

# **The Britannia and Watermans Training Manual**

## **WHO'S WHO**

Managing Director

Rose Leach

## **INTRODUCTION**

### **GENERAL INFORMATION**

Contact details

The Britannia  
Brewers Dray Ltd  
5 Brewers Lane  
Richmond  
Surrey  
TW9 1HH

Telephone  
0208 940 9786

The Watermans  
Water Dray Limited  
10 Water Lane  
Richmond  
Surrey  
TW91TJ

Telephone  
0203 638 9160

Follow us on twitter: @brtrichmond,  
like us at facebook.com/thebritanniarichmond,  
email: brit@britrich.co.uk  
www.thebritanniarichmond.co.uk

email: info@watermansrichmond.co.uk

### **Licencing**

We are licenced to sell on or off the premises from the following times:

Monday to Thursday  
10 am – 12am

Saturday and Sunday

10am – 12.30am

Sundays

10am – 11pm

There is effectively a half-hour drinking up period at the end of these times and it is essential that the bar and restaurant is cleared. We do offer a plastic glass takeaway service in order for our guests to leave with their drinks.

### **Licence conditions**

#### *Britannia*

##### *The terrace licence*

It is imperative that the terrace is cleared of all persons by 21.30 and that all accesses to the terrace are closed

##### *The Garden licence*

The garden must also be cleared by 23.00 and the rear doors closed.

#### *Watermans*

##### *The terrace licence*

It is imperative that the terrace is cleared of all persons by 22.00 and that all accesses to the terrace are closed

##### *The Front terrace licence*

The garden must also be cleared by 22.00 and the front doors closed.

#### *Under 21's*

We do not serve under 21's in the building without the express authorisation from the manager on duty. It is everyone's individual responsibility to ensure that this is enforced without exception. Failure to comply with this could result in the immediate forfeiture of our licence. Please take this very seriously.

#### *Children*

Under 18's may be brought into the pub for a meal if accompanied by a parent, we do not put specific time limits on this however use your common sense – not ideal on a Friday night at 9pm

#### *Drunkness on the premises*

It is against the law to serve anyone in an intoxicated state. If in doubt you must get the manager on duty to assist you in determining this and dealing with the situation

## **GENERAL RULES AND REGULATIONS**

## **PERSONAL PROPERTY**

Please avoid bringing valuable personal items to work and do not leave any valuables either unattended or overnight. We cannot accept liability for the loss of, or damage to such personal property brought onto our premises.

## **LOST PROPERTY**

All items of lost property should immediately be reported to your Manager.

## **PERSONAL TELEPHONE CALLS**

Such calls are only allowed in the case of emergency and with the prior permission of Management. Please remember that telephones are provided solely for business use and abuse will not be tolerated.

## **PERSONAL MOBILES**

Employees who bring personal mobiles into work should ensure that they are kept switched off during working hours and are only used during authorised work breaks.

## **FRIENDS AND RELATIVES CONTACT**

We discourage friends and relatives from making contact with you at work either by telephone or in person, except in the case of emergency.

## **HOUSEKEEPING**

Please keep your individual work area clean and tidy at all times.

## **COMMUNICATIONS OR STATEMENTS TO THE MEDIA**

Only a Director is authorised to make any communication or statement to the media in matters relating to the business.

## **CASH HANDLING**

All Company cash must at all times be held in the tills or the safe. You are not allowed under any circumstances to borrow cash from the Company. Any 'borrowing' of cash will be treated as theft which is an act of gross misconduct and may result in summary dismissal. All credit card transactions must be recorded correctly. Any shortages or problems must be reported immediately to your Manager. Likewise the removal or 'borrowing' of stock or equipment from **Brewers Dray limited** may result in summary dismissal.

## **LICENCING LAWS**

You must familiarise yourself with the laws relating to the sale of alcohol and abide by them at all times. Failure to do so is an act of gross misconduct and may result in summary dismissal. You must not serve alcohol to young people who are under age. You must remember that the licence of the establishment depends on employees abiding by the law when serving guests. Should you have any problems you must refer these to your Manager.

## **HYGIENE IN KITCHEN**

All hygiene rules with regard to preparation and handling of food must be adhered to. Temperatures when dealing with food must be checked, whether in storage or preparation.

