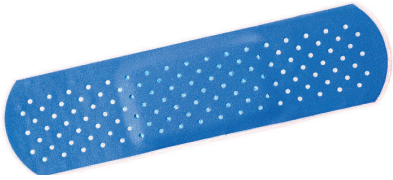
The policy gives you details on:

- Lifting and manual handling
- Protective clothing and equipment – both what we provide and what is required from you
- Jewellery – what's allowed and what isn't
- Display screen usage
- First aiders
- Accident reporting
- Consultation through our health and safety committee
- Fire safety
- Contractor control
- Working from home
- World events and natural disasters
- Personal belongings and employee property
- Personal tools and equipment
- Audio at work
- Family and friends on site

What's most important though is that you:

- Take good care of yourself and others in the workplace
- Comply with all safety instructions and information
- Cooperate with the Company in complying with safety legislation
- Don't misuse anything provided to you in the interest of health and safety
- Report any hazards or health and safety concerns to managers
- Do not operate any equipment for which you have not received appropriate safety training
- Report all accidents and safety-related incidents to management (regardless of whether any injury or loss has occurred)
- Familiarise yourself with the site's emergency evacuation procedures which are displayed at fire alarm call points

Failure to comply with our Heath and Safety Policy may be dealt with as an act of misconduct, which may lead to dismissal.



13. Environmental management

We have a whole host of policies that cover the environment; waste, energy and water management. These are available on the intranet and we request that you familiarise yourself with those most relevant to your role.

Managing our environment is vital to the sustainability of our business and we take steps to reduce negative impact and to operate responsibly.

You can help too:

Energy
Please follow your local energy management procedures to help us save costs, reduce environmental impact and improve efficiency – switch off those machines and lights wherever you can for a start!

Waste
- Reduce waste
- Reuse
- Recycle
- Dispose properly and safely

It is down to us all to help reduce the amount of waste that gets sent to landfill. We have clear segregation procedures for all types of waste from plastics to batteries and paper.

Water
Our sites in particular use a great deal of water within the processing plants, but we are applying sustainable water resource management wherever we can to limit the environmental impact of our business.

Please help us by following the water management procedures which helps us to reduce the risk of pollution and excess waste.

14. Hours of work and the Working Time Regulations

Working Time Regulations
These regulations restrict working hours to a maximum of 48 per week, unless you have signed an opt-out form, or have responsibility for managing your own hours.

Your hours
Your normal working hours are detailed in your Statement of Terms and Conditions of Employment.

You will need to familiarise yourself with the full details of these procedures and exceptions.

- **Additional hours** – to meet customer and seasonal demands, you may be asked to work additional hours. Over time is voluntary and will always be discussed and agreed in advance with your manager.
- **Lay off and short time working** – we reserve the right to lay off or put employees on short time without pay where no work is available for whatever reason.
- **Mobility** – you may occasionally be asked to work away from your normal place of work on a temporary basis.
- **Night workers** – an employee that regularly works nights should not average more than 8 hours in any 24 hour period (averaged over 17 weeks), unless a Collective Workforce Agreement applies.
- **Punctuality** – it goes without saying that we expect you to be on time. We regard start time as being in your designated place of work, dressed appropriately and ready to start.
- **Rest breaks** – we provide facilities for these at all of our sites.
- **Time recording** – please record your hours worked as appropriate for your site and role. It is a serious offence – and a breach of fire safety procedures – to falsify time records.

15. Annual leave

Your personal holiday entitlement (including public holidays) will be shown in your Statement of Terms and Conditions of Employment.

Here are a few things to note:

- The maximum amount of holiday you can take on one occasion is no more than two calendar weeks (please see your Site HR Representative for further details).
- Holiday periods must be booked in advance (one month's notice for one week's absence and one week's notice for one day's absence).
- We will always try to accommodate your request, but sometimes business reasons will take precedence.
- It is expected that 50% of your holiday entitlement will be taken during the first six months of the holiday year.
- You are not able to carry forward holiday entitlement from one year to another.
- We do not offer pay in lieu of holiday entitlement (except if you are leaving the company).
- We will reimburse holiday entitlement if you become ill during your holiday. You will need to comply with normal sickness absence procedures and you will be required to provide a doctor's notice in respect of the period of illness.
- Unpaid leave is granted in exceptional circumstances and only when all annual leave entitlement has been exhausted.
- We will always try to arrange holiday allocation to fit with religious holidays of your faith.

Of course, sometimes there may be exceptions and extenuating circumstances. Please check with your manager if you believe these apply.

