

# House rules Strand Groede Horeca



## Introduction

In addition to the contract of employment, these regulations contain a number of rules that apply to everyone working in the company and are intended to promote the smooth running of business at Strand Groede Horeca.

In these regulations you will find agreements and rules regarding working in our company. They make clear what you and your colleagues can expect from each other and from Strand Groede Horeca. These regulations have been compiled with the greatest possible care. We therefore expect every employee to abide by the rules and regulations. By signing a copy of these regulations you declare that you are aware of the internal regulations and that you will comply with the agreements and rules. If the agreements and rules are violated by you, your employment may be affected.

## General rules of behavior

### Rules of behavior

From every employee, temporary worker, apprentice, trainee, involved with the company, we expect:

- Respectful behavior towards guests, colleagues and supervisors;
- Representative clothing and, if available, company clothing appropriate to the position you hold;
- An active work attitude;
- Correct, friendly and customer-oriented behavior.

## Inappropriate behavior

Within our company, aggression, (sexual) harassment, discrimination, bullying and other undesirable behavior - at whatever level - is not accepted. Depending on the severity of the complaints, sanctions may be imposed by the employer on the person against whom a justified complaint is directed.

This is included in the PSA policy (psychosocial workload).

## Confidential advisor

Within the company, Annemarie de Deckere (employed by Strandcamping Groede) is our confidant. This confidential adviser is responsible for the initial support of people with complaints about aggression, violence, discrimination, (sexual) harassment and other undesirable behavior who want to talk about it.

The confidential counselor helps and guides you in the event of a complaint and gives advice. If desired, the confidential counselor can also support the complainant in submitting the complaint to the management and/or in the event of a criminal offence. The confidential counselor will only act once the complainant has given permission to do so. All information will be treated confidentially by the confidential adviser.

Annemarie de Deckere can be reached via [annemarie@strandcampinggroede.nl](mailto:annemarie@strandcampinggroede.nl) / 06-40 16 14 36.

## **Alcohol/Drugs**

Consuming alcoholic beverages or drugs during working hours as well as being under the influence of alcohol or drugs (narcotics) at the start of your work is not permitted. It is also forbidden to carry narcotics with you. Violation of this rule will lead to measures taken under employment law, including the possibility of instant dismissal.

One closing drink (soft drink, draft beer or house wine - whereby the normal serving size must be observed) may be drunk by the evening shift in the service and kitchen within half an hour after closing time. Any second drink will be for the employee's own account. You don't take home a closing drink after your shift.

Be aware of possible side effects when taking medication. Inform the employer (if necessary for your own safety and health) of the use of medication, so that adequate action can be taken in the event of an emergency.

## **Smoking**

Smoking is not allowed inside the company. Toilets, canteens, etc. also fall under this. This means that smoking is not allowed inside and in the immediate vicinity. During the break it is allowed to smoke, if possible out of sight of guests. Smoking is not allowed outside of regular breaks. Cigarette butts are cleaned up and not left on the floor.

## **Meals**

If your shift starts before 11:30 am you have the opportunity to eat something. This in the form of, for example, a sandwich, ham or cheese sandwich or soup (if available). You do not take an extensive break for this, but try to fit it in between your work.

If your shift ends after 6:00 PM, a staff meal is available during your break. One time this can be a meal from the menu and the other time it will be a meal that is the same for everyone. We try to take dietary requirements and allergies into account.

## **Consumptions**

Consumed drinks after work must be paid by you at the normal price immediately in cash or by debit card payment.

Large bottles of soft drinks are available during working hours and coffee and tea can be taken.

## **Social media**

When using social media, it is not permitted to make inappropriate, incorrect, incomplete, insulting, threatening or negative statements about the employer and its relations. The employer assumes that you express respect for the company. Complaints should not be discussed with guests, but with your manager, the employer or the confidential advisor. Failure to do so, may result in dismissal.

## **Confidentiality**

Confidential information of the organization, its relations and its guests may not be distributed in any way.

## **Work agreements and rules of order**

### **Activities for the benefit of guests or visitors**

It is not permitted to perform work or services (whether or not against payment) for guests or visitors of Strand Groede Horeca without the express order or permission of your manager.

