

WORKING AT

**Nevilles**





# Contents

## **Introduction** 4

## **Working at Nevilles** 6

Our Vision

Strategic Aims

Core Values

## **Your Salary and Benefits** 8

Holidays

Salaries

Annual Bonus Scheme

Pension Benefits

Staff Discount Scheme

## **Your Health** 10

Health and Wellbeing

Flu Vaccinations

Private Medical Care

Wellness Checks

Mental Health First Aiders

Group Life Assurance





## **Lifestyle Benefits** 14

- On-Site Benefits
- Quiet Rooms
- Food and Nutrition
- We're Listening

## **Social** 18

- Giving Back
- Social Events
- Keep in Touch

## **Things to Celebrate** 20

- Celebrating Success
- Celebrating Commitment

## **Your Development** 22

- Learning and Development
- Apprenticeship Scheme
- Work Experience



## 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.

**Nevilles** is also very proud of the fact that in the last 12 months our absence rate has been under 2% on an average basis and our turnover figure has been under 5%. This is a huge achievement and speaks volumes about our employees. We have a great team and we want to keep adding to this over the coming years.

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  
Please follow signs to the other side of the building



**Nevilles**  
Reception





# Working at Nevilles

## 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

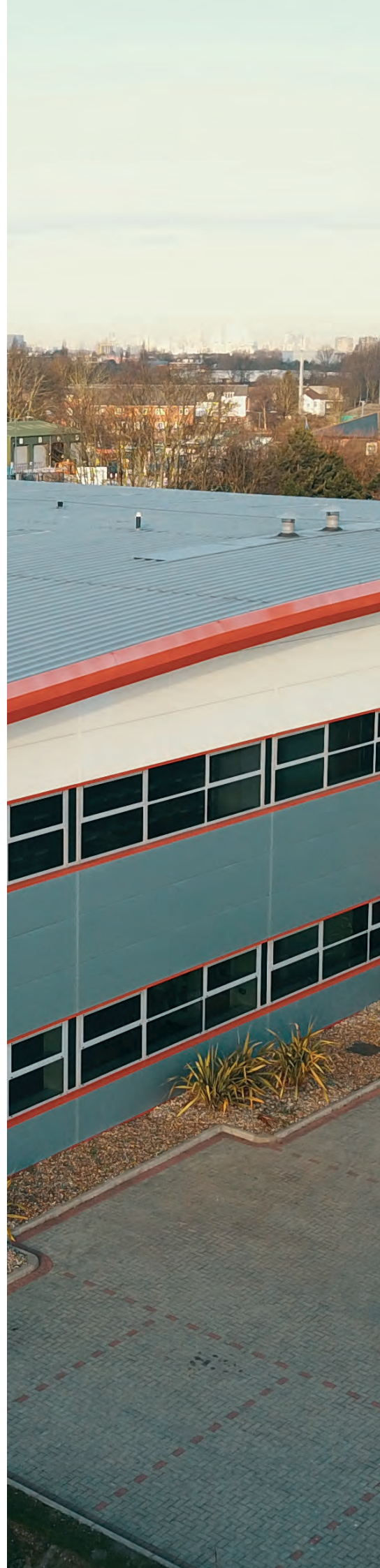
## Core Values

### ***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 & 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



We offer 25 days holiday, excluding bank holidays.



We offer 15 working days' paid annual leave each calendar year plus all Hong Kong gazetted holidays, which if required by the company, may be substituted with alternative holidays.

During the Chinese New Year period, the Hong Kong office will be closed in the same week following the bank holiday.



### 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 living wage in the UK.



We are also proud that in Hong Kong we pay above minimum wage.



### Annual Bonus Scheme



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







- ✿ The bonus period is calculated from 01 January to 31 December each year. You will be entitled to an annual bonus equivalent to your December's basic salary, which will be paid in January, if you have completed twelve (12) months continuous employment with the Company as of 31 December. You will be entitled to a pro-rata annual bonus if you have completed not less than three months as of 31 December.



### Pension



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**.



Mandatory Provident Fund is followed - Your benefits and administration of the plan will be in accordance with provisions of the **MPFSO**.



### 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 **Wisdom - Learn, Grow, Thrive (by Health Assured)**. This provides a free 24-Hour confidential helpline, and also includes:

- Online Health Portal & Access to Wisdom
- 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

As well as the above we also have access to the **Smart Health App** as part of our Life Assurance Scheme. This provides unlimited access to a 24/7 online GP as well as a range of other health and wellbeing experts - you can book telephone or video calls at a time convenient to you.







Hong Kong has the **International Employee Assistance programme**. Health Assured working in partnership with our international provider offers cover for you and your immediate family members\*, 24 hours a day, 7 days a week, 365 days a year.