16. Family leave

This section covers maternity, paternity, adoption, parental and compassionate leave as well as time off for an emergency and flexible working. Full details on these provisions can be found on the intranet, but are summarised here. Please familiarise yourself with all the policy detail where or when relevant.

Adoption leave

If you adopt a child, you may have the right to 52 weeks of statutory adoption leave. Your Human Resources department can advise you of your eligibility.

Compassionate leave

You may receive up to three days paid compassionate leave for the loss of a close relative (at the discretion of your manager).

Flexible working arrangements

Flexible working covers changes to the number of hours worked, the pattern of hours worked and a request to perform some or all hours from home.

Each request made will be dealt with individually. Employees must have a minimum of 26 weeks' continuous service and the responsibility for a child or relative.

Further details are available from your Human Resources department.

Maternity leave

All pregnant employees are entitled to take up to 26 weeks ordinary maternity leave and up to 26 weeks additional maternity leave. Ordinary maternity leave can start at any time after the beginning of the 11th week before the expected week of childbirth (unless the child is born prematurely).

In order to be eligible to take maternity leave, you must inform your manager in writing that you are pregnant, the expected week of childbirth and when you intend your maternity leave to start (you'll need a MAT B1 form from your doctor/midwife).

Contractual benefits continue while you take maternity leave, except for salary which is replaced by statutory maternity pay (SMP) if you are eligible to receive this (check with Human Resources and government rules).

Time off for ante-natal care is allowed as advised by your medical team. Please give as much notice as you can to your manager.

Except for the first two weeks after childbirth (for office workers), or four weeks (for factory workers), you can agree to work for Produce World Group for up to ten days during your maternity leave. This might be for training or special requirements. These are called keeping in touch days.

When you return to work, you are entitled to return to the same job with equal terms and conditions that you held before commencing your maternity leave or, if a return to that job is not reasonably practicable, then a return to another job which is both suitable for you and appropriate for you to do in the circumstances.

Parental leave

We offer qualifying parents the right to take unpaid time off work to look after their child/children or make arrangements for their welfare. Human Resources can advise you of your eligibility.

Paternity leave

If you are a father-to-be or will be responsible with the mother for bringing up a child, you may have the right to ordinary paternity leave and ordinary statutory paternity pay.

You may also take up to 26 weeks additional paternity leave within the first year of your child's life, providing that the mother has returned to work before using her full entitlement to maternity leave.

If you wish to take paternity leave, you should contact your Human Resources department who will inform you of the criteria and procedures to follow in making your request.

Time off for dependents

You are entitled to take a reasonable amount of unpaid leave to deal with unexpected or sudden emergencies and to make any necessary long-term arrangements. Human Resources can advise you of the procedures you need to take.

Time off for an emergency

If you suffer an emergency at home (e.g. flood, fire, burglary etc), please notify your manager as soon as possible. A reasonable period of absence may be agreed.

17. Absence from work

This section covers sickness, ill health, sick pay and absence without leave.
Full details on these provisions can be found on the intranet, but are summarised here.
Please familiarise yourself with all the policy detail where or when relevant.

Absence without leave

Where personal circumstances prevent you from attending work, you must notify your manager at the earliest possible opportunity to discuss the reasons for absence.
Your manager may exercise discretion in authorising a period of absence.

If you need to take leave during working hours, you must obtain permission from your manager and follow appropriate clocking procedures.

Managing ill health

We use a system of trigger points to monitor absenteeism. A formal absence review may be required in certain circumstances. This review will look at any further action required to improve your attendance and well-being.

Medical, hospital and dental appointments

Please make these outside of working hours where you can, or arrange to ensure minimum disruption to your work.

Medical report request

You may be required to provide a medical report in the event of repetitive short-term absence, long-term absence or following an injury. This is to allow your manager and Human Resources department to understand any medical problem and the treatment required as well as its effect on your work duties.

Occupational health

You must report to your manager and your Human Resources department any deterioration in your general health as soon as you become aware of it. This will be investigated thoroughly and, if appropriate, you may be referred for a medical report.

Return to work interview

When you return to work, you will meet with your manager to ensure there is no risk to your health, the health of others or food hygiene. In some circumstances light duties or a phased in return to work may be discussed and agreed.

Sickness absence

You must notify your manager (via the absence line) either in person or by telephone (no text messages please) of the reason for your absence at least one hour before your normal starting time on the first day of absence.

Call the absence line every three days to provide an update on your condition. Absences of more than seven days will require a medical certificate, less than seven days will require you to complete an ill health self-certificate with your manager.

Sick pay

Your entitlement will be outlined in your Statement Terms & Conditions of Employment.

