

EMPLOYEE RELATIONS

WORKING RELATIONSHIPS

The Company cannot over emphasize its desire to ensure that all employees feel able to seek information and make suggestions on any work related matters. Employees are encouraged to discuss any issues that are of interest or concern to them with their Manager, who will provide them with feedback and assistance.

In circumstances where an employee's Manager is not available or the employee would prefer to discuss a matter with someone else, they may speak to the Human Resources Department, any other Manager, or a Director within the Company.

The Company is committed to the concept of teamwork and it is vital that all employees are fully supportive of and understand the roles and responsibilities of their fellow employees, in order to ensure the continued success of the Company.

It will be the responsibility of the management team to establish organisational goals and objectives to assist the Company in achieving its desired results. Such responsibilities will include but are not limited to the following:

- The establishment of Company standards, expectations and rules and regulations;
- The recruitment, promotion, and performance reviews of all employees and the transfer of employees between departments or the reassignment of employees within the same department;
- The direction and motivation of employees;
- The award of salary increases based upon job performance;
- The amendment, revision or cancellation of policies and procedures; and
- The discipline of an employee and/or the termination of employment where necessary.

The responsibilities of the management team towards employees will be as follows:

- All employees will be provided with a clear understanding of their Job Description, and the rules and regulations, expectations and standards of performance that are required by the Company;
- Every employee will receive regular feedback and a regular review of their performance from their Manager;
- All employees will work within a safe and healthy environment; and
- All policies and procedures will be applied on fair and non-discriminatory basis.

COMMUNICATION

The Company recognises the importance of both regular and effective communication with all employees in order that they are kept well informed about the business. In addition to an open door policy and regular meetings, a bulletin is published on a weekly basis to provide operational updates across the business.

A Company Newsletter, "Yello!", is published on a quarterly basis which provides information

regarding key events and items of news within the Company, together with people and social news. Employees are encouraged to contribute to the content of the Newsletter for which they will be rewarded with Pleasure Points. Copies of current and past Operational Bulletins and Newsletters can be found on the Company Intranet.

SUGGESTION SCHEME

Big Yellow actively encourages employees to submit suggestions which can contribute to the continuing success and advancement of the business and will reward individuals for suggestions which are successfully implemented.

All individuals who have completed their probationary period are eligible to participate in the Bright Ideas scheme, with the exception of individuals who have responsibility, authority or ability to influence or implement the suggestion as part of the normal duties of their job role.

The Human Resources Department will be responsible for the running of the scheme and will record all suggestions received and forward them to the relevant co-ordinator for review. The co-ordinator will provide the Human Resources Department with a response to the suggestion within seven days of receipt, which they will then communicate to the individual concerned. In circumstances where the relevant co-ordinator is not available, the Human Resources Department will provide the individual with a response at the earliest opportunity and advise of progress accordingly.

Awards up to a maximum of £250 will be made via the Pleasure Points Scheme, based upon the degree of benefit to the Company. An encouragement award may also be made to suggestions which cannot be implemented by the business but show originality or initiative.

SOCIAL ACTIVITIES

The Company positively encourages social activities for employees and will provide financial support for such purposes. Where an employee commits to attending a social event and is later unable to maintain this commitment, they must ensure that they provide the organiser with appropriate notice, (unless their non-attendance cannot be foreseen), in order that any costs can be recovered. Failure to provide such notification may result in the deduction of the cost for that employee from their next bonus payment.

References: Big Yellow Employee Handbook (April 2015) Page 89