## **KITCHEN RULES**

All floors are to be kept spotlessly clean and any spillage must be cleaned up immediately. At the end of service to the Pub the kitchen and its equipment must be thoroughly cleaned. Any deliveries of stock must be received through the service door and the delivery must be checked and signed for. Any defective equipment / machinery must be reported immediately to your Manager.

## **PUB AREA**

The Pub area must be set and cleaned as directed.

Extreme care must be taken when carrying food/drinks to tables. Where the area dictates, when carrying trays of food/drinks, one hand must always be free to hold on to a rail. You must ask for assistance when required.

## **PERSONAL HYGIENE**

The impression our guests have of us depends largely on your personal appearance. Therefore, take proper care of your clothing and indeed of yourself. Ensure that you always keep yourself clean with particular attention being paid to washing and grooming of your hair/hands/nails. We ask that all staff take note of the following points:-

All staff must ensure that they present themselves for work in a clean and hygienic manner.

All kitchen staff must wear the provided protective clothing (uniforms) at all times while handling food items.

Protective clothing (kitchen staff) is not to be worn outside the premises.

Outdoor clothing is stored in the facilities provided and not in or near any food or beverage preparation area.

That fingernails are to be kept short, clean and with no nail varnish.

Do not cough or sneeze over food.

All wounds are covered with detectable, waterproof dressings.

No smoking in any food or beverage preparation or service area and is restricted to designated areas.

All staff wash their hands before work, regularly throughout the day and whenever the hands are contaminated.

Long hair must be tied back off the face with a black hair band.

All symptoms of diarrhoea, vomiting and contact with persons suffering from food borne illnesses are reported to management.

Tattoos should not be visible and covered at all times when serving customers.

Bare feet and/or open toed sandals should not be worn when serving and dealing with customers.

No extreme hair colourings, face or body studs to be worn whilst working.

## **COLLECTIONS/FUNDRAISING**

Prior permission must be sought from your Manager, before any collections or fundraising activities are undertaken.

## **GAMBLING/BETTING**

All unauthorised forms of gambling/betting are strictly forbidden on the business premises whether during or outside of working hours.

## **GIFTS AND HOSPITALITY**

Employees in the course of providing services to clients, or in their dealings with suppliers, on the pubs behalf, should under no circumstances accept money, gifts, or other forms of reward.

Employees will in no circumstances accept undue hospitality from a client, or supplier. This includes entertainment, the cost of recreation, or holidays etc.

Where refusal of an offer of a gift, or hospitality, might cause embarrassment or difficulty, the matter should be immediately referred to your Manager.

## **STAFF FOOD AND DRINKS**

It is not permitted to consume any items on the premises without the express permission of the MOD.

### **Food**

Staff working a double shift will be given food during their break. This is to be consumed out of sight of our guests. The items available will be decided by the manager on duty.

### **Drinks**

It is not permitted for any staff to be bought a drink by a guest for consumption immediately or after a shift. It is not permitted for any staff member to consume an alcoholic drink during a shift. This will result in immediate disciplinary procedures that could result in termination of that employees employment.

### **Staff members out of hours in the pub.**

A staff member is not allowed to consume food or drink in the Pub without the express permission of the Manager on Duty.

## **Friends of staff members**

If a friend or family member enters the pub, you must inform the manager on duty immediately.

## **Cash or valuables on person**

It is not permitted to have any cash or valuable on your person during the shift. You may ask the MOD to lock any such items in the safe prior to your shift

## **BUYING AND/OR SELLING OF GOODS**

Employees are not permitted to buy and/or sell goods of any kind whether on their own account, or on behalf of any other party on the business premises whether during or outside of working hours.

## **STANDARDS OF CONDUCT**

Throughout this section we shall give an indication of the required standards of conduct or performance expected from all of our employees. It must be appreciated that any judgement of whether those standards have not been observed will depend very much on the specific circumstances of each particular case. It is important however that we set out certain standards for the guidance of all employees.

The following sub sections are examples only and must under no circumstances be considered as an exhaustive statement of all potential misdemeanours.

## **SCHEDULING**

You are employed on a standard contract of employment.

We require our employees to be available for work as the needs of the business dictates. Please understand that you are employed to fulfil the shift requirements of the business and as such we require our staff to undertake to work the shifts that we schedule you for.

