WORKING AT Nevilles

nevilleuk.com

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Introduction

I am very pleased to introduce our Working at Nevilles guide. Whether you have been with Nevilles for years, have just joined or are thinking of joining us, we think it is very important to understand the rewards and benefits you get access to, working at Nevilles.

Ensuring that Nevilles is a great place to work is at the forefront of our thinking at Nevilles. We want to recognise the contribution made by our staff and our benefits and rewards play an essential part in that recognition.

We have created this quick guide to remind you of the benefits that are available to you.

Andrew Neville

Managing Director

Nevilles

Nevilles
All Collections & Deliveries
Nevilles
Way In
No Smoking
Welcome to Nevilles
Nevilles
Reception

Our vision

"To be recognised as the preferred supplier of tableware and light catering equipment to the food service industry."

Strategic aims

- To develop world class customer listening processes
- To have a reputation for competitive pricing
- To source and stock the right product range
- To achieve next day delivery targets of 99%
- To support and enable our customers to grow

Core values

Communication

- Create a collaborative environment that encourages contribution from everyone
- Enable each other to speak openly and honestly, to share opinion and create an inclusive environment
- Give constructive feedback to each other, to encourage positive and constructive relationships
- Treat each other with dignity and respect

A great place to work

- Regularly tell everyone at work what our work highlights are: strategy, achievements, developments and direction
- Reward staff with fair and competitive salary and benefits

- Encourage team work and collaborative contribution
- Enable all staff to give their opinions about what we are doing and encourage them to ask questions
- Treat people fairly and with consideration in the workplace
- Celebrate our successes with our teams
- Promote activities that encourage good health & wellbeing

Customer trust

- Listen to our customers
- Be honest and truthful with our customers
- Respond quickly and positively to our customers' expectations

Recognise and support the needs of others

- Continue our commitment to Young Epilepsy and raise awareness
- Encourage staff to become involved in charitable activities, matching funding raised for Young Epilepsy
- Encourage staff to volunteer for 'enrichment days' at Young Epilepsy
- Be aware of the needs of our colleagues and provide support where we can
- Create a community environment in the workplace

Your salary and benefits

Holidays

Nevilles offer 25 days holiday, excluding Bank Holidays.

Salaries

We pay salaries based on the knowledge, skills and experience of our staff and we look locally to ensure that we pay competitively. We are also proud to say that we are committed to paying above the national minimum wage and the living wage

Annual bonus scheme

We reward success each year with a discretionary bonus scheme giving back staff a share of our profits.

Pension benefits

We encourage everyone to contribute to our pension scheme which has great benefits:

Employee contribution: 5%

Nevilles contribution: 7%

From time to time our pension advisors make visits to provide information about your benefit. More details about the scheme are on Blink.

Staff discount scheme

We supply our customers with incredible products and want all our staff to benefit from being able to have those same products at home. Our discount scheme gives an amazing 70% off list price, with an easy to use staff purchasing login on our website.

Health and wellbeing

We have regular programmes of activities to support the health and wellbeing of our employees, such as 'Wellbeing Wednesday Workshops'. We always strive to adapt these to best suit and include our entire staff and welcome feedback on these and recommendations for future activities.

A benefit available to all employees is free access to **My Healthy Advantage App**. This provides a free 24-Hour confidential helpline, and also includes:

- Online Health Portal & Access To The My Healthy Advantage App
- Medical Information Line
- Free 24/7 Counselling, Legal & Information Line
- Critical Incident Advice & Telephone Support
- 6 Structured Telephone Counselling Sessions
- Active Care - Day 1 Intervention For Stress
- Management Support Line & Counselling

Flu vaccination

If you want to get your flu vaccination during the winter, we are happy to reimburse you the cost if you can provide a receipt.

Private medical care

We have a private medical insurance scheme that includes optical and dental care.

- Optician - 80% of cost of prescribed glasses and contact lenses (up to £200 per year)
- Dentist - 80% of your dentist fees (up to £400 per year)

If you choose to join voluntarily you only pay the tax on the benefit in kind based on the premium (specific to each individual). We appreciate that this creates a small monthly cost, but typically this is approximately just £10 pcm. If you do join, you can opt to pay extra yourself for family members. Full details are on Blink, including an application form to join up.

Wellness checks

We have committed to inviting a team of health professionals to our site once a year to carry out wellness checks for any staff who decide to sign up. Each check lasts about 20 minutes and include:

- Body Mass Index
- Body Fat %
- Visceral Fat
- Bone Mass
- Blood Pressure
- Total Cholesterol
- Blood Glucose
- HDL Cholesterol
- Nutrition Review
- Lifestyle Review
- Metabolic Rate Hydration
- Mental Health Signposting

Mental health first aiders

As well as physical health and wellbeing, we recognise the importance of mental wellbeing. So, we have fully trained mental health first aiders to help with mental health signposting. They are here to listen and help in a confidential setting. You will find their names and contact information on our notice boards.