Statutory sick pay

If you are absent through sickness for a total of 28 weeks or less in one period or linked periods of incapacity from work (PIW), you will receive Statutory Sick Pay (SSP), providing you are eligible to receive it. You will not be paid for the first three qualifying days.

Third party claims

Where you are absent as a result of an accident and you have a claim for damages against a third party, any payment of salary or wages to you during the period of absence will be made as a loan. This will be repayable immediately once your claim against the third party is concluded.

18. Official duties

From time to time you may be required to carry out official duties such as jury service, being a witness or for trade union responsibilities.

Jury service/court appearance as a witness

If you are called up, you should firstly inform your manager. If your absence is likely to cause an adverse impact to the operations of the business, permission may be refused and we may ask you to apply to the court to request to be excused from jury service on that occasion.

While on jury service, you will continue to be paid at the normal basic rate of pay, subject to the deduction of any money you receive from the court in respect of loss of earnings.

More details are available from Human Resources.

Public duties

If you hold a public position, you are entitled to reasonable time off to perform these duties. Agreement should be sought from your direct manager and Human Resources.

Reserves and armed forces

In times of national emergency, colleagues on the reserve list who are called up to serve their country will be granted leave. Pay and contractual benefits will be discussed with you when leave is granted.

Trade union activities/health and safety representatives

You are allowed reasonable paid time off to be trained and carry out your responsibilities.

We will consider requests for up to ten days training.

Further details are available from Human Resources.

19. Pay and benefits

Details of your personal pay and benefits will be provided in your Statement Terms and Conditions of Employment.

Additional salary reviews

These will only take place in exceptional circumstances and must be approved by the relevant manager.

Annual pay review

Each year the business undertakes an economic and business performance review to determine annual pay increases. These are discretionary and will not automatically be applied every year.

Changes to pay

These will be notified in writing.

Overpayments

If you have been overpaid by mistake, Produce World Group has the right to reclaim the overpayment. You will be notified in writing in advance of any deductions from your salary.

Pension

Your entitlement to a pension will be defined in your Statement of Terms and Conditions of Employment and further information is available through your Human Resources department.

Salary payments

You will be paid monthly or weekly as outlined in your Statement Terms and Conditions of Employment. You will receive your pay by credit transfer direct to a bank or building society of your choosing.

20. Non-contractual benefits, rewards, discounts and recognition

Childcare Vouchers

If you are an eligible working parent and have children under the age of 16, you can request childcare vouchers to pay for all or some of your childcare costs. You can exchange part of your gross salary for the same amount in childcare vouchers.

Loyalty rewards

We love to recognise and reward the knowledge, experience and achievements that our colleagues deliver day after day, year after year.

For every five years of service (up to 30 years), we will reward you with points that can be swapped for gifts with our reward partners.

Pride of Produce World Group Awards

Once a year we take the time to recognise those colleagues who have really made a difference at our annual Recognition Awards event.

Pride of PRODUCE WORLD GROUP AWARDS

21. Training and development

Career development

We always encourage you to undertake training and development that is relevant to your work and future career planning. In certain circumstances, the business may grant study leave and assistance with study expenses – such as books and travel.

Your specific training and development needs will be reviewed by you and your manager at your one to one meetings. Any agreed options will be recorded and implemented with the assistance of the Human Resources department.

22. Performance and development

Communication is a vital component in ensuring we are all engaged with what the business is trying to achieve.

At Produce World Group you will receive regular one-to-one meetings with your manager and for some colleagues, an annual review meeting.

These meetings are an opportunity to recognise achievements and plan how to overcome any challenges.

One-to-one meetings typically cover your performance against Key Performance Indicators (KPI's) and objectives, key priorities, workplace issues, training and development, personal matters, improvement ideas and work/life balance.

Performance and development planning will review both what's gone before and plan for the coming year in terms of objectives, behaviour and level of performance.

23. Working together

Like any business we have a set of standards that determine our behaviour. At Produce World Group we always strive to provide a good working atmosphere in which you feel you are participating in meeting the objectives of the business.

From time to time differences may arise, there may be a problem with your performance or behaviour that needs addressing or you may feel that you have experienced a breakdown of the employment relationship. We operate a number of policies and procedures to manage any of these issues fairly and consistently including following our disciplinary policy to deal with conduct issues.

Each of these documents is available from Human Resources and the intranet. We've summarised the key points below, but please refer to the policy for detailed information.

Colleagues must refrain from any conduct liable to result in injury to persons, loss or damage or misuse of money and Company property or bringing the Produce World name into disrepute.