If you have a particular requirement that means that you will need a part time or fixed session schedule, then please make this apparent at the outset of your employment.

We will try and arrange the scheduling around these requests however we cannot guarantee we can achieve these requests.

We will provide a schedule at the beginning of the working week. This schedule will be created and posted by the Sunday prior to the week that the schedule relates to.

Any requests that pertain to a particular weeks schedule must be submitted for approval 14 days prior to the schedule publishing date.

Whilst we will always endeavour to accommodate requests, they will be approved only if there are suitable levels of staff cover available for the anticipated levels of business.

There are particular times of the year that are considered to be "black out periods" and we will not entertain schedule requests during these periods. These may be times such as, but

not limited to, New Years Eve and Day, rugby events at Twickenham the four weeks leading up until Christmas Day etc.

Please familiarise yourself with the Schedule request form and ask management if there are any questions in relation to it.

## **PAYMENT**

All monies received from guests at the Britannia remains the sole possession of Brewers dray limited, whether they be as payment for goods received or as service charge / cash tips / credit card tips.

Any dispersement of monies in relation to any receipts are wholly at the discretion of the "company"

Any discussion with a guest regarding any dispersement of said gratuities or any wage issues in general will be considered gross misconduct and may be subject to a disciplinary action.

## **Insubordination**

Please take care to conduct yourself in a courteous manner with all staff and guests.

Failure to observe general manners when discussing matters with colleagues will not be tolerated

## **GENERAL ATTENDANCE (ABSENCE/TIMEKEEPING)**

Ensure that you arrive at work sufficiently early to be ready to commence work at your official starting time.

If you wish to leave work during normal working hours you must receive authorisation from your immediate Manager. Failure to do so will result in such absence being treated as unauthorised.

Lateness and absence will be recorded and unacceptable records of attendance will render you liable to disciplinary action.

## **SICK PAY**

Any employee that is unable to attend their scheduled shift must call in a minimum of 1 hour before and speak to the Manager on Duty

Subsequent absences for shifts due to illness or incapacity must be communicated at least one hour before the start of the shift to the Manager on Duty.

If absence through illness or injury runs over 7 days then the employee must be able to demonstrate they have made every reasonable attempt to obtain a Fitness for work statement that accurately details the functional effects of your condition.

Sick pay entitlement is at the discretion of the company and specifically precludes payments for injuries sustained during the employee's leisure pursuits.

## *Holiday Pay*

*Our Holiday year runs annually from April 6th to April 5th.  
Holiday pay is not carried forward to the following year.*

*1. The Working Time Regulations 1998 convey a range of health and safety protections on workers, including daily and weekly rest breaks and paid statutory annual leave. Annual leave is granted by regulations 13 of the Working Time Regulations 1998, giving 4 weeks of annual leave respectively.*

*2. The 4 weeks of annual leave granted by regulation 13 cannot generally be carried between leave years, with exceptions when a worker cannot take annual leave due to sickness or maternity leave.*

*3. There is an obligation on an employer to ensure that their workers have an adequate opportunity to take their holiday. This holiday cannot be replaced with a payment in lieu unless the worker is leaving employment.*

## **SECONDARY EMPLOYMENT**

You are not permitted to undertake secondary employment without the express permission of your manager. Under no circumstances can this work be with a competitor or have any detrimental effect on your ability to be scheduled as required by the needs of the business.

## **GENERAL CONDUCT AT WORK**

At all times during your employment, the needs of the business are paramount and you should ensure that at all times your efforts and energies are concentrated on achieving this objective.

You are expected to conduct yourself in a reasonable manner with fellow employees, customers, clients or members of the public. We will not tolerate rude and insulting behaviour nor foul or objectionable language.

You are expected to comply with any reasonable instruction or request given to you by an authorised person.

Under no circumstances should you present yourself for work whilst under the influence of alcohol, intoxicants, or non prescribed drugs. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules.

## **STOCK/PROPERTY**

Our property must only be used for the purpose for which intended and must not be removed from the premises, without prior approval.

You have a duty to report to management, any damage to or loss of cash, stock, fixtures and fitting or property

If, following investigation, it is found that as a result of your carelessness, negligence, or failure to comply with our procedures, or by wilful act, we suffer loss, or damage of cash, stock, fixtures and fittings, or property, this will be construed as a serious breach of the rules, which could result in your summary dismissal on the grounds of gross misconduct.