Services available:

- **Life Support:** Unlimited access to counselling for emotional problems and a pathway to structured telephone counselling or face-to-face counselling sessions (employees only) at your convenience.
- **Legal Information:** For any issues that cause anxiety or distress including debt management, accountancy, lawsuits, consumer disputes, property or neighbour legalities (employees only).
- **Bereavement Support:** Our partner offers qualified and experienced counsellors who can help with grief and related stress plus a team of legal advisors to help with legal issues.

Hong Kong has access to an emergency app '**Worldwide Emergency Assistance Program**' as part of their life assurance scheme and provide emergency assistance to employees where needed.





### 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 Care, Dental Care Routine, GP referred Services and Mental Health Care.

- Routine Dental Benefit - £450
- Accidental Dental Treatment - £600
- 80% of the cost of prescribed Glasses and Contact Lenses - £200 per year
- Up to £25 per year for Eye Tests

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.



We have a private medical insurance that includes:

- Hospital Re-Imbursement
- Out Patient
- Dental

For full policy detailing the caps on the funding for each specific area please refer management.







## 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 1 x annual salary.



Life cover is provided through FTELife Insurance Company.





### On-Site Benefits

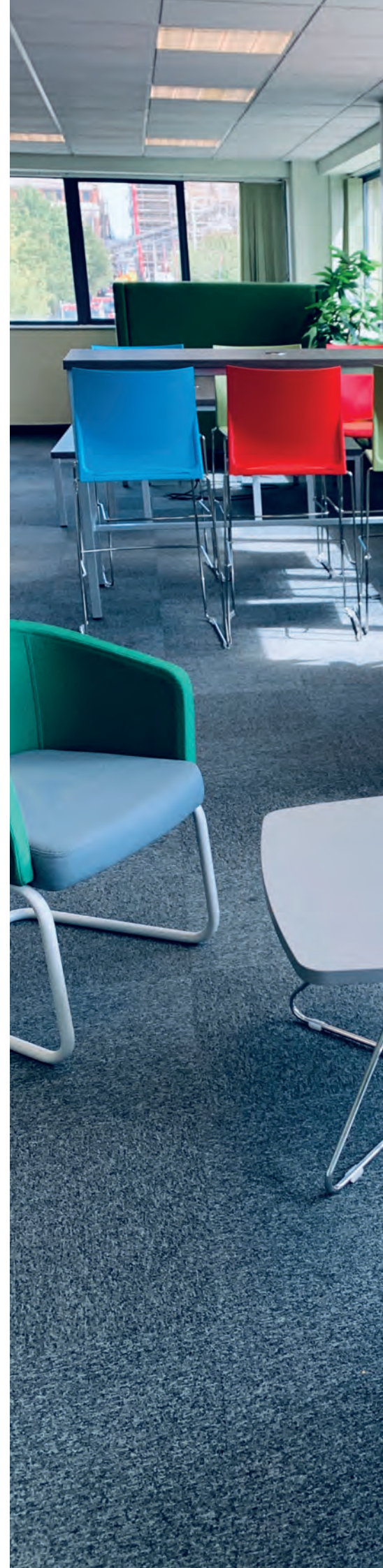


We are lucky enough to operate across two buildings within close proximity, giving us spacious offices and warehousing facilities along with on-site staff parking facilities.

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.

**Nevilles** now has EV charger on-site in Erith, with up to two hours of free charging for employees.







## Quiet Rooms



Both our facilities at **NCFC** and **Unit 6** have rooms available where employees can go to rest in a quiet space allowing them time to relax in their breaks.











## 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!



The Hong Kong office provides distilled water, beverages and fruit.



## We're Listening



We know our staff have ideas to share and they are encouraged to do 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.



The Hong Kong office provides a Suggestion Box where employees can post their suggestions for consideration.





### 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 2024.



The Hong Kong office hosts four events annually:

- Chinese New Year Lunch
- Summer Event
- Autumn Event
- Christmas Lunch or Dinner

*“The friendliest company  
I have been with”*







## 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**.



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.



## Things to Celebrate



### 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, 15, 20 & 25+ 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 you, 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 Learn:** 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](mailto:HR@NevilleUK.com)







## Apprenticeship Scheme



We offers the opportunity for internal and external candidates to become apprentices within the business offering them the opportunity to gain structured qualifications and potential promotions.



## Work Experience



We offers students the opportunity to join us for a week to gain work experience across a number of different teams.







**Head Office**

Viking Way  
Erith  
Kent  
DA8 1EW

**London Showroom**

52 Upper Street  
London  
N1 0QH

**Manchester Showroom**

Suite 3, Ground Floor  
Building 2  
Universal Square  
Devonshire Street North  
M12 6JH

**Customer Fulfilment Center**

Trim House  
Church Manor Way  
Erith  
Kent  
DA8 1EX

**Hong Kong Office**

Unit F, 25/F  
CNT Tower  
326-338 Hennessy Road  
Wan Chai  
Hong Kong

+44 (0)1322 443143

HR@NevilleUK.com

NevilleUK.com