### **After closing time**

You must leave the building after closing time of the company. It is not allowed to stay in the company or in the canteen outside working hours.

### **Dealing with suppliers**

No orders or orders will be placed without the express instruction of the manager. Receipt of goods may only be signed if an order or authority to do so, has been issued. This also counts for cash on delivery shipments and receiving registered letters or express mail, etc.

### **Private affairs**

In principle, private matters are arranged in private time. Limited private matters may be arranged during working hours, as long as they are limited to a single phone call or short e-mail and only after consultation with the supervisor. If a private situation arises that requires more attention from the employee, this must be discussed in advance with the manager. Private mail should be sent to your home address and not addressed to the company.

Mobile phone use is not permitted during work. You have the opportunity to do this during the breaks. Put your phone behind the bar or in the locker.

### **Personal relationships at work**

Personal relationships between colleagues should not negatively affect the quality of work. In addition, personal relationships must be prevented from negatively influencing the atmosphere in the workplace or the relationships between all colleagues. If there is a relationship between you and an employee of the same department or if there is a relationship between you and your manager, the employer reserves the right to take appropriate measures that are necessary for a workable situation, including, for example, a transfer or dismissal.

### **Amendments**

You are obliged to inform the employer of the following changes:

- Changes in marital status (eg: marriage, divorce);
- Changes in family composition;
- Changes in the address;
- Changes in telephone number/email address;
- Changes in bank/giro account;
- All other changes that may be of importance to Strand Groede Horeca.

## **Working hours and breaks**

### **Working hours**

The working hours are determined by the employer and laid down in the roster well in advance. This schedule can be deviated from in consultation in the event of illness, leave or busy periods. You are obliged to stick to the work schedule and to arrive on time. Changing shifts is possible after permission from the manager.

We expect you to be present 10 minutes before the start of your shift. If you wear company clothing, make sure that you are dressed before the start of the shift. If you cannot be at work on time, report this to your employer (or direct manager). You must indicate the reason for arriving late. Repeated lateness can lead to sanctions and even dismissal.

At the start of your shift you clock in with your tag (after you have changed) and at the end of your shift you also clock out again (before you change). This way we have a correct picture of your hours worked.

### **Breaks**

If you work more than 5.5 hours a day, you are entitled to a break of 30 minutes (for employees younger than 18 this is after 4.5 hours). The time of the break is determined in consultation with your employer (or direct manager). The breaks are spent in the designated or designated space. Keep this break room clean and tidy and clear up any leftover food immediately.

### **Leave and absence**

#### **Take leave**

If you want to take vacation days, you must request this from your manager no later than 21 days before the requested vacation. Efforts will be made to accommodate this request. If this is not possible for organizational reasons, your holiday request may be refused. You can then submit a new request.

No holidays are taken from April to September due to seasonal pressure. An exception can be made in consultation with your manager.

In very special cases, holidays may be canceled, such as an epidemic, accidents by colleagues, or other similar cases.

#### **Companies closing**

Every location of Strand Groede Horeca has a period when the company is closed. This business closure will be announced in good time. Plus hours or holiday hours can be taken to bridge this period.

#### **Short absence**

In principle, a visit to a doctor, dentist or specialist should take place in your own time. If this is not possible, the employer will give you paid leave for a short period of time, under the following conditions:

- It must be plausible that the visit is not possible in your own time;
- The employee must submit the request for short-term absence to the employer as early as possible in advance;
- A suitable visiting time will be determined in consultation, at which the short-term absence will take place (preferably at the end or start of an employee's working day);
- If the visit to a specialist takes place more often or on a regular basis, it is not self-evident that all treatments will fall under paid leave. The employer and employee will then make further agreements about this.

If you work part-time, you are expected to schedule the said visits outside of your working hours.

### **Illness – also refer to the absence protocol**

If you are unable to come to work due to illness, you must personally report this to your manager before 09:00 a.m. well before the start of working hours.

If you become ill while working, you must personally report this to your manager at that time.

When you are ill, you must comply with the regulations in the event of illness, which are included in the Catering Collective Labor Agreement.

