



# Our Total Reward Package

## Recognition

### 30 Years' Service Award

We recognise the importance of long service and hold service awards to celebrate with colleagues the achievement of completing 30 years of service. The invitation extends to a family member and colleagues receive vouchers and a gift from the company to recognise their contribution over 30 years.

### People Policies

The adoption of clear, straightforward policies for our employees sets the expectations for both our people and the company. Our Employee Relations and Reward team is responsible for the creation and regular updating of these important policy documents which are set out below:

[Adoption Policy](#)  
[Authorised Leave Policy](#)  
[Career Break Policy](#)  
[Coaching Framework Policy](#)  
[Dignity at Work Policy](#)  
[Diversity & Inclusion Policy](#)  
[Flexible Working Policy](#)  
[Maternity Policy](#)  
[Part Time Working Policy](#)  
[Rehabilitation Back to Work Policy](#)  
[Relocation Policy](#)  
[Shared Parental Leave](#)  
[Paternity leave policy](#)  
[Social Media Policy](#)  
[Childcare Vouchers Policy](#)  
[Conduct Policy](#)  
[Capability Policy](#)  
[Grandparents Leave Policy](#)

### Communication and Engagement

Our internal communication strategy for colleagues is built around keeping colleagues informed about what's happening across the business and feeling involved through our internal communication channels and a range of company events. Ultimately we are aiming to help build colleague trust through open, honest and consistent communications using a range of channels.

Wherever possible we will use a 'face to face first' approach delivering messages and getting feedback through two-way channels such as monthly Team Talk briefings, TalkBack sessions with Directors and events for senior and people leaders. In addition, we have a number of broadcast channels which allow us to share messages and information with colleagues; these include our company intranet – the



hive, our company magazine – the source - and emails to colleagues where appropriate.

A key feature of our approach is to regularly listen to what our colleagues have to say. Every quarter we send out a survey to all colleagues called Post Your Views. This allows people the chance to let us know what they think about the business, how they feel and share any ideas for improvements. On the back of the feedback, all areas of the business create and develop action plans to address their issues and concerns and drive improvements.

The company and our recognised Trade Unions are committed to working together to promote successful employee relations. In addition to the collective bargaining arrangements, we are committed to effective and two way communication with all colleagues. This is supported through an established information and consultation framework at a company level comprising of elected trade union representatives who meet regularly with directors and senior managers and then local communication teams / channels in all parts of the business.