Capability

You are required to attain and maintain a reasonable standard of work in relation to the requirements of your role.

Any problems will be addressed through an initial detailed informal process to discuss the standard of behaviour required and consequences of failing to improve.

If dealing with a matter informally does not result in the required improvement, or for more serious incidents, we will use a formal process leading to stages of action (verbal, written and final written warnings).

We also reserve the right to suspend an employee on full basic pay while an investigation into any alleged offence is carried out.

Grievance

You should attempt to resolve any concerns informally with your manager in the first instance. If the matter is not resolved, you may wish to raise your concern as a formal grievance. We can arrange for a mediation session before moving to a formal procedure if all parties agree.

There are three formal stages which involve putting the matter into writing, followed by meeting with your manager (or other relevant manager), Human Resources and any other relevant parties and then appealing in writing. Please follow the detailed procedure outlined in the policy document.

Bullying and harassment

Produce World Group believes in an environment that is free from discrimination, harassment, bullying and victimisation where everyone receives equal treatment.

If any behaviour of this type is identified it will be dealt with as a serious matter, potentially leading to formal disciplinary action/dismissal.

Produce World Group has an Equal Opportunities policy which can be found on the intranet.

What you can do…

We encourage you to speak or write to the person concerned explaining that you find their behaviour unacceptable. If you would feel more comfortable, your manager or a representative from the Human Resources department can be present at any meeting.

If you don't know the identity of your harasser, then speak to your manager or Human Resources so that we they can put appropriate safeguards in place.

What we can do…

If informal approaches fail to resolve the situation, then you make a formal complaint in writing to your manager who will appoint an investigating officer.

The investigating officer will conduct a full and thorough investigation and determine the next course of action.

Bullying and harassment is deemed to be gross misconduct and will be managed accordingly.

24. Travelling on Produce World Group business

You may be required to travel on business within your role. In line with our commitments to the environment, please try to car share where practical or use public transport.

Any travel expenses should be claimed through the expense claim procedure. Please ensure that you support your claim with VAT receipts, tickets and invoices.

Travelling by car

You should only use your own car on company business if approved by your manager. Please ensure your vehicle is road legal and insured for business purposes.

For more information, review the car policy manual available from your Human Resources department.

Taxis

Taxis should only be used where there is no other suitable source of public transport.

Accommodation, travel & subsistence

The cost of overnight accommodation and subsistence will be reimbursed within the limits set out in the expense policy.

Insurance for business travel

Produce World Group colleagues are covered by our Group Accident and Travel Insurance Policy for all and any business travel outside the UK.

Further information is available at **www.theovalgroup.co.uk** or by calling **0116 204 3020** or **07711 824230** outside of business hours (policy number **32BV16473547/06**).

25. Leaving Produce World Group

When you leave Produce World Group, we will meet for an exit interview to learn what you did and didn't enjoy about your time with us so we can make future improvements.

Final salary and benefits payments

Your salary and any outstanding holiday pay/benefits owed to you will be paid in your final month's payroll. Your P45 will be issued to you soon afterwards.

Notice periods

Details of notice periods are shown in your Statement Terms and Conditions of Employment.

References

Produce World Group (upon written request) will provide a standard reference to prospective employers, detailing your position, dates of employment and general description of your duties.

Retirement

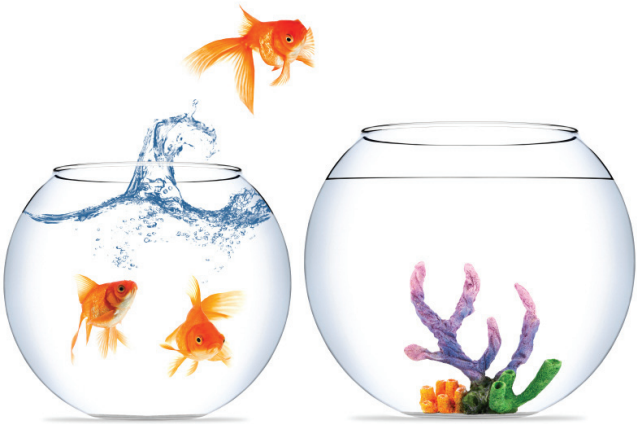
We operate a contractual retirement age for all employees of 65 years of age for the purposes of Life Assurance only. We recognise that colleagues may wish to continue working for as long as they wish and are able to do so.

Your manager will discuss your intentions with you when appropriate.

Colleagues who wish to retire should give their contractual notice verbally and in writing.

Return of Produce World Group property

Please return all Produce World Group property on or before your last day.



Notes

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