Monitoring and supervision in the event of illness has been outsourced by the employer to the occupational health and safety service. You are obliged to appear at the medical consultation hours and check-ups. If you do not appear at the consultation hour, the costs will be recovered from you. The employer can also suspend payment of your wages.

Please note that the occupational health and safety service calls with an anonymous number.

If you want to go on holiday during the period of illness, you must discuss this with your employer. After consultation with the occupational health and safety service, your employer will determine whether your request will be granted.

When you are better, you must also report this immediately in the same way as you must report sick.

The collective labor agreement for the catering industry prescribes that the first day of illness is for the account of the employee (this day is not paid). If you have sufficient plus hours, you can choose to deduct these hours from your plus hours, then the 1st day of illness will continue to be paid (in consultation with your manager). For the other guidelines, we use what is included in the collective labor agreement.

### **Occupational physician**

As an employee you can always appeal to the company doctor. To make an appointment, you can call the HCS absenteeism supervisor – Mr. M. van Uunen, under telephone number 035-7070242.

### **Personal care**

#### **General personal care rules**

It is important to look well-groomed. Therefore, ensure good personal hygiene, modest make-up, no excessive jewelry and well-groomed hands and nails. Striking piercings are not allowed. If you have long hair, wear it up, in a ponytail or braid.

#### **Working Clothes**

If it is part of your position, you will receive company clothing on loan. This clothing must be worn visibly and correctly. You are not allowed to wear these clothes outside the company, not even during broken shifts. This is to avoid confusion among the guests, among other things. You must ensure that your clothing looks neat and clean (ladies wear a top or bra under a t-shirt). In case of damage or stains, you can report this to your manager so that clothing can be replaced. You wear shoes that are adapted to the work you do and that match your company clothing. Pants with holes are not allowed. At the end of the employment you must return the work clothing to the employer in good condition.

### **Wardrobe/dressing rooms/lockers (if available on site)**

Coats, bags and other belongings that are not needed at the workplace are stored out of sight of guests. The employer is not liable for loss or misappropriation of money or other property. There are lockers where you can store your belongings.

## **Agreements Regarding Use of Company Property**

### **Company property**

All company property should be used with care and caution. You must follow the instructions for use. You may not use Company property for private purposes without prior written permission. This also includes (leftovers of) food and drinks.

In the event of damage to company property, you may be held liable for the repair and/or renewal costs.

If you damage or destroy company property during your work, you must report this to your manager.

### **Computer use**

You may only use the internet connection for private purposes immediately before or after working hours. You may not use the computer system to:

- Send threatening, insulting, sexually explicit or discriminatory messages;
- Visit websites that contain pornographic, racist, discriminatory, offensive or offensive material;
- Send messages containing confidential (company) information or from which such information can be derived.

The employer reserves the right to monitor e-mail and internet use. These checks are performed on a sample basis. The employer will respect your privacy.

### **Phone use**

The company telephone may only be used for business purposes. You may only have a private conversation during working hours if it is urgent, with the permission of your direct manager.

## **Safety**

### **Calamities**

Safety regulations apply in the company, which are intended to prevent fire or accidents. You are obliged to strictly follow the safety instructions provided by the employer. You are obliged to report a health or safety hazard to the employer/direct manager as soon as possible. Dangerous situations must be clearly marked and/or cordoned off. Deliberately ignoring safety regulations can have serious consequences.

If necessary, the employer informs employees of the risks associated with certain activities, the measures required to limit the risks as much as possible and what is expected of employees to mitigate the risks. to decrease.

### **Company emergency response officer**

Employees have been trained to provide assistance as an in-house emergency response officer (BHV) in emergencies and calamities. An emergency response officer is always present during opening hours. In life-threatening situations, call 112 and inform your manager of the emergency

**Industrial accident**

In the event of an industrial accident, the company emergency officer and manager present must always be warned immediately. Do not leave the victim alone and, if necessary, have someone apply first aid as soon as possible. When in doubt, always call an ambulance. The location of the first aid kit, fire extinguishers, etc. can be found on the 'emergency' instruction card. These hang in various places within our organization. If an accident has occurred, you are obliged to cooperate with any investigation that may follow.