## Brewers Dray Limited

### RESTAURANT STAFF

#### PRINCIPAL STATEMENT OF PARTICULARS OF EMPLOYMENT

This Statement of Particulars of Employment sets out the terms and conditions of employment between Water Dray Limited, 10 water lane, Richmond, TW91TJ ('the employer' or 'we' or 'us') and the person named as the employee at clause 1 below ('you' or 'the employee'),  
This Statement of Particulars of Employment sets out the main terms and condition of employment with us in accordance with the Employment Rights Act 1996, s.1. The Statement of Particulars of Employment will take effect from the date of your signature and will replace all existing terms and conditions, agreements and arrangements whether in writing or otherwise.

#### 1 PERSONAL DETAILS

Name of Employee	
Address	
NI Number	

#### 2 JOB TITLE

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#### 3 START DATE

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No employment with any previous employer counts towards your period of continuous employment with us.

#### 4 PLACE OF WORK

Your normal places of work shall be at:

The Watermans, 10 Water Lane, Richmond, TW91TJ The Britannia, 5 Brewers Lane. Richmond, TW91HH
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You may be required to transfer to any other of our sites, whether temporarily or permanently. Please refer to the Employee Handbook for further information.

## **5 HOURS OF WORK**

Your hours of work are varied as per your rota from Monday to Sunday and will vary due to the business needs and seasonal demand.

Your breaks are unpaid. You are expected to work additional or fewer hours when required, in accordance with the needs of the business

### **PROBATIONARY PERIOD FOR NEW STARTERS**

The first four months of your employment will be a probationary period allowing us to monitor your conduct and performance.

We may terminate your employment during, or at the conclusion of, your probationary period if we consider you to be unsuitable for your particular role. Alternatively, we may decide to extend your probationary period to assess your suitability.

## **6 YOUR WAGES**

Your wage is calculated at the rate of £. Per Hour. This is payable weekly in arrears by credit transfer as specified on your itemised pay statement. This will be made up of both basic pay and service charge.

## **7 OTHER BENEFITS**

Any benefits which we choose to provide, from time to time, which are not expressly referred to in the handbook or in your statement of particulars shall be regarded as ex gratia and made at our absolute discretion. The provision of any such benefits shall not confer any contractual entitlement upon you.

If you are in a position where you receive cash tips, it is your responsibility to declare these annually to HMRC. If you do not, you will be held responsible for any tax due, plus interest and penalties.

## **8 HOLIDAY PAY**

Your holiday pay will be calculated in accordance with our current legal obligations, taking into account your normal remuneration.

## **9 HOLIDAY YEAR**

Our holiday year begins on 1 April and ends on 31 March.

## **10 HOLIDAY ENTITLEMENT**

You will accrue holiday pay at the rate of 12.07% of hourly pay earned.

If your employment commences, or terminates, part way through a holiday year, your entitlement will be calculated as 1/52th of your annual entitlement for each week of service.

The business may specify when some of your holiday is to be taken subject to giving you reasonable notice and also will specify black out periods when holiday may not be taken.

## **11 PUBLIC/BANK HOLIDAYS**

Standard Eight English/ Welsh Public Holidays:

New Year's Day	Last Monday in May
Good Friday	Last Monday in August

Easter Monday            Christmas Day  
First Monday in May    Boxing Day

Due to the nature of our business, all Public/Bank Holidays and substitute days are considered to be normal working days.

## **12 FIXED CLOSURE PERIODS**

You may be required to take up to a maximum of 5 days of your annual holiday entitlement to cover a shutdown period, for example, between Christmas Day and New Years Day.

## **13 PEAK PERIODS**

Our busiest times of the year are from Easter to August, all Twickenham rugby days, November weekends and December.

## **14 SICKNESS ABSENCE AND SICK PAY**

You are entitled to receive Statutory Sick Pay as set out with the Employer Handbook.

## **15 PENSION**

We comply with current legislation regarding the provision of a Workplace Pension Scheme to which you can choose to contribute additional amounts.

You will automatically become enrolled as a member of our pension scheme, subject to earning the minimum amount required. You may opt out of the scheme after auto enrolment.

We shall make a contribution of your basic pay during each month of your employment.