Group Life Assurance

This benefit entitles employee next of kin to a tax free lump sum should an employee, unfortunately, die whilst in service. All employees are covered up to the age of 75. Employees relatives can receive up to 1x annual salary.

On-site benefits

We are lucky enough to operate across two buildings within close proximity, giving us spacious offices and warehousing facilities along with on-site staff parking facilities.

We regularly work on improving our work environment so that it is a pleasant place for everyone to be. We have facilities for staff to take rest breaks and prepare their own food. In our warehouses we provide good quality workwear and safety wear for everyone.

There is also a Breakout Room, located on the middle floor of the Nevilles Head Office Building that can be used by all employees. This multi-use room is intended to give us a different type of space, allowing our teams to not be restricted to existing office space. There are two large privacy meeting booths, two high table & chair areas, one bench seating area and a small low round coffee table area. There are 2 x Amazon Alexa devices in this area, to allow for low level music to be played, and used as information hubs as well as a kitchen area, with two fridges, two microwaves and a Virgin water machine. This space is ideal for early/mid-morning catch ups, lunchtime breaks, one-to-one meetings, an area for sales teams to use when in the building.

Food and nutrition

On all of our sites we provide staff with purified water and other free beverages. We also provide weekly delivery of free fruit for all staff in our Erith locations.

From time to time we try to increase our knowledge of healthy practices such as yoga and nutritional information. We encourage staff to take lunchtime breaks, walks for fresh air and exercise!

We're listening

We know our staff have ideas to share and they are encouraged to so through our 'suggestion scheme'. Anyone can ask a question or make a suggestion using the link on Blink and we will reply, sharing that information openly across the business. The provision of purified water is one such idea that we implemented with pleasure.

"Nevilles look after their staff to promote an excellent working environment"

Giving back

We encourage our staff to become involved with charitable activities and will support them in their endeavours.

Our own chosen charity is Young Epilepsy. Young Epilepsy is a national charity providing specialist services and support for children and young people with epilepsy and other neurological conditions. These include Asperger's, autism and a wide range of learning difficulties from moderate to profound.

We hold fundraising events throughout the year and Nevilles matches all contributions made to Young Epilepsy.

Social events

We enjoy the company of the people we work with! The positive camaraderie in our work zones is something that we are proud of. We hold two main events during the year; our annual Christmas party and summer BBQ, these are popular events and offer the opportunity to celebrate together. Every three years we have a great family day out.

Our Social Committee arranges other days and evening events which staff can participate in. We look forward to a programme of new events throughout 2023.

Young Epilepsy

Registered Charity number 311877 (England and Wales)

Keep in touch

We have mentioned Blink a number of times throughout this guide. When staff join us they are given a login to Blink and can simply access it using the app on their phone. We share information on Blink every day and it is a place where staff can easily access information about their employment with us.

"The friendliest company I have been with"

GenWare
TABLE PRESENTATION
GenWare
TABLE PRESENTATION
GenWare
GLASSWARE
TABLE PRESENTATION

Celebrating success

At Nevilles we have great ambitions for the business and recognise that we are successful because of the contribution of our staff to achieving our aims. And we talk about our plans, developments and successes on a regular basis:

- Through our weekly staff update that comes from our Managing Director, Andrew Neville
- Our full staff meeting every 3 months, giving everyone the chance to ask questions and join in the conversation

Celebrating commitment

We also know that people really like working here! That means that we can celebrate long service at key milestones of 5, 10 and 15+ years.

"I have grown as a person in Nevilles and feel valued as an employee by managers and directors"

Learning and development

Creating an open, learning environment is a key objective for us at Nevilles. We believe that life-long learning is a benefit physically, mentally, personally and professionally. Here are just a few of the initiatives we have created already:

Feedback - All staff have a performance appraisal each year to give you feedback, to listen to your continue and to encourage you to continue to develop;
Induction - We introduce everyone to the business and help them to quickly understand how we work and how to access the information they need to be successful;
Lunch and Learns - We hold a calendar of Lunch and Learn events that everyone is invited to attend if they think the subjects are useful and developmental. Subjects recently included: excel training; pension schemes; financial planning and nutrition and health.
E-Learning – New employees receive e-learning training modules which are to be completed within their induction programme and can be viewed, watched and completed on line. All employees receive annual refresher training modules to complete.
All employees can view the training libraries and assign themselves any training they feel may be of interest to them to complete during their employment.

If you have any comments or questions on this document please feel free to reach out to our HR Team by emailing HR@nevilleuk.com

NEW PRODUCTS

GenWare
LONDON
GenWare
GenWare
GenWare

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Viking Way
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Kent
DA8 1EW

London Showroom

52 Upper Street
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N1 0QH

Manchester Showroom

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