**Fire**

Before you start working for the first time, you must read the burning instructions. In the event of a fire, do not panic and do not take any risks. Immediately warn the company emergency officer present and the direct manager. Don't take unnecessary risks. The safety of guests and employees is paramount. In the event of an evacuation, follow the instructions of the company emergency response officer. Never go home without permission, otherwise we won't know if everyone is safe.

**Personal protective equipment**

If this is necessary for the work, the employer will provide personal protective equipment. If this applies to you, you are obliged to use these protective equipment.

Employees who work in the kitchen wear a chef's jacket, chef's trousers and safety shoes, ask your manager for the guidelines and rules on compensation.

**CCTV (if applicable)**

The employer can use camera surveillance to protect the property of the employer and employees and for safety in the company. Camera surveillance will be limited to public areas.

**Check**

When leaving the company, the employer can carry out spot checks. You will then be asked to have the contents of bag(s) and coats checked. You are obliged to cooperate with this. Unlawful possession of goods from Strand Groede Horeca can result in a report to the police and/or suspension or immediate dismissal.

**Contact with guests**

In contacts with the guests you should always adopt a businesslike and professional attitude.

**Gratuities, gifts and/or invitations**

Tips that you receive from the guests should be put directly in the tip jar. These tips are distributed according to the company's own staff agreements.

If you receive any benefit, compensation or gifts from third parties in connection with your position, you are obliged to report this to your employer. The employer can decide that the gifts received are divided equally among all employees.

If, in connection with your position, you receive an invitation from third parties to hold a position, participate in a celebration or study trip, etc., you may only participate after prior permission from the employer.

**Visit from family or friends**

It is not allowed to receive family, friends or acquaintances in the company, other than that they visit the company as regular guests. Family, friends or acquaintances must pay in the usual manner and will not receive a discount, other than a discount that may also apply to regular guests.

**Guest complaints**

Always take a guest's complaint seriously and inform the guest that you will discuss the complaint with your manager. Always note the contact details of the guest, as well as the nature and content of the complaint. The manager will decide on any appropriate compensation.

**Representation**

It is not allowed to give away free food, drinks or other products or to give a discount on the bill to guests without the permission of your direct manager or the employer.

**Lost and found**

Objects or money found in or around the company must be handed over to the employer or direct manager.

**Remaining appointments****Termination of employment**

on the last working day, keys/tag, loaner goods and company clothing should be returned to your direct manager.

**Confidentiality**

You are obliged, both during and after termination of the employment contract, not to make any statements to third parties about what you know about the employer or about one or more companies that are economically or organizationally related to the employer, of which you know or can suspect that the interests of the employer and/or these affiliates could be harmed as a result. This duty of confidentiality also extends to matters concerning the employer or other relations of the employer and its affiliated companies.

**Course and training**

You are obliged to attend courses and training courses that are organized by the company and for which you have been called up. Even if the course or training is organized on a day that is not a working day. If you follow a course and training on a day that is not your working day, this time can be compensated later in consultation. If you want to follow a course that makes an important contribution to your development in your position, there is the possibility of a contribution to the costs by Strand Groede Horeca. This is assessed by your manager on a case-by-case basis.

**Sanctions Policy**

If you act in violation of the provisions of these regulations, your employer can take measures, depending on the nature and seriousness of the violation. These measures may consist of disciplinary and labor law measures, such as a warning, transfer, suspension or (immediate) termination of the employment contract.

If you are suspended, you are required to immediately return to the employer all of employer's loaned goods prior to the start of the suspension, without any obligation to compensate the employer for their loss to you.



## Time registration and salary

### Time registration

Your hours are clocked and can be viewed on the Intranet

<https://intranet.strandgroedehoreca.nl>

You can also find these house rules and other important documents on the intranet.

### Salary

The salary for employees with fixed hours is paid on the 25th of the month, the salary for on-call/holiday workers at the latest at the end of the first week of the new month. You can consult your payslip digitally via the employee counter

<https://werknemer.loket.nl>, if you cannot log in to this, send an email to [personeel@strandgroedehoreca.nl](mailto:personeel@strandgroedehoreca.nl)

### Finally

In all cases not covered by these internal regulations, the use of common sense and the interests of the employer must be paramount.

These internal regulations are an internal document of Strand Groede Horeca and should be treated as such.