## **16 DEDUCTIONS FROM WAGES**

We reserve the right to require you to repay, either by deduction from your wages/salary or any other method acceptable to the Company:

- any losses sustained by us in relation to our property or monies including till shortages, or the property or monies our clients, customers, visitors or other employees, during the course of your employment caused through your failure to follow our rules/procedures, failure to follow our instructions, your carelessness, your negligence, your recklessness, your omission, your wilful act or through any dishonesty on your part;
- any damages, expenses or any other monies paid or payable by us to any third party for any act or omission for which we may be deemed vicariously liable on your behalf;
- any amounts of remuneration, expenses or any other payments which are overpaid to you whether made by mistake or through any misrepresentation or otherwise;
- any holiday pay paid to you in respect of holiday granted in excess of your accrued entitlement as at the date of termination of your employment; and
- any other sums owed to us by you, including, but not limited to, any outstanding loans or advances.

In the event of such sums being due on the termination of your employment, and if your final salary payment is insufficient to allow for the whole of any such deduction, you will be required to repay the outstanding amount due within one month of the date of the termination of your employment.

If we require to make deductions in respect of any cash shortages or stock deficiencies which have come to our attention within the previous 12 months, we shall apply an agreed schedule of deductions. We shall notify you in advance of the first deduction of your potential liability.

No single deduction in respect of any cash shortages or stock deficiencies will exceed 1/10th of the gross wages payable to you each month. This limitation shall not apply to the final payment made to you in respect of your employment with us.

## **17 GRIEVANCE PROCEDURE**

If you wish to raise any grievance relating to your employment, you should set out details of your grievance, in writing, to your Line Manger. Further information regarding our grievance procedure can be found in our Handbook and is non-contractual.

## **18 DISCIPLINARY PROCEDURE**

We have in place a written policy specifying our disciplinary rules and procedures to which you should refer. A copy of our Disciplinary and Dismissal Procedure is available in the Handbook.

## **19 DISCIPLINARY APPEALS**

You have the right of appeal if you are dissatisfied with any grievance outcome or disciplinary action taken relating to you, including dismissal. Further information can be obtained in our Disciplinary and Dismissal Procedure to which you should refer.

## **20 NOTICE OF TERMINATION**

To be given by the employer

Under 1 month's service – nil

More than 1 month's service - 1 week for each completed year of service to a maximum of 12 weeks'

To be given by the employee

You are required to give 1 week.

You are not permitted to take up employment elsewhere during the notice period.

We reserve the right, at our absolute discretion, to make a payment in lieu of notice for all or any part of your notice period upon the termination of your employment (rather than your working out your notice period). This provision applies whether notice to terminate the contract is given by you or given by us.

For the avoidance of doubt, the Payment in Lieu shall not include any element in relation to:

- a) any bonus, service or commission payments that might otherwise have been due during the period for which the Payment in Lieu is made;
- b) any payment in respect of benefits which you would have been entitled to receive during the period for which the Payment in Lieu is made; and
- c) any payment in respect of any holiday entitlement that would have accrued during the period for which the Payment in Lieu is made.

## **21 TERMINATION**

We shall be entitled to terminate your employment summarily if at any time you are guilty of any type of gross misconduct or if you commit any serious breach of your contract of employment.

## **22 SETTLEMENT AGREEMENTS**

We reserve the right, at our absolute discretion to enter in to confidential negotiation. If the Employer, enters in to confidential negotiations in accordance with s.111A of Employment Rights Act 1996 (added by section 14 of the Enterprise and Regulatory Reform Act 2013), it will not be considered as a breach of a material term of contract of employment.

## **23 COLLECTIVE AGREEMENTS**

There are no collective agreements that affect the terms and conditions of your employment.

## **24 DECLARATION**

You acknowledge that you have read and understood this Statement of Particulars of Employment and your Employee Handbook and that you will read any subsequent versions of the Employee Handbook which we issue from time to time.

You acknowledge that this Statement of Particulars of Employment and the current Employee Handbook, or any such amended version of the Employee Handbook as we may issue from time to time, form your contract of employment and constitute a relevant agreement for the purposes of the Working Time Regulations.

You acknowledge that you have read and understood all of our policies that are currently in force.

Signed by the **Employee**:

Date:20/01/24

Signed for and on behalf of the **Employer**:

Date: 20/01/24